

<b>Title</b>	<b>Handle and process coin, cash, and chips in a casino</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to, in a casino: handle chips; count, balance, collect, and store chips; issue chip purchase vouchers; redeem chips or chip purchase vouchers; handle coin and cash; deal with non-cash transactions; exchange foreign currency; and describe the procedures for responding to robbery or hold-up.
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<b>Classification</b>	Tourism > Casino Gaming
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<b>Available grade</b>	Achieved
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<b>Prerequisites</b>	To undertake this unit standard, people must have passed the Ishihara Colour Test or equivalent and must meet the minimum age requirement for entry into a casino.
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## Guidance Information

- Definitions**

*EFTPOS* refers to Electronic Funds Transfer at Point of Sale;

*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.

*Robbery* refers to both armed and unarmed stealing of property from a person by using or threatening to use force.
- The Gambling Act 2003 is the main piece of legislation relevant to this unit standard, together with any associated legislation and/or regulations.
- This unit standard may be assessed against in a simulated situation.

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## Outcomes and performance criteria

### Outcome 1

Handle chips in a casino.

**Performance criteria**

- 1.1 Chips are handled in accordance with industry procedures.
- Range may include but is not limited to – fluid hand movements, clean hands.
- 1.2 Personal stance and presentation when handling chips are in accordance with industry procedures.
- Range must include but are not limited to – eye contact, standing position, posture.
- 1.3 Chips are transferred in accordance with industry procedures.

**Outcome 2**

Count, balance, collect, and store chips in a casino.

**Performance criteria**

- 2.1 Chips are counted in accordance with industry procedures.
- 2.2 Chips are balanced in accordance with industry procedures.
- 2.3 Chips are collected in accordance with industry procedures.
- 2.4 Chips are stored in accordance with industry procedures.

**Outcome 3**

Issue chip purchase vouchers in a casino.

**Performance criteria**

- 3.1 Chip purchase vouchers are issued in accordance with industry procedures.

**Outcome 4**

Redeem chips or chip purchase vouchers in a casino.

**Performance criteria**

- 4.1 Chips are redeemed in accordance with industry procedures.
- 4.2 Chip purchase vouchers are redeemed in accordance with industry procedures.

**Outcome 5**

Handle coin and cash in a casino.

**Performance criteria**

- 5.1 Coin and cash are transferred in accordance with industry procedures.
- 5.2 Coin and cash are exchanged in accordance with industry procedures.
- 5.3 Forged monies are identified and procedures for dealing with them are followed in accordance with industry procedures.
- 5.4 Procedures for dealing with lost and found monies are in accordance with industry procedures.
- 5.5 Cash float is balanced in accordance with industry procedures.
- 5.6 Documentation for balancing of cash float is completed in accordance with industry procedures.
- 5.7 Hand payouts documented from machines are processed in accordance with industry procedures.

**Outcome 6**

Deal with non-cash transactions in a casino.

**Performance criteria**

- 6.1 Policy regarding granting of non-cash transactions is implemented in accordance with legislation and industry procedures.
- 6.2 Non-cash transactions are handled in accordance with legislation and industry procedures.  
  
Range non-cash transactions may include but are not limited to – cash cards, cheques, bank drafts, traveller's cheques, cashier's cheques, acceptance and settlement of deposits.
- 6.3 EFTPOS transactions comply with industry procedures.

**Outcome 7**

Exchange foreign currency in a casino.

**Performance criteria**

- 7.1 Foreign currency is exchanged in accordance with industry procedures.

**Outcome 8**

Describe the procedures for responding to robbery or hold-up in a casino.

- 8.1 Procedures for responding to robbery or hold-up in a casino are described in accordance with industry procedures.

<b>Planned review date</b>	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	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
Revision and Rollover	5	29 July 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.