



Australian Government

SITTVAF302 Operate a games location

Release 1

SITTVAF302 Operate a games location

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITTVAF005B Operate a games location.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct the day-to-day operation of a games area. It requires a good knowledge of operational, safety and games maintenance procedures combined with some problem-solving skills to address typical games problems.

Application of the Unit

This unit applies to individuals working in a games area, usually in the context of an attraction or theme park though it may also apply to other games locations, such as those found in clubs and casinos. These individuals work under general supervision and apply some discretion and judgement to work activities.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency.

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

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| 1. Prepare games location for customers. | <ul style="list-style-type: none"> 1.1 Check games location for cleanliness, safety and security. 1.2 Check and prepare equipment and supplies for operation. 1.3 Organise relevant signage and displays. 1.4 Check stock supplies and reorder required items. 1.5 Inspect each game and report faults to relevant supervisor. |
| 2. Conduct games operations. | <ul style="list-style-type: none"> 2.1 Apply correct rules and regulations during games. 2.2 Courteously answer customer questions on games. 2.3 Record prizes given for data analysis and stocktake purposes. 2.4 Maintain cleanliness of games location. 2.5 Take payment for game participation and tender correct change. |
| 3. Monitor customers and crowd. | <ul style="list-style-type: none"> 3.1 Monitor crowd size and ensure that maximum numbers are not exceeded. 3.2 Monitor customer behaviour to ensure a safe and pleasant environment for all customers. 3.3 Firmly but courteously request customers to change inappropriate behaviour. 3.4 Request assistance from supervisor or security personnel as appropriate. |
| 4. Clean and maintain games. | <ul style="list-style-type: none"> 4.1 Inspect and clean games according to relevant schedules. 4.2 Identify simple game faults and make repairs with minimum disruption to customers according to manufacturer instructions. 4.3 Report faults to appropriate personnel and put games out of order where necessary. 4.4 Use energy, water and other resources efficiently when cleaning to reduce negative environmental impacts. |
| 5. Close down games location. | <ul style="list-style-type: none"> 5.1 Close down the game location according to organisational procedures. 5.2 Secure resources, equipment and stock. 5.3 Clean and prepare area for next period of operation. |
| 6. Complete reports | <ul style="list-style-type: none"> 6.1 Produce documentation within required timeframe. |

and documentation. 6.2 Forward reports to the appropriate area within the required timeframe.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to interact positively with customers
- literacy skills to:
 - read and interpret standard documents
 - complete standard reporting documentation
- numeracy skills to:
 - work with numerical games
 - tally data reports
 - calculate dilution requirements for cleaning products
- problem-solving skills to address typical operational problems in a games location
- technology skills to work with games equipment and make simple repairs.

Required knowledge

- security procedures for games operations, including those related to protection of equipment and people
- individual game operations and rules
- record keeping and documentation procedures for games relevant to the work context
- features of games equipment and how to make simple repairs
- health and safety requirements for games operations, including those related to:
 - customer behaviour
 - ensuring safety in the games location
 - game-specific issues
- ways to conserve resources in games operations, including minimising waste and use of energy.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- conduct games according to rules and procedures during a complete shift or operational period
- follow operational procedures, including set up, inspection, cleaning, maintenance and close-down
- complete accurate games documentation
- demonstrate knowledge of safety and security issues and operational challenges associated with games operations.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated games location with operational games
- customers sufficient in number to reflect typical workplace conditions.

Method of assessment

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

- direct observation of the individual completing duties in a games location
- review of operational reports and checklists prepared and completed by the individual
- written or oral questioning to assess knowledge of work health and safety 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 individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITXCCS303 Provide service to customers.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Games may be:

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

Equipment and supplies may include:

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

Signage and displays may include:

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

Documentation may include:

- equipment checklists
- incident reports
- participant numbers
- safety checklists.

Unit Sector(s)

Tourism

Competency Field

Venue and Facility Operations