



Australian Government

SITHGAM014 Manage gaming activities

Release: 1

SITHGAM014 Manage gaming activities

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to manage various aspects of gaming, including development of new activities, and venue design, promotion, security and compliance.

The unit applies to all gaming venues with gaming machines, Totalisator Agency Board (TAB) or Keno services, and to gaming managers who operate independently and with significant operational management responsibilities. The unit does not cover the development and management of table games.

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. Develop gaming activities.

PERFORMANCE CRITERIA

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

- 1.1. Research gaming requirements based on customer preferences, budget, location and organisational objectives.
- 1.2. Identify and research information on potential gaming activities and products.
- 1.3. Select gaming products suited to the venue and purpose.
- 1.4. Establish and monitor gaming policies, systems and procedures according to legislative and organisational

- requirements.
- 1.5. Investigate computer applications for gaming, and set up and implement appropriate systems and records.
 - 1.6. Research, plan and set up data systems for safety, security and accounting purposes and put monitoring procedures in place.
 - 1.7. Establish resource requirements, including staffing, furniture, equipment and fittings, and training.
2. Develop and maintain a gaming venue.
 - 2.1. Design a plan for the gaming floor according to venue capability.
 - 2.2. Analyse and select appropriate furniture, machines, equipment and fittings based on key considerations.
 - 2.3. Analyse appropriate systems where required.
 - 2.4. Plan pre-installation, including staffing and training, and location and operation of equipment and service design.
 - 2.5. Negotiate terms for appropriate equipment and fittings to achieve agreed budget and requirements.
 - 2.6. Procure and install furniture, equipment and fittings.
 - 2.7. Monitor gaming location for effective operation and modify as required.
 3. Monitor gaming activities.
 - 3.1. Summarise and analyse gaming data and prepare recommendations.
 - 3.2. Develop reports on gaming activities and submit to appropriate personnel.
 - 3.3. Analyse gaming operations problems and develop strategies for enhanced performance.
 - 3.4. Match data against key performance indicators and benchmarks.
 4. Develop promotional activities for gaming.
 - 4.1. Conduct research to determine suitable promotional activities.
 - 4.2. Formulate promotional activities based on business and customer needs.
 - 4.3. Develop action plans and evaluation mechanisms for promotional activities.
 5. Organise and monitor security for gaming venue.
 - 5.1. Develop, implement and monitor gaming security policies and procedures according to legislative requirements, and confidentiality and privacy provisions.
 - 5.2. Ensure that appropriately trained security personnel are employed.
 6. Ensure business compliance.
 - 6.1. Identify and meet legal obligations for gaming activities.
 - 6.2. Make information and signage on organisational gaming activities and responsible gambling policies available to customers and employees.

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">• research potentially complex information on gaming activities, requirements and trends.
Writing skills to:	<ul style="list-style-type: none">• prepare promotional information on gaming activities• oversee the development of plain English policies and procedures.
Oral communication skills to:	<ul style="list-style-type: none">• negotiate with suppliers.
Numeracy skills to:	<ul style="list-style-type: none">• calculate return on gaming activities• understand probability theory.
Problem-solving skills to:	<ul style="list-style-type: none">• respond to operational management issues.
Initiative and enterprise skills to:	<ul style="list-style-type: none">• proactively seek new product opportunities.
Planning and organising skills to:	<ul style="list-style-type: none">• manage the planning and implementation of new gaming activities.
Technology skills to:	<ul style="list-style-type: none">• evaluate the operation of gaming systems.

Unit Mapping Information

SITHGAM501 Manage gaming activities

Links

Companion Volume implementation guides are found in VETNet -

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