



Australian Government

Department of Education, Employment and Workplace Relations

SITHGAM002A Operate a TAB outlet

Revision Number: 1

SITHGAM002A Operate a TAB outlet

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct day-to-day TAB operations.

TAB refers to Totalisator Agency Board operations and may cover horseracing and betting on other sports according to state and territory practices.

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 that operate a TAB outlet including clubs, hotels and pubs.

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
1 Set up a TAB outlet.	1.1 Turn on machines and log on. 1.2 Extract and action messages from machines. 1.3 Carry out <i>opening procedures</i> according to TAB guidelines and enterprise procedures. 1.4 Set up Austext or Teletext facilities, ensuring pages and sub-pages are correctly displayed on a number of television sets. 1.5 Check TAB environment for appropriate cleanliness, temperature and lighting.

ELEMENT	PERFORMANCE CRITERIA
2 Advise customers on TAB operations and regulations.	2.1 Advise customers on <i>TAB procedures according to enterprise and regulatory requirements.</i>
3 Operate the TAB betting machine.	3.1 Follow TAB operations and administration manuals correctly for paying and selling, cancellations and late cancellations, exchange of tickets, copy of tickets and reporting of lost and damaged tickets. 3.2 Interpret error messages and take action to rectify errors <i>according to enterprise and regulatory requirements.</i>
4 Perform TAB terminal accounting and security procedures.	4.1 Complete the end of shift balance according to enterprise procedures. 4.2 Balance docket for cash payments. 4.3 Pay out winnings to customers accurately. 4.4 Verify large payments according to enterprise procedures. 4.5 Monitor security of cash and venue according to enterprise procedures. 4.6 Observe customers and onlookers and note and report unusual practices promptly and accurately.
5 Monitor daily racing activities.	5.1 Obtain information on daily racing activities through appropriate sources, including television monitors, TAB terminal messages and information dispatched by TAB. 5.2 Update wall lists promptly as new information is received.
6 Clean and maintain TAB equipment.	6.1 Clean machines according to TAB guidelines and OHS regulations. 6.2 Make simple machine repairs with minimum disruption to customers and according to TAB specifications. 6.3 Report unserviceable machines promptly to the TAB and take follow-up action to ensure breakdown is rectified.

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 financial procedures in relation to TAB operations
- operation of Austext and Teletext
- safe work practices for cleaning, maintaining and operating a TAB outlet
- problem-solving skills to deal with discrepancies in balance and potential security issues, and to handle customer complaints on results
- literacy skills to read messages from TAB machine, the daily race list and form guides
- numeracy skills to perform end of shift balance.

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

- basic rules and regulations of TAB
- compilation of various bet types
- different types of races
- requirements for responsible provision of gambling services, including procedures for self-exclusion of problem gamblers
- enterprise security procedures and systems, including closed circuit television where applicable
- licensing and legislative requirements for gambling.

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 operate a TAB outlet according to TAB procedures
- compliance with responsible gambling legislation, codes of practice or requirements
- awareness of security issues and compliance with

EVIDENCE GUIDE

security procedures

- processing a variety of bet types within realistic timeframes.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using TAB facilities, terminals and equipment within a hotel, club or casino, including:
 - TAB stationery and form guides
 - replacement parts and cleaning materials for equipment
 - Austext and teletext facilities and television monitors
 - ticket bins
- 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 candidate processing bets or carrying out simple machine repairs and maintenance
- role-plays to demonstrate the provision of advice and information to customers on TAB
- oral or written questions to assess knowledge of TAB procedures, gaming legislation and enterprise procedures
- 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:

- SITHGAM001A Attend gaming machines
- 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

Opening procedures must include:

- daily form service
- posting TAB race lists
- restocking ticket bins and trays
- displaying form guides, race lists and sports lists
- programming odds monitors with the day's and night's meetings.

TAB procedures must include:

- the correct compilation of bet tickets for the various bet types, that may include:
 - win and place
 - quinella
 - double
 - daily double
 - trifecta
 - superfecta
 - all up
 - mystery bet
 - footy TAB
 - pick the margin
 - pick the result
 - sports bet
 - favourite number
 - quartet
- lodgement of forms
- display of race types, including horses, greyhound and harness and their results
- collection of winnings
- TAB telephone accounts
- fixed odds
- sports TAB.

Unit Sector(s)

Sector

Hospitality

Competency field

Competency field Gaming