



Australian Government

SITHGAM028 Conduct Big Wheel games

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to operate the Big Wheel, accept wagers and pay out winnings with a focus on specific game rules.

The unit applies to dealers who work in licensed casinos. Dealers work with some supervision and guidance from others within predefined procedures and rules. The unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Those developing training to support this unit must consult the relevant state or territory gaming regulatory authority to determine accreditation arrangements for training organisations, courses and trainers and assessors.

In many states and territories, legislation stipulates that all gaming workers must receive training in the responsible conduct of gambling. This is covered 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.

Under some state or territory legislation, personnel who conduct table games within a licensed casino must also hold an individual or occupational gaming license and achieve competence in units that cover the conduct of the particular table games they operate. This is one of a suite of units that may have to be achieved to comply with this occupational license.

Pre-requisite Unit

SITHGAM022 Provide responsible gambling services

Competency Field

Gaming

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the

Performance criteria describe the performance needed to

*essential outcomes**demonstrate achievement of the element.*

- | | |
|--|---|
| 1. Open table. | 1.1. Check approved equipment is on the table, in working order and positioned according to organisational rules and procedures.
1.2. Check drop box is attached to table.
1.3. Open and balance chip float according to approved documentation and organisational policies and procedures.
1.4. Identify and report variances in chip float. |
| 2. Handle chips efficiently and effectively. | 2.1. Handle chips according to chip work procedures.
2.2. Use correct chip and stack values when accepting wagers and paying winnings.
2.3. Maintain chip float in an orderly manner during game operation. |
| 3. Operate Big Wheel games. | 3.1. Make Big Wheel announcements and hand signals.
3.2. Spin wheel according to game rules, organisational procedures and variations.
3.3. Operate Big Wheel equipment according to design functions and manufacturer instructions.
3.4. Conduct game at appropriate pace according to organisational standards. |
| 4. Accept wagers and pay winnings. | 4.1. Accept or refuse permitted wagers according to organisational policies and procedures and variations.
4.2. Determine winning and losing wagers.
4.3. Remove losing wagers according to organisational procedures.
4.4. Pay and witness winnings according to organisational procedures.
4.5. Conduct financial transactions according to organisational policies and procedures. |
| 5. Deal with gaming irregularities. | 5.1. Identify and respond to irregularities or non-compliance according to organisational policies and procedures and approved game rules.
5.2. Recognise emergency and potential emergency situations promptly, and take required actions within scope of individual responsibility and according to security procedures. |
| 6. Monitor and respond to suspicious play or behaviour during gaming activities. | 6.1. Monitor gaming activities and watch for indicators of suspicious play or behaviour.
6.2. Follow organisational policies and procedures and approved rules for handling instances of suspicious activity.
6.3. Maintain integrity of the game according to approved rules |

of the game.

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|------------------------------|--|
| 7. Work at the table safely. | 7.1. Maintain correct posture and stance at the gaming table during game operation.
7.2. Use correct stretches and exercises at appropriate times according to organisational work health and safety requirements.
7.3. Identify indicators where customer verbal or non-verbal behaviour may adversely affect own mental or physical wellbeing and apply organisational procedures in response. |
| 8. Close games. | 8.1. Notify table closure according to approved organisational rules and procedures.
8.2. Reconcile chip float and document the count according to organisational procedures.
8.3. Account for and secure table gaming equipment according to approved 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:	• read and interpret documents associated with financial transactions • read game signage.
Writing skills to:	• complete documents associated with: • financial transactions • equipment and logs.
Oral communication skills to:	• make clear gaming announcements.
Numeracy skills to:	• calculate wagers • count, reconcile and document the chip float • apply mathematical calculations to process winnings and other financial transactions.
Self-management skills to:	• use correct spinning technique according to organisational work health and safety requirements.
Technology skills to:	• use automated table operations management (ATOM) and electronic display control unit to record result.

Unit Mapping Information

Supersedes and is equivalent to SITHGAM007 Conduct Big Wheel games.

Links

Companion Volume implementation guides are found in VETNet -

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