



Australian Government

SITHGAM004 Conduct Keno games

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to operate and maintain Keno equipment, take bets, make payouts, check security issues, and provide advice on Keno to customers.

The unit applies to gaming venues that offer Keno games, and to gaming attendants who work 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 is covered 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. Advise customers on features of Keno.
2. Process bet types.
3. Pay out prizes.

PERFORMANCE CRITERIA

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

- 1.1. Provide information to customers about Keno games.
- 1.2. Advise customers on Keno promotions as required.
- 1.3. Respond to customer queries, requests and complaints according to organisational standards.
- 2.1. Identify and confirm verbal and standard entry bet types.
- 2.2. Process bet types according to designated procedures.
- 3.1. Check tickets through card reader, scanner or by serial number.

- 3.2.Process cash and cheque payouts according to pre-set limits.
- 3.3.Perform cash and cheque transactions according to agency and system limits and according to organisational procedures.
- 3.4.Refer large payouts, bets, cash ins and cash outs to the appropriate person.
4. Cancel tickets.
 - 4.1.Cancel tickets through card reader or scanner, by serial number, or when not available, through arranging a claim for cancellation through appropriate measures.
 - 4.2.Re-issue tickets where required according to organisational procedures.
5. Operate general functions of software and machines.
 - 5.1.Use general functions when necessary according to authorised limitations.
 - 5.2.Seek authorisation from the appropriate person where required.
6. Clean and maintain terminals.
 - 6.1.Clean card readers as required by organisational procedures.
 - 6.2.Change new paper rolls and ribbons as required by organisational procedures.
 - 6.3.Check paper feed and reset card readers as required by organisational procedures.
 - 6.4.Identify maintenance problems promptly and take appropriate measures.
7. Monitor security of Keno operations.
 - 7.1.Follow Keno rules according to legislative requirements and organisational procedures.
 - 7.2.Use the terminal disable function when appropriate.
 - 7.3.Handle and balance cash and float according to organisational procedures.
 - 7.4.Where appropriate, call the Keno Hotline for assistance.
 - 7.5.Observe players and onlookers and note and report unusual practices and behaviours accurately and promptly.

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"> • read understand procedures and licensing requirements for Keno.
Numeracy skills to:	<ul style="list-style-type: none"> • balance float and cash.
Problem-solving skills	<ul style="list-style-type: none"> • deal with disputes about prize schedules, payments and display

to: of winning numbers.

Unit Mapping Information

SITHGAM204 Conduct Keno games

Links

Companion Volume implementation guides are found in VETNet -

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