



Australian Government

Department of Education, Employment and Workplace Relations

SITHGAM003A Conduct a Keno game

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to 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 Keno activities using online terminals are carried out, including clubs and casinos.

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 Advise customers on features of Keno. | 1.1 Provide <i>information</i> to customers on the operation of <i>Keno games</i> . 1.2 Advise customers on <i>Keno promotions</i> where appropriate. 1.3 Respond to customer complaints and queries courteously according to enterprise procedures. |
| 2 Process bet types. | 2.1 Identify and confirm verbal and standard entry bet types correctly. 2.2 Process bet types according to designated procedures. |
| 3 Pay out prizes. | 3.1 Check tickets through the card reader, scanner or by serial number. 3.2 Process cash and cheque payouts according to pre-set limits. |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| | 3.3 Perform cash and cheque transactions according to agency and system limits. |
| | 3.4 Refer large payouts, bets, cash-ins and cash-outs to the appropriate person. |
| 4 Cancel tickets. | 4.1 Cancel tickets through the card reader or scanner, by serial number, or when not available, through arranging a claim for cancellation through <i>appropriate measures</i> according to enterprise procedures. |
| | 4.2 Re-issue tickets where required according to enterprise procedures. |
| 5 Operate General Functions. | 5.1 Consider <i>General Functions</i> and use when necessary according to <i>authorised limitations</i> to assist the operator in cash high or cash low, disputes, signing on or signing off, balancing, <i>maintenance</i> and game information. |
| | 5.2 Seek authorisation from the appropriate person where required. |
| 6 Clean and maintain terminals. | 6.1 Clean card readers regularly. |
| | 6.2 Change new paper rolls and ribbons as appropriate. |
| | 6.3 Identify maintenance <i>problems</i> promptly and take appropriate measures. |
| 7 Monitor security of Keno operations. | 7.1 Follow Keno rules according to enterprise and legislative requirements. |
| | 7.2 Use the terminal disable function when appropriate. |
| | 7.3 Handle and balance cash and float according to enterprise procedures. |
| | 7.4 Where appropriate, call the Keno Hotline for assistance. |
| | 7.5 Observe players and onlookers and note and report unusual practices accurately and promptly. |

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:

- Keno operations and functions
- problem-solving skills to deal with disputes about prize schedules, payments and display of winning numbers
- literacy skills to read procedures and licensing requirements for Keno
- numeracy skills to balance float and cash.

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

- general understanding of the gaming sector of the hospitality industry
- overview requirements of legislation applying to Keno games, including:

general licence requirements

- licensing of repairers, service consultants and machine managers
- general accounting requirements
- penalties for non-compliance
- requirements for responsible provision of gambling services, including procedures for self-exclusion of problem gamblers
- player rules of Keno and lotteries.

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 Keno equipment within enterprise acceptable timeframe and according to procedures
- compliance with responsible gambling legislation or requirements
- awareness of security issues and compliance with security procedures

EVIDENCE GUIDE

- processing a variety of bet types, payouts and cancellations within realistic timeframes.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using a Keno terminal, facilities and equipment, including online Keno terminal and display medium and Keno betting stationery
- 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.

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 a variety of bets
- oral or written questions to assess knowledge of the Keno product, 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.

EVIDENCE GUIDE

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.

Information to be provided to customers must include:

- completion of entry forms
- verbal entries
- lodgement of forms
- bet types
- prize schedules
- player rules, conditions and limits
- display of winning numbers
- collection of payments
- explanation of receipt tickets.

RANGE STATEMENT

- Keno games*** may include:
- standard game
 - Set Bets and Superplay
 - Way Bets
 - system bets
 - Quick Pick
 - Mystery Pick
 - Heads or Tails.
- Keno promotions*** may include:
- re-play numbers
 - benefit selling
 - awareness of and compliance with responsible gaming practices.
- Appropriate measures*** to be taken in cases of cancellation of tickets and maintenance problems may include:
- calling the Keno Hotline where applicable
 - normal enterprise procedures.
- General Functions*** include options to assist the operator in administrative and functional procedures, and may include:
- previous game results
 - balancing procedures
 - sign on or sign off
 - cash high or cash low.
- Limitations and responsibilities*** of operators may be:
- determined by individual enterprise policies.
- Maintenance*** may include:
- checking paper feed
 - resetting card reader.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field

Gaming