



Australian Government

Assessment Requirements for SITHGAM014 Manage gaming activities

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:

- research and develop a plan for a gaming venue, featuring at least three of the gaming activities listed in the knowledge evidence and taking into account:
 - customer needs and business objectives
 - available products and technologies
 - promotional strategies
 - compliance with gaming legislation and regulation, and work health and safety requirements
 - venue design and layout (where venue is a physical amenity)
 - organisational policies and procedures
 - resource requirements including staffing
 - security policies and procedures
 - reporting processes and procedures.

Knowledge Evidence

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

- current gaming environment, trends and market in which the gaming organisation operates
- factors to consider when determining a business or customer's needs with regard to a gaming venue:
 - budget
 - demographics of potential customers
 - legislative requirements
 - player loyalty
 - responsible gaming
 - themes
- variety of gaming systems:
 - cashcades
 - central monitoring
 - communication

- data retrieval and promotion systems
- linked progressive jackpot systems:
 - random jackpots
 - combination specific jackpots
- membership reward systems
- gaming activities:
 - electronic gaming machines
 - internet gaming
 - Keno
 - linked progressive jackpot systems
 - multi-terminal gaming machines (MTGMs)
 - sports betting
 - Totalisator Agency Board (TAB)
- factors to consider when designing a gaming facility:
 - customer considerations:
 - accessibility
 - gaming preferences
 - player comfort
 - decor
 - furniture, equipment and fittings
 - legislative requirements
 - noise levels
 - theming
 - traffic and work flow
- information and signage on gaming activities and responsible gambling:
 - available games and game rules
 - available problem gambling support services
 - complaints resolution processes
 - self-exclusion and exclusion provisions
 - hours of gambling services
 - policy and mission statement on responsible gambling
 - information on odds, win rates or return rates to player
 - venue code of conduct
- common promotional activities for gaming venues:
 - cross-promotional activities with other operational areas
 - member reward systems
 - player reward systems
 - promotional events
- sources of information for, and key features of, current gaming products, technology and systems

- gaming psychology in relation to developing, promoting and managing gaming activities
- duty of care ethics of gaming related to the operation of a gaming venue
- typical gaming reporting formats and procedures
- gaming and probability theory as it relates to the operation of a gaming venue
- purpose and requirements of:
 - current federal, and state or territory legislation, regulations and compliance requirements relating to gaming
 - relevant codes of conduct in relation to gaming, betting and responsible conduct of gambling
- roles and requirements of other authorities in relation to gaming
- security policies and procedures relevant to gaming activities:
 - cash control
 - closed-circuit television monitoring
 - investigating discrepancies in reports and accounts
 - key access and control systems
 - security clearance procedures, security checks of staff and players
 - specialist security activities
- taxation structures for gaming activities.

Assessment Conditions

Skills must be demonstrated in an operational gaming environment for which the individual can plan and develop gaming facilities, systems and promotional initiatives. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- a real or simulated gaming business with associated organisational budget for gaming activities
- physical and human resources required to establish a gaming venue
- suppliers and promoters of gaming products with whom the individual can interact; these can be:
 - 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>