

Title	Demonstrate knowledge of rules and maintain gaming machines in a casino		
Level	3	Credits	10

Purpose	People credited with this unit standard are able to, in a casino: interpret and apply terms common to gaming machines; explain the rules and features of the operation of gaming machines; identify gaming machine faults; take action to rectify gaming machine faults; and identify and deal with irregularities and non-compliance in the operation of gaming machines.
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Classification	Tourism > Casino Gaming
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Available grade	Achieved
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Prerequisites	To undertake this unit standard people must meet the minimum age requirement for entry into a casino.
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Guidance Information

- 1 **Definition**
Industry procedures refer to all workplace requirements in operation in casinos. These may include, but are not limited to, relevant statutory and regulatory requirements, minimum operating standards, Gazetted Rules, licence conditions, and procedures described in training courses for the conduct of games, as approved by the Department of Internal Affairs or the Gambling Commission. Industry procedures may also include procedures specific to an enterprise involved in the casino gaming industry. These additional enterprise procedures may include quality assurance, documentation, security, communications, health and safety, and personal behaviour.
- 2 The Gambling Act 2003 is the main piece of legislation relevant to this unit standard, together with any associated legislation and/or regulations, including but not limited to the Health and Safety at Work Act 2015, and their subsequent amendments.
- 3 *Gaming machines* are also known as slots.

Outcomes and performance criteria

Outcome 1

Interpret and apply terms common to gaming machines in a casino.

Range terms used in gaming machines may include but are not limited to – jackpots, wagers, poker (pokie) machines, betting, hopper fills.

Performance criteria

- 1.1 Terms common to gaming machines are interpreted in accordance with industry procedures.
- 1.2 Terms common to gaming machines are applied in accordance with industry procedures.

Outcome 2

Explain the rules and features of the operation of gaming machines in a casino.

Performance criteria

- 2.1 The technical features of gaming machines are described in accordance with industry procedures.

Range internal and external features.
- 2.2 The features of gaming machines are described in accordance with industry procedures.

Range features may include but are not limited to – winning wagers; pay out regime; jackpot accumulation; differences between link progressive, mystery, and stand-alone jackpots.
- 2.3 The rules for the operation of gaming machines are described in accordance with industry procedures.

Range may include but is not limited to – video poker, draw poker, joker wild poker, video black jack, video spinning reel games, mechanical spinning reel games; evidence of five is required.
- 2.4 Pay table is explained in terms of industry procedures.

Outcome 3

Identify gaming machine faults in a casino.

Range faults may include but are not limited to – coin and note jams, hopper and coin diverter malfunctions and jams, video monitor or display faults, faulty locks in doors, blown lamps or fluorescent tubes, software faults.

Performance criteria

- 3.1 Gaming machines are checked for faults in accordance with industry procedures.
- 3.2 Faults in gaming machine hardware are identified in accordance with industry procedures.
- 3.3 Faults in gaming machine software are identified from the error message on the visual display in accordance with industry procedures.

Outcome 4

Take action to rectify gaming machine faults in a casino.

Range faults to be rectified may include but are not limited to – coin and note jams, hopper and coin diverter malfunctions and jams, video monitor or display faults, faulty locks in doors, blown lamps or fluorescent tubes, software faults.

Performance criteria

- 4.1 Coins and note jams are cleared in accordance with industry procedures.
- 4.2 Any rectification of faults is carried out in accordance with health and safety legislation, and industry procedures.
- 4.3 Gaming machine faults that cannot be rectified are actioned in accordance with industry procedures.

Outcome 5

Identify and deal with irregularities and non-compliance in the operation of gaming machines in a casino.

Performance criteria

- 5.1 Irregularities and/or non-compliance in the use of gaming machines are identified in accordance with industry procedures.
- 5.2 Irregularities and/or non-compliance in the operation of gaming machines are dealt with in accordance with industry procedures.

Replacement information	This unit standard replaced unit standard 9892.
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Planned review date	31 December 2020
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	26 September 2001	N/A
Review	2	12 December 2008	N/A
Revision and Rollover	3	1 November 2018	N/A

Consent and Moderation Requirements (CMR) reference

0078

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

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