



Australian Government

SITHGAM203 Operate a TAB outlet

Release 1

SITHGAM203 Operate a TAB outlet

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITHGAM002A Operate a TAB outlet. Prerequisite unit removed. SITHGAM201 Provide responsible gambling services added as a prerequisite. Minor adjustments to expression of content to streamline and improve unit.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to set up, operate and maintain Totalisator Agency Board (TAB) facilities and to provide information to customers.

Application of the Unit

This unit applies to all sectors of the hospitality industry that operate a TAB outlet and to frontline service personnel who operate under general supervision within established procedures.

Licensing/Regulatory Information

In many States and Territories, legislation stipulates that all gaming workers must receive training in the responsible conduct of gambling. This content is addressed in SITHGAM201 Provide responsible gambling services.

Pre-Requisites

This unit must be assessed after the following prerequisite unit:	
SITHGAM201	Provide responsible gambling services

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|---|---|
| 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 organisational procedures.
1.4 Set up Austext or Teletext facilities, ensuring pages and sub pages are correctly displayed on television sets.
1.5 Check TAB environment for appropriate cleanliness, temperature and lighting. |
| 2. Advise customers on TAB operations and regulations. | 2.1 Advise customers on <i>TAB procedures</i> according to legislative requirements and organisational procedures.
2.2 Respond appropriately and courteously to customer queries, requests and complaints. |
| 3. Operate the TAB betting machine. | 3.1 Follow TAB operations and administration manuals 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 according to legislative requirements and organisational procedures. |
| 4. Perform TAB terminal accounting and security procedures. | 4.1 Complete end of shift balance according to organisational procedures.
4.2 Balance dockets for cash payments.
4.3 Pay out correct winnings to customers.
4.4 Verify large payments according to organisational procedures.
4.5 Monitor security of cash and venue according to organisational procedures.
4.6 Observe customers and onlookers and note and report unusual practices promptly. |
| 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 as new information is received. |
| 6. Clean and | 6.1 Clean machines according to TAB guidelines and work health |

maintain TAB
equipment.

and safety 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

This section describes the skills and knowledge required for this unit.

Required skills

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

Required knowledge

- basic rules and regulations of TAB:
 - compilation of bet tickets for the various bet types:
 - 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
 - collection of winnings
 - display of race types, including horses, greyhound and harness and their results
 - fixed odds
 - lodgement of forms
 - sports TAB
 - TAB telephone accounts
- different types of races
- awareness of potential social and economic costs and benefits of gambling and their impact on gaming operations
- key 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
- security procedures and systems for TAB outlets.

Evidence Guide

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

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- follow opening procedures, including:
 - daily form service
 - displaying form guides, race lists and sports lists
 - posting TAB race lists
 - programming odds monitors with the day's and night's meetings
 - restocking ticket bins and trays
- process a variety of bet types
- coordinate multiple transactions and activities, including typical customer and equipment problems
- comply with responsible gambling legislation, codes of practice or requirements
- integrate knowledge of:
 - security issues
 - TAB procedures including:
 - compilation of bet tickets for different bet types
 - collection of winnings
 - display of race types, including horses, greyhound and harness and their results
 - fixed odds
 - lodgement of forms
 - sports TAB
 - TAB telephone accounts.

Context of and specific resources for assessment

Assessment must ensure use of:

- TAB facilities, terminals and equipment, including:
 - TAB stationery and form guides
 - replacement parts and cleaning materials for equipment
 - Austext and teletext facilities and television monitors
 - ticket bins
- other people with whom the individual can interact.

Method 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 individual processing bets or carrying out simple machine repairs and maintenance
- evaluation of tickets processed by the individual
- use of role-plays to demonstrate the provision of advice and information to customers on TAB
- oral or written questioning to assess knowledge of TAB procedures, gaming legislation and organisational procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHGAM202 Attend gaming machines.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Opening procedures

includes:

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

TAB procedures includes:

- compilation of bet tickets for the various bet types:
 - win and place
 - quinella
 - double
 - daily double
 - trifecta
 - superfecta
 - all up
 - mystery bet
 - footy TAB
 - pick the margin
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 - favourite number
 - quartet
- collection of winnings
- display of race types, including horses, greyhound and harness and their results
- fixed odds
- lodgement of forms
- sports TAB
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Unit Sector(s)

Hospitality

Competency Field

Gaming