Australian Government

SITHGAM302 Operate table games

Release 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

SITHGAM302 Operate table games

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 SITHGAM007A Operate table games.
	Co-requisite units 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 open, close and operate table games in a licensed casino. Operation of specific games is covered in separate specialised units.

Those developing training to support this unit must consult the relevant state or territory gaming licensing authority or regulator to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Application of the Unit

This unit applies to individuals dealing games, who operate within predefined organisational procedures and rules approved by regulatory authorities. The rules of individual games vary but the skills and knowledge required to operate the table for any style of game are covered in this unit.

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.

Under some state or territory legislation this is a required occupational licensing unit for those personnel operating in licensed casinos who are required to hold a gaming licence to conduct table games.

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.
1. Open tables.	1.1 Attach drop box to table and place *general table game equipment*.
	1.2 Open and balance *chip float* according to approved documentation and organisational procedures.
	1.3 Identify and report variances in chip float.
2. Handle chips efficiently and effectively.	2.1 Handle *chips* according to chip work procedures for clean hands, drop cutting, heeling, sizing, plucking, pencilling and spreading, sorting, stacking and creating dirty stacks.
	2.2 Use correct chip and stack values when accepting wagers and paying winnings.
	2.3 Maintain chip float in an orderly manner during game operation.
3. Deal with gaming irregularities.	3.1 Identify and respond to irregularities or non compliance according to organisational procedures and approved game rules.
	3.2 Recognise emergency and potential emergency situations promptly, and take required actions within scope of individual responsibility and according to security procedures.
4. Monitor gaming activities for suspicious play.	4.1 Monitor gaming activities and watch for indicators of suspicious play.
	4.2 Follow organisational procedures and approved rules for handling instances of suspicious play.
	4.3 Maintain integrity of the game according to approved rules of the game.
5. Work at the table safely.	5.1 Maintain correct posture and stance at the gaming table during game operation.
	5.2 Use correct stretches and exercises at appropriate times according to organisational work health and safety requirements.
6. Close games.	6.1 Notify table closure according to approved organisational rules and procedures.
	6.2 Reconcile chip float and document the count according to organisational procedures.
	6.3 Account for and secure table gaming equipment according to

approved procedures.

Required Skills and Knowledge

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

Required skills

- literacy skills to read and interpret specific organisational procedures and approved game rules
- numeracy skills to count, reconcile and document the chip float
- problem-solving skills to identify and respond to gaming irregularities and suspicious play.

Required knowledge

- roles of government, industry and organisation in regulating the operation of table game activities within casinos
- relevant state or territory legislative requirements for the operation of gaming tables:
    - licensing provisions
    - regulatory, industry and organisational codes of conduct and rules approved for use by the organisation
    - compliance responsibilities of the individual operator and effects of non-compliance with regulatory and organisational requirements
    - compliance roles of others within the organisation
- responsible gambling service procedures, including:
    - self-exclusion and exclusion procedures and the role of individual staff members, supervisors and managers in providing responsible gambling services
    - contents of problem gambling and counselling information provided by the organisation
- chip values:
    - different types of chips used by the organisation
    - stacked chips
- specific organisational procedures and approved rules for:
    - reconciling and documenting chip float at opening and closure of the game
    - dealing with gaming irregularities and non-compliance issues
    - handling instances of suspicious play
    - game protection
    - security measures for handling emergencies
    - securing all table gaming equipment
    - table closure
- indicators of suspicious play at gaming tables
- work health and safety requirements for working at gaming tables:
    - causes of manual handling injuries associated with working at gaming tables
    - stretches and exercises used to avoid manual handling injuries.

Approved

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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: - open, close and operate table games by selecting and setting up equipment for games, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play - operate multiple games on multiple occasions - coordinate multiple table game transactions, interactions and activities - comply with organisational procedures and approved rules, especially those covering game protection and security issues.
Context of and specific resources for assessment	Assessment must ensure use of: - a fully equipped gaming environment including relevant game equipment, cash and chips; this may be a: - real industry workplace - simulated industry environment such as a casino training room - current organisational procedures and approved rules for the operation of table games - current plain English regulatory documents - customer groups of a size and nature that reflect the commercial casino environment in which table games are operated.
Method of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to operate table games. The following examples are appropriate for this unit: - direct observation of the individual setting up, operating and closing down table games - evaluation of chip handling and counting exercises - use of role-plays and problem-solving activities to test reaction to gaming irregularities and suspicious play incidents - written or oral questioning or interview to test knowledge of legislative requirements, contents of organisational procedures and approved rules, and roles and responsibilities of various staff members in gaming

compliance practices

- 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:

- SITHGAM303 Deal Baccarat games
- SITHGAM304 Conduct Big Wheel games
- SITHGAM305 Deal Blackjack games
- SITHGAM306 Deal Poker games
- SITHGAM307 Deal Pontoon games
- SITHGAM308 Conduct Rapid Roulette games
- SITHGAM309 Conduct Roulette games
- SITHGAM310 Conduct Sic Bo games.

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.

General table game equipment may include:	• chips • float tray and cover • layout • plunger.
Table games may include:	• Baccarat • Big Wheel • Blackjack • Poker • Pontoon • Rapid Roulette • Roulette • Sic Bo.
Chip float and ***chips*** may include:	• cash and value chips • non-negotiable chips • non-value chips • premium chips • promotional tokens.

Unit Sector(s)

Hospitality

Competency Field

Gaming