

Title	Deal with customer disputes in gaming machine areas of a Class 4 gambling environment		
Level	4	Credits	3

Purpose	People credited with this unit standard are able to identify situations that may lead to, and deal with, customer disputes in a gaming machine area of a Class 4 gambling environment.
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Classification	Hospitality > Hospitality - Gambling
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Available grade	Achieved
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Explanatory notes

1 Definitions

Corporate society – as defined in the Gambling Act 2003.

Class 4 is the category of gambling defined in the Gambling Act 2003.

Establishment requirements – any policy, procedure, or agreed requirement, either written or oral that are made known to the candidate prior to assessment against this unit standard.

Gaming machine and gambling equipment – as defined in the Gambling Act 2003.

Operating manuals – the instruction booklets or other instructions supplied by the equipment manufacturer, distributor, or supplier.

Game Rules – those prescribed in Game Rules 2016, pursuant to the Gambling Act 2003.

Gambling Equipment Fault/Player Dispute Report, Unpaid Prize Report, and Gaming Machine Analysis are as defined in the Game Rules.

Dispute situations may include but are not limited to – short-pays, money placed into machine not registering, unpaid prizes, fluctuation of power, machine malfunction, misinterpretation of pay-scales, fraudulent claims, coin exchanger machine disputes.

2 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

Outcomes and evidence requirements

Outcome 1

Identify situations that may lead to disputes in a gaming machine area.

Evidence requirements

1.1 Situations that may lead to disputes in gaming machine areas are identified.

Range evidence is required for a minimum of five situations.

Outcome 2

Deal with customer disputes in a gaming machine area.

Range evidence is required for a minimum of three disputes.

Evidence requirements

- 2.1 Validity of disputes is confirmed through checks made on gaming machines in accordance with Game Rules and operating manuals.
- 2.2 Where a player is identified as ineligible for payment an Unpaid Prize Report is completed and action taken in accordance with the Gambling Act 2003 and Game Rules.
- 2.3 Information is accessed from sources relevant to the nature of the dispute in accordance with Game Rules and operating manuals.
- 2.4 In cases where a dispute cannot be resolved immediately and/or a gaming machine or gambling equipment malfunction is indicated, the relevant parts of a Gambling Equipment Fault and Player Dispute Report are completed in accordance with Game Rules.
- Range must include but is not limited to – name and contact details of the player and any witnesses, the nature of the dispute, time, date, current machine display, last game details (if accessible).
- 2.5 Where a machine malfunction is disclosed the gaming machine or gambling equipment is turned off, an 'out of order' notice is displayed, and a technician or service agent is called.
- 2.6 Where necessary a full or partial Gaming Machine Analysis is completed to resolve a dispute in accordance with Game Rules.
- 2.7 Where necessary a technician or service agent is called to examine the gaming machine or gambling equipment in accordance with the Game Rules and operating manual.
- 2.8 A full report of the investigation is filed in accordance with Game Rules and establishment requirements. A copy of the report is sent to the Corporate Society.
- 2.9 Throughout the dispute, the customer is kept informed of their rights and the actions being taken. The customer is attended to in a professional and courteous manner in accordance with establishment requirements.

Planned review date	31 December 2017
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 March 2001	31 December 2017
Review	2	26 April 2005	31 December 2017
Revision	3	25 June 2007	31 December 2017
Review	4	20 November 2009	N/A
Rollover and Revision	5	16 June 2016	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.