



Australian Government

SITHGAM204 Conduct Keno games

Release 2

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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
1.2	Correction to mapping to show equivalence.
1.0	E Replaces and is equivalent to SITHGAM003A Conduct a Keno game. Title changed to reflect need for operation of multiple games. Minor adjustments to expression of content to streamline and improve unit. Prerequisite unit removed. SITHGAM201 Provide responsible gambling services added as a prerequisite.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to operate and maintain Keno equipment, take bets, make payouts, check security issues and provide advice on Keno to customers.

Application of the Unit

This unit applies to gaming venues that offer Keno games, and to gaming attendants who work 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

Not applicable.

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. Advise customers on features of Keno. | 1.1 Provide <i>information</i> to customers about <i>Keno games</i> .
1.2 Advise customers on <i>Keno promotions</i> as required.
1.3 Respond to customer complaints and queries courteously according to organisational procedures. |
| 2. Process bet types. | 2.1 Identify and confirm verbal and standard entry bet types.
2.2 Process bet types according to designated procedures. |
| 3. Pay out prizes. | 3.1 Check tickets through card reader, scanner or by serial number.
3.2 Process cash and cheque payouts according to pre set limits.
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 card reader or scanner, by serial number, or when not available, through arranging a claim for cancellation through <i>appropriate measures</i> .
4.2 Re issue tickets where required according to organisational procedures. |
| 5. Operate General Functions. | 5.1 Consider <i>General Functions</i> and use when necessary according to authorised limitations 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 problems promptly and take appropriate measures. |
| 7. Monitor security of Keno operations. | 7.1 Follow Keno rules according to legislative requirements and organisational procedures.
7.2 Use the terminal disable function when appropriate.
7.3 Handle and balance cash and float according to organisational 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

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

Required skills

- communication skills to provide clear information and advice to customers
- literacy skills to read procedures and licensing requirements for Keno
- problem-solving skills to deal with disputes about prize schedules, payments and display of winning numbers
- numeracy skills to balance float and cash.

Required knowledge

- general understanding of the gaming sector of the hospitality industry
- 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
- player rules of Keno and lotteries
- features of Keno equipment and general maintenance requirements.

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:

- operate Keno equipment according to procedures
- process a variety of bet types, payouts and cancellations within commercially realistic timeframes
- coordinate multiple transactions and activities, including typical customer and equipment problems
- comply with responsible gambling legislation or requirements
- provide accurate information on:
 - bet types
 - collection of payments
 - completion of entry forms
 - display of winning numbers
 - explanation of receipt tickets
 - lodgement of forms
 - player rules, conditions and limits
 - prize schedules
 - verbal entries
- integrate knowledge of security issues and comply with security requirements.

Context of and specific resources for assessment

Assessment must ensure use of:

- Keno terminal, facilities and equipment, including online Keno terminal and display medium and Keno betting stationery
- 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 a variety of bets
- oral or written questioning to assess knowledge of the Keno product, 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.

Information to be provided to customers includes:

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

Keno games may include:

- Heads or Tails
- Mystery Pick
- Quick Pick
- Set Bets and Superplay
- standard game
- system bets
- Way Bets.

Keno promotions may include:

- benefit selling
- re-play numbers.

Appropriate measures may include:

- calling the Keno Hotline where applicable
- normal organisational procedures.

General Functions use may relate to:

- balancing procedures
- cash high or cash low
- previous game results
- sign on or sign off.

Maintenance may include:

- checking paper feed
- resetting card reader.

Unit Sector(s)

Hospitality

Competency Field

Gaming