



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SITHGAM001A Attend gaming machines**

**Revision Number: 1**

## **SITHGAM001A Attend gaming machines**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to conduct day-to-day gaming machine operations. It covers the operation and maintenance of gaming machines, payouts and security of gaming areas and the provision of advice on all games offered by the enterprise.

The operation of TAA and Keno are found in the units SITHGAM002A Operate a TAB outlet and SITHGAM003A Conduct a Keno game.

In some States and Territories, responsible conduct of gambling or gaming is a requirement of state and territory legislation. This is addressed in SITHGAM006A Provide responsible gambling services.

### **Application of the Unit**

#### **Application of the unit**

This unit applies to all sectors of the hospitality industry where gaming activities are carried out, including clubs, hotels, pubs and casinos. It applies to all header systems, including Tabaret, Tattersall's, electronic data transfer (EDT) and data retrieval and promotion systems, including computer games, Dacom, Turbo-Bonus, player tracking and government monitoring systems.

Persons undertaking these functions would usually work as part of a team and operate with significant autonomy.

## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

### Prerequisite units

This unit must be assessed after the following prerequisite unit:  
SITXFIN001A Process financial transactions.

## Employability Skills Information

### Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1 Advise customers on games and gaming activities.	<ul style="list-style-type: none"><li>1.1 According to relevant rules and regulations, advise customers on available <b>games and gaming activities</b>; basic player rules and conditions; odds, win rates and return to player; collection of payments and winnings; and promotions.</li><li>1.2 Interpret and explain artwork and machine operations correctly and courteously to customers.</li><li>1.3 Display <b>promotional materials and information</b> on gaming activities in suitable locations.</li><li>1.4 Respond to customer queries, requests and complaints appropriately and courteously.</li></ul>
2 Operate and maintain gaming machines.	<ul style="list-style-type: none"><li>2.1 Operate <b>gaming machines</b> correctly according to their design function and enterprise practices.</li><li>2.2 Clear and refill machines according to industry, enterprise and government regulations.</li><li>2.3 Identify machine faults promptly and correctly.</li><li>2.4 Make <b>simple machine repairs</b> with minimum disruption to players according to manufacturer instructions and to the level authorised by legislation and enterprise practices.</li><li>2.5 Identify unserviceable machines 'out of order' promptly and report them according to enterprise practices and state and territory legislative requirements.</li><li>2.6 Observe OHS procedures and practices in operating and maintaining machines.</li></ul>
3 Monitor security of gaming areas.	<ul style="list-style-type: none"><li>3.1 Observe players and onlookers, note any unusual practices and behaviours accurately, and report as appropriate.</li><li>3.2 Carry out machine security checks according to industry and enterprise procedures.</li><li>3.3 Identify any breakdowns in security functions or safety and deal with them according to scope of responsibility, enterprise procedures and OHS requirements.</li><li>3.4 Report breakdowns in security or safety to appropriate persons according to industry and enterprise practices and legislative requirements.</li></ul>

ELEMENT	PERFORMANCE CRITERIA
	3.5 Keep voucher and gaming machine record books and cash box keys secure at all times.
	3.6 Where appropriate, follow barring procedures according to enterprise policy.
4 Make gaming machine payouts.	4.1 Verify <b>payout</b> claims according to enterprise procedures.
	4.2 Record payout according to industry and enterprise procedure.
	4.3 Check the identification and age of players where required, according to industry, enterprise and government regulations prior to payouts.
	4.4 Identify situations where <b>payouts should be refused</b> and refer them to the appropriate person according to enterprise and government regulations.
	4.5 Pay winnings to the player and witness them according to enterprise and government regulations.
	4.6 Validate machines and return them to service promptly where appropriate.
	4.7 Complete payout summaries or issue payout vouchers and balance them with cash, float and machine readings, according to industry and enterprise procedures.
	4.8 Resolve payout disputes or refer to supervisor according to enterprise policies and customer service standards.
5 Operate and maintain coin dispensing equipment.	5.1 Operate coin dispensing equipment according to design function and manufacturer instructions.
	5.2 Identify equipment faults promptly and correctly, and repair or report them according to individual scope of responsibility.
	5.3 Dispense coins and receive and weigh them according to industry and enterprise procedures.
	5.4 Handle cash according to enterprise security procedures.

