Australian Government

Department of Education, Employment and Workplace Relations

SITHGAM005A Develop and manage gaming activities

Revision Number: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

SITHGAM005A Develop and manage gaming activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to develop and manage gaming activities in a range of hospitality establishments. It deals with all types of gaming activities, including gaming machines, TAB and Keno. It does not cover table games.
	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. Gaming supervisors or managers generally undertake this role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

SITHGAM001A Attend gaming machines

SITHGAM004B Analyse and report on gaming machine data

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 Develop gaming activities.	1.1 Research gaming requirements taking into consideration customer preferences, budget, location and needs of the organisation.
	1.2 **_Source_**, identify and access information on potential **_gaming activities_** and products.

ELEMENT	PERFORMANCE CRITERIA
	1.3 Select gaming products that are suitable for the venue and purpose.
	1.4 Select and establish policies, *systems* and procedures regarding the operation of selected gaming activities and monitor their implementation according to enterprise, venue policy and legislative requirements.
	1.5 Investigate relevant computer applications for gaming and set up and implement appropriate systems and records.
	1.6 Research, plan and set up data systems for safety, security and accounting purposes and put monitoring procedures in place.
	1.7 Establish resource requirements, including staffing, *furniture*, *equipment*, *fittings* and training.
2 Develop and maintain a gaming venue.	2.1 Design an overall plan for the gaming floor according to venue capability and restrictions.
	2.2 Analyse and select appropriate furniture, machines, equipment and fittings.
	2.3 Analyse appropriate systems where required.
`	2.4 Plan pre-installation, including staffing and training, and location and operation of equipment and service design.
	2.5 Negotiate terms for appropriate equipment and fittings to achieve agreed budget and requirements.
	2.6 *Procure and install* furniture, equipment and fittings.
	2.7 Check and monitor the gaming location for effective and efficient operation and modify if required.
3 Monitor gaming activities.	3.1 Summarise and analyse gaming data and prepare recommendations.
	3.2 Develop reports on gaming activities and submit them to appropriate personnel to achieve desired results.
	3.3 Analyse problems in gaming operations and develop strategies to rectify them.
	3.4 Match data against key performance indicators and benchmarks.

ELEMENT	PERFORMANCE CRITERIA
	3.5 Implement changes in gaming operations to achieve enhanced performance.
4 Develop promotional activities for gaming.	4.1 Conduct research to determine ***promotional activities*** suitable for the location.
	4.2 ***Formulate specific promotional strategies*** for gaming.
	4.3 Develop appropriate action plans and evaluation mechanisms for promotional activities.
5 Organise and monitor security for gaming location.	5.1 Develop, implement and monitor security policies and procedures specific to gaming activities.
	5.2 Ensure that ***security policies and procedures*** adhere to legislative requirements, and confidentiality and privacy provisions.
	5.3 Ensure that appropriate security personnel are employed and trained.
6 Ensure compliance with enterprise policy, legal obligations and codes of practice for a gaming location.	6.1 Identify relevant legal obligations and requirements in respect to gaming activities and gaming locations and ensure compliance.
	6.2 Ensure that relevant ***information and signage*** on enterprise gaming activities and responsible gambling policies are available for customers and employees.

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:

- management skills, including:
  - time management
  - communication and negotiation skills
  - staff management
- problem-solving skills to deal with discrepancies in accounts and cash balance, and issues or breaches in security
- literacy skills to research information on gaming activities and security issues
- writing skills to write promotional texts
- numeracy skills to calculate return on gaming activities and understand probability theory.

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

current gaming environment and market in which the enterprise operates

sources of information on gaming products

current gaming technology and systems

gaming psychology in relation to the development, promotion and management of gaming activities

ethics of gaming related to the operation of a gaming venue, including duty of care

typical gaming reporting formats and procedures

gaming and probability theory as it relates to the operation of a gaming venue

purpose and requirements of:

federal, and state or territory legislation relating to gaming

relevant codes of conduct in relation to gaming and betting and responsible conduct of gambling

roles and requirements of other authorities in relation to gaming

taxation structures for gaming activities.

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: - project or work activities that allow the candidate to plan furniture, equipment and fittings for a specific gaming location - project or work activities conducted over a period of time so that the candidate can meet the monitoring and implementation aspects of the unit - comprehensive knowledge of gaming products and associated promotional and operational strategies - knowledge of current gaming legislation and regulations.
Context of and specific resources for assessment	Assessment must ensure interaction with suppliers and promoters of gaming products.
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: - evaluation of plans and promotional strategies developed by the candidate for a particular gaming location - review of promotional materials and strategies developed by the candidate - case studies to assess ability to apply knowledge to the development and management of gaming activities for specific workplace situations - 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: SITXGLC001A Develop and update legal knowledge required for business compliance.

EVIDENCE GUIDE

(Please note that SITXGLC001A must be contextualised to gaming and the particular sector when used in conjunction with SITHGAM005A and other gaming units of competency.)

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

Sources of information on gaming activities and products may include:	• media • product brochures • computer data, including internet • personal observations and experience • regulatory authorities.
Gaming activities and systems do not include table games, but do include:	• Keno • Totalisator Agency Board (TAB) • electronic gaming machines • multi-terminal gaming machines (MTGMs) • linked progressive jackpot systems • internet gaming • sports betting.
Systems may include:	• linked progressive jackpot systems, including random and combination-specific jackpots • cashcades • central monitoring • data retrieval and promotion systems • membership reward systems • communication.
Furniture, ***equipment and fittings*** for a gaming location may include:	• power • cabling • security systems • lighting and signage • change machines • seating • consideration of player comfort and services, such as accessibility to information and assistance.

RANGE STATEMENT

Procure and install must include consideration of:	• noise levels • accessibility • traffic and work flow • customers • gaming preferences • decor • theming • player comfort • legislative requirements.
Promotional activities may include:	• player reward systems • member reward systems • cross-promotional activities with other operational areas • promotional events.
Considerations when ***formulating specific promotional strategies*** must include:	• legislative requirements • budgets • geography • demographics • responsible gaming • themes • player loyalty • industry trends.
Security policies and procedures relevant to gaming activities may include:	• key access and control systems • specialist security activities • closed-circuit television monitoring • security clearance procedures, including security checks of staff and players • investigation into discrepancies in reports and accounts • cash control.

RANGE STATEMENT

Information and signage on gaming activities to be provided may include:	• enterprise policy and mission statement on responsible gambling • available problem gambling support services • relevant enterprise information on odds, win rates or return rates to player • available games and game rules • complaints resolution processes • hours of gambling services • exclusion provisions.

Unit Sector(s)

Sector   Hospitality

Competency field

Competency field   Gaming