

Title	Receive and report complaints in a casino		
Level	4	Credits	2

Purpose	<p>People credited with this unit standard are able to receive complaints in a casino and report complaints in a casino.</p> <p>This unit standard is designed 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 meet the minimum age requirements for entry into a casino.
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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, including but not limited to the Health and Safety at Work Act 2015, and their subsequent amendments.

Outcomes and performance criteria

Outcome 1

Receive complaints in a casino.

Performance criteria

1.1 The process for dealing with customer complaints is described and carried out in accordance with industry procedures.

Range may include but is not limited to – listen, identify complaint, respond to complaint, refer to manager if required, follow-up on complaint.

1.2 Complaints received are documented in accordance with industry procedures.

Outcome 2

Report complaints in a casino.

Performance criteria

2.1 Complaints are reported in accordance with industry procedures and the Gambling Act.

2.2 Rights of the complainant are adhered to in accordance with the Gambling Act 2003.

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Status information and last date for assessment for superseded versions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	25 February 2003	N/A
Review	4	12 December 2008	N/A
Revision and Rollover	5	1 November 2018	N/A
Revision and Rollover	6	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.