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic accounting requirements for balancing cash receipts and payments
- problem-solving skills to resolve payout disputes and suspected security breaches and solve technical problems with machines
- literacy skills to read machine manuals and enterprise policies and procedures
- numeracy skills to provide correct change and payouts to customers and balance gaming floats.

The following knowledge must be assessed as part of this unit:

- range of gaming activities offered by the enterprise, including:
  - basic player rules and conditions
  - odds, win rates and return to players
  - collection of payments and winnings
  - promotions
- awareness of potential social and economic costs and benefits of gambling and their impact on gaming operations
- basic requirements of relevant state and territory legislation and relevant codes of practice, including:
  - general requirement for responsible provision of gambling services
  - general licence requirements
  - licensing requirements for gaming personnel (e.g. managers and employees, machine technicians, service consultants and machine managers, manufacturers and sales personnel)
  - penalties for non-compliance
- types, parts and basic functions of gaming machines, including:
  - credit and currency systems
  - software, menus and display screens and associated functions
  - terminology used
  - data retrieval systems
- enterprise security and safety procedures for gaming machines.

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

**Critical aspects for assessment  
and evidence required to  
demonstrate competency**

Evidence of the following is essential:

- ability to use technical skills to operate gaming machines and provide effective customer service and advice
- awareness of security issues and compliance with security procedures in gaming operations
- compliance with responsible gaming legislation or requirements
- ability to apply terminology and knowledge of software and hardware correctly to gambling operations.

## EVIDENCE GUIDE

### Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped gaming venue, including:
  - gaming machines, which may include poker machines, approved amusement devices, slot machines, multi-terminal gaming machines, progressive or stand-alone machines, stand-alone games, linked machines and linked progressive jackpot systems
  - applicable header systems
  - replacement parts, maintenance tools and cleaning materials
  - coin dispensing equipment, and cash and coin buckets
  - cash distribution facility
- interaction with others to allow opportunities to respond to different customer service requirements and issues
- integration and management of multiple transactions and activities, including typical customer and equipment problems.



## EVIDENCE GUIDE

### Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate completing customer payouts, dealing with minor technical problems in gaming and coin dispensing machines and undertaking general gaming machine maintenance
- oral or written questions to assess knowledge of gaming legislation, codes of practices and enterprise procedures
- case studies or role-plays to demonstrate handling of payouts, illegal credits and security issues
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITHGAM006A Provide responsible gambling services.

### Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

## RANGE STATEMENT

***Games and gaming activities*** for which ***advice is given*** may include:

- gaming machines
- Totalisator Agency Board (TAB)
- Keno
- bingo
- calcuttas and sweepstakes
- lotteries
- miscellaneous games of chance, such as raffles and trade competitions
- lucky envelopes.

***Promotional materials and information*** include brochures, flyers, signs and stickers, and advertisements in the media and may refer to:

- conduct and rules of games
- responsible conduct of gaming
- sources of assistance
- enterprise rules and policies
- promotional activities.

***Gaming machines*** include:

- poker machines
- approved amusement devices
- slot machines
- multi-terminal gaming machines
- progressive and stand-alone gaming machines
- stand-alone games
- linked machines
- linked progressive jackpot systems.

***Simple machine repairs and maintenance*** may include:

- replacing globes
- fixing coin diverter apparatus faults
- unblocking coin jams
- resolving frozen screens
- resolving incorrect payouts
- filling hoppers and clearing jams
- replacing printer rolls and ribbons.

***Payouts*** may include:

- cash
- cheque
- voucher.

**RANGE STATEMENT**

Situations where *payouts should be refused* may include:

- machine malfunctions
- illegal credit
- player ineligibility.

**Unit Sector(s)**

**Sector** Hospitality

**Competency field**

**Competency field** Gaming