SITTVAF008 Operate a games location

Release: 1

SITTVAF008 Operate a games location

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to conduct the day-to-day operation of a games area. It requires a sound knowledge of operational, safety and games maintenance procedures, combined with some problem-solving skills to address typical operational problems associated with games.

The unit applies to those working in a games area, usually in the context of an attraction or theme park, though it may also apply to other games locations, such as those found in clubs and casinos. These people work under general supervision and apply some discretion and judgement to work activities.

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

Nil

Competency Field

Venue and Facility Operations

Unit Sector

Tourism

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. Prepare games location for customers.	1.1. Check games location for cleanliness, safety and security. 1.2. Check and prepare equipment and supplies for operation. 1.3. Organise relevant signage and displays. 1.4. Check stock supplies and reorder required items.

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		1.5. Inspect each game and report faults to relevant supervisor.
2.	Conduct games operations.	2.1. Apply correct rules and regulations during games.
		2.2. Answer customer questions on games in a professional manner.
		2.3. Record prizes given for data analysis and stocktake purposes.
		2.4. Maintain cleanliness of games location.
		2.5. Take payment for game participation and tender correct change.
3.	Monitor customers and crowd.	3.1. Monitor crowd size and follow procedures to ensure maximum numbers are not exceeded.
		3.2. Monitor customer behaviour to ensure a safe and pleasant environment for all customers.
		3.3. Respond to inappropriate customer behaviour according to organisational procedures.
		3.4. Request assistance from supervisor or security personnel if required.
4.	Clean and maintain games.	4.1. Inspect and clean games according to relevant schedules.
		4.2. Identify simple game faults and make repairs with minimum disruption to customers according to manufacturer instructions.
		4.3. Report faults to appropriate personnel and put games out of order where necessary.
		4.4. Use energy, water and other resources efficiently when cleaning to reduce negative environmental impacts.
5.	Close down games location.	5.1. Close down game location according to organisational procedures.
		5.2. Secure resources, equipment and stock.
		5.3. Clean and prepare area for next period of operation.
6.	Complete reports and documentation.	6.1. Produce documentation within required timeframe.
		6.2. Forward reports to appropriate area within required timeframe.

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:	• interpret standard procedural documents.

Numeracy skills to:	• work with numerical games
	• tally customer payments and data reports.
Problem-solving skills to:	• address typical operational problems in a games location.
Technology skills to:	• work with games equipment and make simple repairs.

Unit Mapping Information

Supersedes and is equivalent to SITTVAF003 Operate a games location.

Links

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