



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SITTVAF005B Operate a games location**

**Revision Number: 1**

## **SITTVAF005B Operate a games location**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to conduct the day-to-day operation of a games area.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Application of the Unit**

#### **Application of the unit**

This unit applies to individuals working in a games area, usually in the context of an attraction or theme park although it may also apply to other games locations, such as those found in clubs and casinos.

The unit requires a good knowledge of operational, safety and games maintenance procedures combined with some problem-solving skills to address typical games problems. A person undertaking this role works under general supervision and applies some individual discretion and judgement to work activities.

### **Licensing/Regulatory Information**

Not applicable.

## Pre-Requisites

**Prerequisite units** Nil

## 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 Prepare games location for customers. | 1.1 Check <b><i>games</i></b> location for cleanliness, safety and security according to organisation policy and procedures. |
|   | 1.2 Check and prepare <b><i>equipment and supplies</i></b> for operation.  |
|   | 1.3 Organise relevant <b><i>signage and displays</i></b> .   |
|   | 1.4 Check stock supplies and reorder required items according to organisation procedures.                                    |
|   | 1.5 Inspect each game according to organisation procedures and report faults to relevant supervisor.                         |

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
2 Conduct games operations.	<ul style="list-style-type: none"><li>2.1 Apply correct rules and regulations during games.</li><li>2.2 Answer customer questions on games correctly and courteously.</li><li>2.3 Record all prizes given for data analysis and stocktake purposes according to organisation procedures.</li><li>2.4 Maintain cleanliness of games location at all times.</li><li>2.5 Take payment for participation in the game and tender correct change.</li></ul>
3 Monitor customers and crowd.	<ul style="list-style-type: none"><li>3.1 Monitor crowd size and ensure that maximum numbers are not exceeded.</li><li>3.2 Monitor customer behaviour to ensure a safe and pleasant environment for all customers.</li><li>3.3 Firmly but courteously request customers to change inappropriate behaviour.</li><li>3.4 Request assistance from supervisor or security personnel as appropriate.</li></ul>
4 Clean and maintain games.	<ul style="list-style-type: none"><li>4.1 Inspect and clean games according to relevant schedules and procedures.</li><li>4.2 Identify game faults promptly.</li><li>4.3 Make simple repairs with minimum disruption to customers according to manufacturer instructions and organisation policy.</li><li>4.4 Report faults immediately to appropriate personnel and put games out of order where necessary.</li><li>4.5 Use energy, water and other resources efficiently when cleaning to reduce negative environmental impacts.</li></ul>
5 Close down games location.	<ul style="list-style-type: none"><li>5.1 Close down the game location according to organisation procedures and manufacturer instructions.</li><li>5.2 Secure resources, equipment and stock according to organisation policy and procedures.</li><li>5.3 Clean and prepare area for next day's operation.</li></ul>

**ELEMENT****PERFORMANCE CRITERIA**

- |   |                                     |     |   |
|---|-------------------------------------|-----|---|
| 6 | Complete reports and documentation. | 6.1 | Produce tallied data records and other <i><b>documentation</b></i> according to organisation requirements within required timeframe.  |
|   |                                     | 6.2 | Forward reports to the appropriate area within the required timeframe minimising use of printed materials and maximising electronic transmission of all documents to reduce 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:

- ability to make simple repairs to games equipment
- cleaning techniques for games locations and equipment
- problem-solving skills to address typical operational problems in a games location
- communication skills to interact politely and appropriately with customers
- literacy skills to interpret and complete standard documents and reports
- numeracy skills to work with numerical games, to tally data reports and to calculate the dilution requirements for cleaning products.

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

- security procedures in relation to games operations
- record keeping and documentation procedures for games
- individual game operations and rules
- health and safety requirements as they apply to games operations
- the environmental impacts of cleaning games locations and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for waste from games locations and in particular for hazardous substances.

## 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.

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- ability to apply games operations procedures, including set up, inspection, cleaning and maintenance
- conduct of actual games and close down of games

## EVIDENCE GUIDE

areas

- ability to complete games operation documentation accurately
- demonstration of skills during a complete shift or operational period.

### Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped, operational games location during a complete shift or operational period
- commercially realistic ratios of customers to candidates to reflect typical workplace conditions.

### Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge.

Assessment methods must be chosen to ensure that the skills required to operate a games location can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate completing duties within a games location
- direct observation of the candidate making simple repairs
- review of operational reports and checklists prepared and completed by the candidate
- written and oral questioning or interview to test knowledge of OHS issues and requirements, and rules of the games
- 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.

## EVIDENCE GUIDE

### 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.

***Games*** may be:

- computerised
- manual
- coin-operated
- group
- individual
- pay per use
- included in entry.

***Equipment and supplies*** may include:

- prizes
- other promotional material
- game components
- administrative supplies
- maintenance items.



**RANGE STATEMENT**

*Signage and displays* may include:

- prizes
- games rules
- promotional offers
- directional signage.

*Documentation* may include:

- paper-based or electronically transmitted materials
- participant numbers
- incident reports
- equipment checklists
- safety checklists.

**Unit Sector(s)**

**Sector**

Tourism

**Competency field**

**Competency field**

Venue and Facility Operations