

<b>Title</b>	<b>Supervise and ensure maintenance of gaming machines in a casino</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to, in a casino: supervise the operation of gaming machines; respond to customer requirements relating to gaming machines; and ensure maintenance of gaming machines in a casino.
----------------	--

<b>Classification</b>	Tourism > Casino Gaming
-----------------------	-------------------------

<b>Available grade</b>	Achieved
------------------------	----------

<b>Prerequisites</b>	To undertake this unit standard, people must meet the minimum age requirements for entry into a casino.
----------------------	---

---

## 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, including but not limited to the Anti-Money Laundering and Countering Financing of Terrorism Amendment Act 2017, and their subsequent amendments.
- 3** *Gaming machines* are also known as slots.

---

## Outcomes and performance criteria

### Outcome 1

Supervise the operation of gaming machines in a casino.

**Performance criteria**

- 1.1 The pay table is checked in accordance with industry procedures.  
Range types of checks – regular cyclic, random.
- 1.2 Returns are explained to players in accordance with industry procedures.
- 1.3 Information on games is explained to players in accordance with industry procedures.
- 1.4 Machines are monitored for discrepancies and any irregularities are addressed in accordance with legislation and industry procedures.

**Outcome 2**

Respond to customer requirements relating to gaming machines in a casino.

**Performance criteria**

- 2.1 Customer requirements are identified in accordance with industry procedures.  
Range factors may include but are not limited to – payouts, hand pay, cancelled credits, hoppers filled, security.
- 2.2 Customer requirements are addressed in accordance with industry procedures.

**Outcome 3**

Ensure maintenance of gaming machines in a casino.

**Performance criteria**

- 3.1 Any faults and damage to gaming machines are identified and reported in accordance with industry procedures.  
Range faults may include but are not limited to – coin and note jams, hopper and coin diverter malfunctions and jams, video monitor or display faults, faulty locks in doors, blown lamps or fluorescent tubes, software faults.

---

<b>Planned review date</b>	31 December 2023
----------------------------	------------------

**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

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.