SITHGAM015 Attend casino gaming machines

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to maintain casino gaming machines, make payouts on them, check security of gaming areas, and provide advice on games offered by the organisation.

The unit applies to gaming areas in casinos, and to gaming attendants who work under general supervision within established procedures. It applies to all electronic data transfer (EDT) and data retrieval and promotion systems, and to player tracking and government monitoring systems.

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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Advise customers on gaming activities.	1.1. Advise customers on gaming activities and features of games according to relevant rules and regulations. 1.2. Explain machine operations to customers as required. 1.3. Respond to customer queries, requests and complaints according to organisational standards.
2. Maintain gaming	2.1. Refill machines according to government, industry and

machines.	organisational regulations.
	2.2. Identify machine faults promptly and correctly.
	2.3. Make simple machine repairs with minimum disruption to players, according to manufacturer instructions, work health and safety (WHS) procedures and practices, and to the level authorised by legislation and organisational practices.
	2.4. Identify, mark and report unserviceable machines promptly.
3. Monitor security of gaming areas.	3.1. Observe players and onlookers, noting and reporting unusual practices and behaviours.
	3.2. Carry out machine security checks.
	3.3. Identify and respond to breakdowns in security or safety functions according to scope of responsibility, organisational procedures, and WHS requirements.
	3.4. Keep payout and gaming machine record books and keys secure.
	3.5. Where appropriate, follow barring procedures according to organisational policy.
4. Make gaming machine payouts.	4.1. Verify payouts according to organisational procedures.
	4.2. Complete payout according to industry and organisational procedures.
	4.3. Identify situations where payouts should be refused and refer them to the appropriate person.
	4.4. Validate machines and return them to service promptly where appropriate.
	4.5. Resolve or escalate payout disputes where required and according to organisational policies and customer service standards.

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:	• read and interpret:
	    • gaming machine information
	    • machine service records
	    • organisational policies and procedures.

Writing skills to:	• complete service record cards • complete hand pay book.
Oral communication skills to:	• provide clear and factual information to customers, colleagues and other stakeholders.

Numeracy skills to:	•	provide and verify payouts to customers.
Problem-solving skills to:	•	resolve payout disputes and suspected security breaches.
Planning and organising skills to:	•	prioritise machine faults and repairs.
Technology skills to:	•	use gaming machine software.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694