Australian Government

Department of Education, Employment and Workplace Relations

SITHGAM004B Analyse and report on gaming machine data

Revision Number: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SITHGAM004B Analyse and report on gaming machine data

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to analyse and report on gaming machine operations.
	In some States and Territories, responsible conduct of gambling or gaming is a requirement of state and territory legislation. This is addressed in SITHGAM006A Provide responsible gambling services.

Application of the Unit

Application of the unit	This unit applies to all sectors of the hospitality industry where gaming activities are carried out, including clubs, hotels, pubs and casinos. It relates to the gaming machine reports generated for management by operational staff. These tasks are generally undertaken by a senior gaming attendant or supervisor.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units   This unit must be assessed after the following prerequisite units:

SITXFIN001A Process financial transactions

SITHGAM001A Attend gaming machines.

Employability Skills Information

Employability skills   The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Obtain gaming machine data.	1.1 Retrieve data from **gaming machine and system** using **retrieval system** in line with enterprise procedures and legislative requirements.
	1.2 Record **data** using correct methods and terminology according to enterprise procedures and legislative requirements.

ELEMENT		PERFORMANCE CRITERIA
2	Analyse data.	2.1 Analyse data according to enterprise procedures and legislative requirements.
		2.2 Perform cash flow analysis according to the correct mathematical equation, including analysis of metered information and cash data.
		2.3 Identify variances and determine possible causes according to legislative requirements and enterprise procedures.
3	Prepare reports.	3.1 Prepare *reports* and present them to the appropriate person according to industry and enterprise standards and legislative requirements.
4	Minimise waste of printed materials.	4.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to identify variances in data analysis, determine reason and rectify problem
- literacy skills to compare data against key performance indicators and identify variances
- writing skills to complete reports on gaming machine data or outcomes
- numeracy skills to check and analyse data.

The following knowledge must be assessed as part of this unit:

- basic requirements of relevant state and territory legislation, including:
  - requirements for record keeping, analysing and reporting on the operation of gaming machines and subsidiary equipment
  - requirement for responsible provision of gambling services, including procedures for self-exclusion of problem gamblers
  - general licence requirements
  - licensing of repairers, service consultants and machine managers
  - general accounting requirements
  - fees, taxes and levies
- mathematical design and reconciliation of all linked systems
- mathematical and analytical concepts relevant to gambling
- working knowledge of a computerised gaming machine program.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency	Evidence of the following is essential:

- ability to analyse and report on gaming machine data accurately for a range of different games appropriate to industry sector and enterprise
- awareness of security issues and compliance with security procedures
- compliance with legislative and licensing requirements
- demonstration of skills in analysing and reporting on gaming machine data for various gaming machines on multiple occasions.

Context of and specific resources for assessment	Assessment must ensure demonstration of skills using operational gaming machines and gaming equipment, including:

- gaming machines, which may include poker machines, approved amusement devices, slot machines, multi-terminal gaming machines, progressive or stand-alone machines, stand-alone games, linked machines and linked progressive jackpot systems
- applicable header systems
- data retrieval system
- gaming machine reporting software.

EVIDENCE GUIDE

Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of reports and gaming data analysis completed by candidate
- oral or written questions to assess knowledge of gaming legislation and enterprise procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHGAM005A Develop and manage gaming activities

SITHGAM006A Provide responsible gambling services.

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Gaming machines and systems include:	• stand-alone gaming machines
	• stand-alone progressive jackpot machines
	• multi-terminal machines

RANGE STATEMENT

- linked progressive systems, including:
  - bonus (random) link systems
  - combination dependent systems
  - progressive and stand-alone jackpot systems where appropriate
  - inter-venue progressive jackpot link systems
  - hyperlink
- player loyalty systems
- data retrieval systems.

Retrieval systems may be:	• manual • electronic • accounting, including header and venue-specific • promotional.
Data includes:	• gross results of a gaming machine's operation, including meter readings and their increments • operational data of a gaming machine, including clearances, payouts and hopper weigh amounts • cash flow, including machine specifications and linked progressive jackpot configurations.
Reports include:	• paper-based or electronically transmitted materials • cash flow analysis • net revenue analysis and profit variance • meter comparison report • history reports, including net revenue analysis and profit variance • stand-alone progressive and link-progressive jackpot system reconciliations • reports to enterprise management • profit reports and declarations • duty calculations and returns.

Unit Sector(s)

Sector   Hospitality

Competency field

Competency field   Gaming