Assessment Requirements for SITHGAM004 Conduct Keno games

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- operate Keno games over a minimum of two service periods, and:
  - explain the rules of each of the different Keno game types listed in the knowledge evidence to customers and provide instructions for how to play each game
  - demonstrate use of each of the general functions listed in the knowledge evidence in line with organisational requirements
  - perform each of the general maintenance activities for Keno machines listed in the knowledge evidence
  - use Keno equipment within commercially-realistic timeframes and according to organisational standards and procedures to process each of the different bet types listed in the knowledge evidence, and demonstrate ability to:
    - respond to typical Keno customer game enquiries
    - coordinate multiple transactions and activities
    - process payouts
    - process cancellations
    - note and report unusual practices and behaviours.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- key requirements of relevant state and territory legislation and relevant codes of practice:
  - responsible provision of gambling services
  - licensing requirements for gaming personnel:
    - managers and employees
    - machine technicians
    - service consultants
    - machine managers, manufacturers and sales personnel
  - penalties for non-compliance in providing responsible gambling service
- general player rules of Keno and lotteries
- general customer information about Keno games:

- bet types
- collection of payments
- completion of entry forms
- display of winning numbers
- explanation of receipt tickets
- lodgement of forms
- player rules, conditions and limits
- prize schedules
- verbal entries
- types of Keno games and their rules:
  - Heads or Tails
  - Mystery Pick
  - Quick Pick
  - Set Bets and Superplay
  - standard game
  - system bets
  - Way Bets
- general functions use of Keno equipment:
  - balancing procedures
  - cash high or cash low
  - previous game results
  - sign-on or sign-off
- organisational procedures for cancelling Keno tickets
- rules relating to Keno promotions:
  - benefit selling
  - re-play numbers
- features of Keno equipment
- general maintenance procedures for Keno machines:
  - check machine is serviceable
  - checking paper feed
  - resetting card feeder
- unusual practices and behaviours of customers:
  - false claims to machine credit
  - magnets on side of machine
  - syndicate play
  - gambling on behalf of others
  - placing loyalty cards in machine to earn points from other people playing
  - aggression towards machines
  - collecting residual credit
  - searching for unclaimed funds.

Assessment Conditions

Skills must be demonstrated in an operational gaming environment. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- Keno terminal, facilities and equipment:
    - online Keno terminal and display medium
    - Keno betting stationery
- industry-realistic range of customers playing Keno with whom the individual can interact; these can be:
    - customers in an industry workplace who are assisted by the individual during the assessment process; or
    - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694