

Title	Demonstrate knowledge of the rules, procedures, and organisational structure of a casino		
Level	3	Credits	5

Purpose	<p>People credited with this unit standard are able to demonstrate knowledge of the rules and procedures for casino personnel and premises, and the structure of a selected casino operation in New Zealand.</p> <p>This unit standard is intended for employees or prospective employees of a casino, or Department of Internal Affairs Gaming Inspectors.</p>
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Classification	Tourism > Casino Gaming
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Available grade	Achieved
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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.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the rules and procedures for casino personnel and premises.

Performance criteria

1.1 The rules and procedures applicable to casino premises, operators, and personnel are sourced and interpreted in accordance with the Gambling Act, any relevant regulations, and industry procedures.

Range rules include – Certificate of Approval, licensing of the casino operator;
procedures include – minimum operating standards, gazetted rules.

1.2 The conditions of employment specified in the employee’s code of conduct are sourced and interpreted in accordance with industry procedures and the Gambling Act.

Range conditions of employment include but are not limited to – personal presentation, security requirements, gambling, shift work, 24 hour clock, reading roster, hours of operation, awareness of surveillance.

Outcome 2

Demonstrate knowledge of the structure of a selected casino operation in New Zealand.

Performance criteria

2.1 The overall structure of a casino operation is described in accordance with the organisational chart.

Range table games, and gaming machines;
cash desk, income control, internal and external audit, security, surveillance, Department of Internal Affairs, Gambling Commission.

2.2 Licensed personnel groups in a casino are identified in accordance with the Gambling Act.

2.3 The casino management structure is described in accordance with industry procedures.

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	11 April 1997	N/A
Review	2	30 April 2001	N/A
Review	3	12 December 2008	N/A
Revision and Rollover	4	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.