

Title	Identify the requirements for a responsible drinking environment in a casino		
Level	2	Credits	2

Purpose	People credited with this unit standard are able to: identify the effects of alcohol and intoxication; and describe the responsibility of those serving alcohol in a casino.
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Classification	Tourism > Casino Security
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Available grade	Achieved
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Prerequisites	A minimum age requirement applies in compliance with current Sale of Liquor legislation.
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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 respectively. Industry procedures may also include procedures specific to an enterprise involved in the casino gaming industry. These additional enterprise procedures may include, without limitation, quality assurance, documentation, security, communications, health and safety, and personal behaviour.
- 2 Legislation relevant to this unit standard may include but is not limited to – Employment Relations Act 2000, Sale and Supply of Alcohol Act 2012; Sale and Supply of Alcohol Regulations 2013; Health and Safety at Work Act 2015, and any subsequent amendments and regulations.
- 3 This theory unit standard covers outcomes 1 and 2 of Unit 4645, *Demonstrate knowledge of maintaining a responsible drinking environment as a server in licensed premises*. This unit standard is not intended for staff serving alcoholic drinks and does not cover the practical requirements of outcome 3 of Unit 4645. It is intended for casino floor staff who require an understanding of the effects of alcohol in the work environment and the requirements of the Sale and Supply of Alcohol Act 2012.

Outcomes and performance criteria

Outcome 1

Identify the effects of alcohol and intoxication.

Performance criteria

1.1 Characteristics of alcohol consumption patterns are identified and explained in terms of their effects.

Range may include but is not limited to – age group and gender, blood alcohol content levels, signs of intoxication, interaction of alcohol and other drugs.

1.2 Alcohol absorption rate in humans are identified and explained in terms of factors that affect an individual's absorption rate.

Range factors may include but are not limited to – weight, age group and gender, food intake, emotional state, drinking rate.

Outcome 2

Describe the responsibility of those serving alcohol in a casino.

Performance criteria

2.1 Legal requirements for alcohol service and consumption to customers is identified and explained in accordance with legislation and industry procedures.

Range requirements include but are not limited to – service to minors, intoxicated patrons, drunk and disorderly behaviour, offences and penalties, safe drinking guidelines.

2.2 Server responsibilities are identified and explained in accordance with legislation and industry procedures.

Range may include but is not limited to – self, casino, customers, community.

2.3 Benefits in creating a responsible licensed drinking environment are identified and described in accordance with industry procedures.

Range may include but is not limited to – self, casino, customer, community.

2.4 Knowledge of intervention techniques designed to restrict intoxication of customers and maintain customer safety are identified and described.

Range may include but is not limited to – identification, service, intoxicated behaviour, promotion of food and non-alcoholic drinks.

2.5 Management of intoxicated patrons is outlined in accordance with industry procedures.

Range informing casino security, monitoring behaviour until intervention occurs.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 December 2003	N/A
Review	2	21 May 2008	N/A
Revision and Rollover	3	1 November 2018	N/A
Revision and Rollover	4	29 July 2021	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>.

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.