

Title	Ensure compliance in financial transactions and reporting in a casino		
Level	5	Credits	3

Purpose	<p>People credited with this unit standard are able, in a casino, to ensure compliance in: the counting and collecting of chips; the exchange of chip purchase vouchers or chips; the redeeming of chips or chip purchase vouchers; the handling of coin and cash; non-cash transactions; the exchange of foreign currency; and describe the procedures for responding to robbery or hold-up.</p> <p>This unit standard is intended for employees at a supervisory level.</p>
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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 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

1 Definitions

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.

EFTPOS refers to Electronic Funds Transfer at Point of Sale.

Robbery refers to both armed and unarmed stealing of property from a person by using or threatening to use force.

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

Ensure compliance in the counting and collecting of chips in a casino.

Performance criteria

- 1.1 Chip handling is monitored, and any irregularities are addressed in accordance with industry procedures.
- Range may include but is not limited to – fluid hand movements, clean hands.
- 1.2 Personal presentation and stance of staff when handling chips is checked and any deficiencies are addressed in accordance with industry procedures.
- Range must include but are not limited to – eye contact, standing position, posture.
- 1.3 The counting and collection of chips is monitored, and any irregularities are addressed in accordance with industry procedures.
- 1.4 Operation of the chip bank is monitored, and any irregularities are addressed in accordance with industry procedures.
- 1.5 Completion of table fill, and table credit documentation is monitored, and any irregularities are addressed in accordance with industry procedures.

Outcome 2

Ensure compliance in the exchange of chip purchase vouchers or chips in a casino.

Performance criteria

- 2.1 The procedures for exchanging chip purchase vouchers are monitored and any irregularities are addressed in accordance with industry procedures.
- 2.2 The procedures for exchanging chips are monitored and any irregularities are addressed in accordance with industry procedures.

Outcome 3

Ensure compliance in the redeeming of chips or chip purchase vouchers in a casino.

Performance criteria

- 3.1 The redemption of chips is monitored, and any irregularities are addressed in accordance with industry procedures.
- 3.2 The redemption of chip purchase vouchers is monitored, and any irregularities are addressed in accordance with industry procedures.

Outcome 4

Ensure compliance in the handling of coin and cash in a casino.

Performance criteria

- 4.1 The transfer of coin and cash is monitored, and any irregularities are addressed in accordance with industry procedures.
- 4.2 Exchange of coin and cash is checked, and any irregularities are addressed in accordance with industry procedures.
- 4.3 The identification of any forged monies and the procedures for dealing with them are monitored and any irregularities are addressed in accordance with industry procedures.
- 4.4 The processing of lost and found monies is monitored and any irregularities are addressed in accordance with industry procedures.
- 4.5 The balance of the cash float is checked, and any irregularities are addressed in accordance with industry procedures.
- 4.6 Completion of documentation for balancing of cash float is checked and any irregularities are addressed in accordance with industry procedures.

Outcome 5

Ensure compliance in non-cash transactions in a casino.

Performance criteria

- 5.1 Non-cash transactions are checked, and any irregularities are addressed 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.
- 5.2 EFTPOS transactions are checked, and any irregularities are addressed in accordance with industry procedures.

Outcome 6

Ensure compliance in the exchange of foreign currency in a casino.

Performance criteria

- 6.1 Foreign currency exchanged is verified in accordance with industry procedures.

Outcome 7

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

Performance criteria

- 7.1 Procedures for responding to robbery or hold-up are described in accordance with legislation and industry procedures.

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	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

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.