



**Australian Government**

# **SITHGAM003 Operate a TAB outlet**

**Release: 1**

## SITHGAM003 Operate a TAB outlet

### Modification History

Not applicable.

### Application

This unit describes the performance outcomes, skills and knowledge required to set up, operate and maintain Totalisator Agency Board (TAB) facilities and to provide information to customers on TAB operations and regulations.

The unit applies to all sectors of the hospitality industry that operate a TAB outlet and to frontline service personnel who operate under general supervision within established procedures.

In many states and territories, legislation stipulates that all gaming workers must receive training in the responsible conduct of gambling. This content is addressed in SITHGAM001 Provide responsible gambling services.

### Pre-requisite Unit

SITHGAM001 Provide responsible gambling services

### Competency Field

Gaming

### Unit Sector

Hospitality

### Elements and Performance Criteria

#### ELEMENTS

Elements describe the essential outcomes.

1. Set up a TAB outlet.

2. Advise customers on TAB operations and regulations.

#### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1. Carry out opening procedures according to TAB guidelines and organisational procedures.

1.2. Set up Austext or Teletext facilities, ensuring pages and sub pages are correctly displayed on television sets.

1.3. Ensure cleanliness, temperature and lighting of TAB environment.

2.1. Advise customers on TAB procedures according to legislative requirements and organisational procedures.

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|---|---|
|   | 2.2. Respond to customer queries, requests and complaints according to organisational standards.  |
| 3. Operate TAB betting machine.                             | 3.1. Follow TAB operations and administration manuals for operating a TAB betting machine.<br>3.2. Interpret error messages and take action to rectify errors according to legislative requirements and organisational procedures.  |
| 4. Update daily racing activity information.                | 4.1. Obtain information on daily racing activities through appropriate sources.<br>4.2. Update wall lists as new information is received.   |
| 5. Perform TAB terminal accounting and security procedures. | 5.1. Balance dockets for cash payments.<br>5.2. Pay out correct winnings to customers.<br>5.3. Verify large payments according to organisational procedures.<br>5.4. Monitor security of cash and venue according to organisational procedures.<br>5.5. Observe customers and onlookers and note and report unusual practices promptly.<br>5.6. Complete end-of-shift balance according to organisational procedures. |
| 6. Clean and maintain TAB equipment.                        | 6.1. Clean machines according to TAB guidelines and work health and safety regulations.<br>6.2. Make simple machine repairs with minimum disruption to customers and according to TAB specifications.<br>6.3. Report unserviceable machines promptly to the TAB and take follow-up action to ensure breakdown is rectified.   |

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

### SKILLS

### DESCRIPTION

- |                            |  |
|----------------------------|--|
| Reading skills to:         | <ul style="list-style-type: none"> <li>• read messages from TAB machine, the daily race list and form guides.</li> </ul>   |
| Numeracy skills to:        | <ul style="list-style-type: none"> <li>• understand basic financial procedures in relation to TAB operations.</li> </ul>   |
| Problem-solving skills to: | <ul style="list-style-type: none"> <li>• deal with discrepancies in balance and potential security issues</li> <li>• handle customer complaints on results.</li> </ul> |

Technology skills to:

- operate Austext and Teletext.

## Unit Mapping Information

SITHGAM203 Operate a TAB outlet

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>