



Australian Government

SITHGAM003 Operate a TAB outlet

Release: 1

SITHGAM003 Operate a TAB outlet

Modification History

Not applicable.

Application

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 on TAB operations and regulations.

The 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.

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 SITHGAM001 Provide responsible gambling services.

Pre-requisite Unit

SITHGAM001 Provide responsible gambling services

Competency Field

Gaming

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Set up a TAB outlet.
2. Advise customers on TAB operations and regulations.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Carry out opening procedures according to TAB guidelines and organisational procedures.
- 1.2. Set up Austext or Teletext facilities, ensuring pages and sub pages are correctly displayed on television sets.
- 1.3. Ensure cleanliness, temperature and lighting of TAB environment.
- 2.1. Advise customers on TAB procedures according to legislative requirements and organisational procedures.

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| | 2.2. Respond to customer queries, requests and complaints according to organisational standards. |
| 3. Operate TAB betting machine. | 3.1. Follow TAB operations and administration manuals for operating a TAB betting machine.
3.2. Interpret error messages and take action to rectify errors according to legislative requirements and organisational procedures. |
| 4. Update daily racing activity information. | 4.1. Obtain information on daily racing activities through appropriate sources.
4.2. Update wall lists as new information is received. |
| 5. Perform TAB terminal accounting and security procedures. | 5.1. Balance dockets for cash payments.
5.2. Pay out correct winnings to customers.
5.3. Verify large payments according to organisational procedures.
5.4. Monitor security of cash and venue according to organisational procedures.
5.5. Observe customers and onlookers and note and report unusual practices promptly.
5.6. Complete end-of-shift balance according to organisational procedures. |
| 6. Clean and maintain TAB equipment. | 6.1. Clean machines according to TAB guidelines and work health 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. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	read messages from TAB machine, the daily race list and form guides.
Numeracy skills to:	understand basic financial procedures in relation to TAB operations.
Problem-solving skills to:	- deal with discrepancies in balance and potential security issues - handle customer complaints on results.

Technology skills to:

- operate Austext and Teletext.

Unit Mapping Information

SITHGAM203 Operate a TAB outlet

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dffa092694>

Assessment Requirements for SITHGAM003 Operate a TAB outlet

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- demonstrate the following procedures used when operating a Totalisator Agency Board (TAB) outlet over a minimum of two service periods, including:
 - opening procedures for a TAB outlet listed in knowledge evidence
 - operation of basic TAB betting machine activities listed in knowledge evidence
 - TAB terminal accounting and security procedures
- explain each of the different bet types listed in the knowledge evidence to customers.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- basic rules and regulations of the TAB relating to:
 - compiling bet tickets for the various bet types
 - collection of winnings
 - displaying race types and their results:
 - thoroughbred
 - greyhound
 - harness
 - fixing odds
 - lodging forms
 - sports TAB operation
 - servicing TAB telephone accounts
- basic features of different types of races:
 - thoroughbred
 - harness
 - greyhound
- different bet types, their features and compilation of tickets:
 - 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
- basic TAB betting machine activities:
 - paying and selling
 - cancellations and late cancellations
 - exchanging tickets
 - copying tickets
 - reporting lost and damaged tickets
- appropriate sources of information on daily racing activities:
 - information dispatched by TAB
 - TAB terminal messages
 - Television monitors
- opening procedures for a TAB outlet:
 - turning on machines and logging on
 - extracting and actioning messages from machines
 - displaying form guides, race lists and sports lists
 - programming odds monitors with the day's and night's meetings
 - providing daily form service
 - restocking ticket bins and trays
- 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:
 - responsible provision of gambling services
 - general licence requirements for operating a TAB outlet
 - licensing requirements for gaming personnel:
 - managers and employees
 - machine technicians
 - service consultants
 - machine managers, manufacturers and sales personnel
 - penalties for non-compliance in providing responsible gambling service

- responsible gambling legislation, codes of practice or requirements and how they apply to a TAB outlet
- TAB operating procedures and systems for:
 - beginning and end of shift
 - ensuring security
 - compiling bet tickets for different bet types
 - collection of winnings
 - displaying race types and their results:
 - thoroughbred
 - greyhound
 - harness
 - fixed odds
 - lodging forms
 - sports TAB
 - TAB telephone accounts.

Assessment Conditions

Skills must be demonstrated in an operational gaming environment. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- TAB facilities, terminals and equipment:
 - TAB stationery and form guides
 - replacement parts and cleaning materials for equipment
 - Austext and teletext facilities and television monitors
 - ticket bins
- industry-realistic range of TAB customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>