



**Australian Government**

# **SITHGAM023 Attend gaming machines**

**Release: 2**

## SITHGAM023 Attend gaming machines

### Modification History

| Release   | Comments                                                                                        |
|-----------|-------------------------------------------------------------------------------------------------|
| Release 2 | Release 2 Supersedes and is equivalent to Release 1, minor correction to assessment conditions. |

### Application

This unit describes the performance outcomes, skills and knowledge required to maintain 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 venues, 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 content is addressed in SITHGAM022 Provide responsible gambling services.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Pre-requisite Unit

SITHGAM022 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.<br>1.2. Explain machine operations to customers as required.<br>1.3. Display gaming information in suitable locations.<br>1.4. Respond to customer queries, requests and complaints according to organisational standards.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2. Maintain gaming machines.              | 2.1. Clear and refill machines according to government, industry and organisational regulations.<br>2.2. Identify machine faults promptly and correctly.<br>2.3. Make simple machine repairs with minimum disruption to players, and according to manufacturer instructions, work health and safety (WHS) procedures and practices, and to the level authorised by legislation and organisational practices.<br>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.<br>3.2. Carry out machine security checks.<br>3.3. Identify and respond to breakdowns in security or safety functions according to scope of responsibility, organisational procedures, and work health and safety requirements.<br>3.4. Keep payout and gaming machine record books and keys secure.<br>3.5. Identify where appropriate and follow barring procedures according to organisational policy.                                                                                                                                                                                                                                                                                             |
| 4. Make gaming machine payouts.           | 4.1. Verify payouts according to organisational procedures.<br>4.2. Complete payout according to organisational procedures.<br>4.3. Check the identification and age of players as required, prior to payouts.<br>4.4. Identify situations where payouts should be refused and refer player to the appropriate person.<br>4.5. Pay winnings to the player and witness player according to organisational procedures.<br>4.6. Validate machines and return them to service promptly where appropriate.<br>4.7. Complete payout summaries or issue payout vouchers and balance with cash, float and machine readings according to organisational procedures.<br>4.8. Resolve or escalate payout disputes where required and according to organisational procedures and customer service standards. |

5. Operate and maintain coin dispensing equipment.
- 5.1. Operate coin dispensing equipment according to manufacturer instructions.
  - 5.2. Identify and respond to equipment faults according to individual scope of responsibility.
  - 5.3. Dispense, receive and weigh coins according to industry and organisational procedures.
  - 5.4. Handle cash according to organisational security procedures.

## 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"><li>interpret:<ul style="list-style-type: none"><li>gaming machine information</li><li>machine service records</li><li>organisational policies and procedures.</li></ul></li></ul> |
| Writing skills to:                 | <ul style="list-style-type: none"><li>complete service record cards</li><li>complete hand pay book.</li></ul>                                                                                                        |
| Oral communication skills to:      | <ul style="list-style-type: none"><li>provide clear and factual information to customers, colleagues and other stakeholders.</li></ul>                                                                               |
| Numeracy skills to:                | <ul style="list-style-type: none"><li>balance cash receipts and payments.</li></ul>                                                                                                                                  |
| Problem-solving skills to:         | <ul style="list-style-type: none"><li>resolve payout disputes and suspected security breaches</li><li>solve technical problems with machines.</li></ul>                                                              |
| Planning and organising skills to: | <ul style="list-style-type: none"><li>prioritise machine faults.</li></ul>                                                                                                                                           |
| Technology skills to:              | <ul style="list-style-type: none"><li>use gaming machine software.</li></ul>                                                                                                                                         |

## Unit Mapping Information

Supersedes and is equivalent to SITHGAM002 Attend gaming machines.

## Links

Companion Volume implementation guides are found in VETNet -

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