

Title	Operate and maintain a TAB retail outlet for the racing industry		
Level	3	Credits	20

Purpose	<p>This unit standard is for people employed in a TAB retail outlet who have responsibility for operating a TAB terminal, and maintaining the TAB area.</p> <p>People credited with this unit standard are able to: provide customer service in a TAB retail outlet; operate a TAB terminal; and maintain the TAB area within a retail outlet.</p>
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Classification	Equine > Racing Operations
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Available grade	Achieved
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Guidance Information

- 1 Legislation and regulations relevant to this unit standard include but are not limited to – the Health and Safety in Employment Act 1992, Fair Trading Act 1986, Racing Act 2003, Racing (Harm Prevention and Minimisation) Regulations 2004, Financial Transactions Reporting Act 1996, Gambling Act 2003, Gambling (Harm Prevention and Minimisation) Regulations 2004, and any subsequent amendments.
- 2 Reference
New Zealand Racing Board, *TAB Retail Procedures Manual*. The latest version of this manual can be obtained from the New Zealand Racing Board, PO Box 38899, Wellington Mail Centre, Lower Hutt 5045.
- 3 Definitions
Organisational procedures refer to any policy, procedure, or agreed requirement, either written or oral, that is made known to the candidate prior to assessment, and which must meet the requirements of the *TAB Retail Procedures Manual*.
Betslips refer to the coupon on which customers mark their bets.
TAB® is a registered brand of the New Zealand Racing Board and is referred to in this unit standard as TAB.

Outcomes and performance criteria

Outcome 1

Provide customer service in a TAB retail outlet.

Performance criteria

- 1.1 Communication with customers is appropriate for the situation and the context and in accordance with organisational procedures.
- Range communication with customers includes but is not limited to – eye contact, greet and farewell, listening, body language.
- 1.2 Customer service priorities are agreed with management in terms of processing betting requirements to meet organisational procedures and customer needs.
- Range customer service priorities include but are not limited to – checking race timings, ensuring resources are available for processing bets, cash handling procedures and balancing.
- 1.3 Accurate information is provided to customers in a timely manner in accordance with organisational procedures.
- Range accurate information includes but is not limited to – track and weather conditions, current teletext pages displayed, start and finish times, late scratchings, results, promotions, betting options, point-of-sale and marketing material.
- 1.4 Safety, of self and environment, and confidentiality are maintained when handling cash and customers' requirements in accordance with organisational procedures.
- 1.5 Legislative requirements of the TAB are described in relation to customers who are betting.
- Range Gambling Act 2003, Racing (Harm Prevention and Minimisation) Regulations 2004, Gambling (Harm Prevention and Minimisation) Regulations 2004, Financial Transactions and Reporting Act 1996; minimum betting age, credit betting, problem gambling.

Outcome 2

Operate a TAB terminal within a retail outlet.

Performance criteria

- 2.1 Start and end of day procedures are completed for opening up, setting up, shutting down and closing the TAB area in accordance with organisational procedures.
- Range set up public space, set up operator environment, balance and maintain cash.

- 2.2 Verbal bets and betslips are processed in accordance with organisational procedures.
- Range payouts, cancellations, selling of bets, recall dividends, all up (AUP) reinvestment.
- 2.3 TAB accounts are established in accordance with organisational procedures.
- 2.4 Deposits, withdrawals and balances are processed and accounts are closed in accordance with organisational procedures.
- 2.5 The procedures for identification and correction of incorrect account deposits and withdrawals are described in accordance with organisational procedures.
- 2.6 Errors are identified and remedial action is taken in a timely manner in accordance with organisational procedures.
- 2.7 Alternative betting and payment options are carried out in accordance with organisational procedures.
- Range alternative betting and payment options include but are not limited to – vouchers, vouchers with pin number, cheques.
- 2.8 Transactions are recalled in accordance with organisational procedures.
- Range transaction recalls include but are not limited to – damaged tickets, off-line terminal, non-printed tickets.
- 2.9 Additional information requirements are processed in accordance with organisational procedures.
- Range additional information includes but is not limited to – obtaining results, printing scratchings list, retrieving and clearing text messages and updating outlet accordingly.
- 2.10 Bet processing is described in terms of the implications of the Financial Transactions and Reporting Act.
- Range includes but is not limited to – account processing, voucher processing.

Outcome 3

Maintain the TAB area within a retail outlet.

Performance criteria

- 3.1 Teletext information for customers is checked to ensure current information is displayed in accordance with organisational procedures.

3.2 Betting environment is maintained in accordance with organisational procedures.

Range betting environment includes but is not limited to – betting slips, pens, correct and current information on notice boards, hard copy display of results, hard copy display of late scratchings, clean and tidy, point-of-sale and marketing material.

3.3 Terminal maintenance is carried out in accordance with organisational procedures.

Range terminal maintenance includes but is not limited to – changing paper, cleanliness, reporting faults.

3.4 Administration of the terminal is completed in accordance with organisational procedures.

Range daily administration includes but is not limited to – operator balance, office balance, cash book, stationary ordering, advising of cheques written, EFTPOS transactions, obtaining financial reports, syndicate accounts, lost ticket claims, paying off-line tickets, cash handling procedures.

Replacement information	This unit standard replaced unit standard 22605.
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This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 November 2009	31 December 2022
Revision	2	19 November 2010	31 December 2022
Review	3	27 May 2021	31 December 2022

Consent and Moderation Requirements (CMR) reference	0018
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.