



Australian Government

SITHGAM020 Conduct Rapid Big Wheel games

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to operate the Rapid Big Wheel, accept wagers and pay out winnings with a focus on specific game rules.

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

The unit applies to dealers who work in licensed casinos. Dealers work with some supervision and guidance from others within predefined procedures and rules. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

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.

Under some state or territory legislation, personnel who conduct table games within a licensed casino must also hold an individual or occupational gaming licence and achieve competence in units which cover the conduct of the particular table games they operate. This is one of a suite of units that may have to be achieved to comply with their occupational licence.

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. Open table.

PERFORMANCE CRITERIA

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

1.1. Check approved equipment is on the table and in working

- order and positioned according to organisational rules and procedures.
- 1.2. Check drop box is attached to the table and correct game/table number is reflected.
 - 1.3. Open and balance the chip float according to approved documentation and organisational procedures.
 - 1.4. Identify and report variances in the chip float.
 - 1.5. Activate dealer and player terminals.
2. Handle chips efficiently and effectively.
- 2.1. Handle chips according to chip work procedures.
 - 2.2. Use correct chip and stack values when cashing out customers.
 - 2.3. Maintain chip float in an orderly manner during game operation.
3. Conduct Rapid Big Wheel games.
- 3.1. Make Rapid Big Wheel announcements and hand signals.
 - 3.2. Spin wheel according to game rules, organisational procedures and variations.
 - 3.3. Operate Rapid Big Wheel equipment according to design functions and manufacturer instructions.
 - 3.4. Conduct game at appropriate pace according to organisational standards.
4. Accept wagers and pay winnings.
- 4.1. Accept or refuse permitted wagers according to organisational procedures and variations.
 - 4.2. Determine winning and losing wagers via dealer terminal.
 - 4.3. Confirm winning wagers via dealer terminal.
 - 4.4. Conduct financial transactions according to organisational procedures.
5. Deal with gaming irregularities.
- 5.1. Identify and respond to irregularities or malfunctions according to organisational procedures and approved game rules.
 - 5.2. Recognise emergency and potential emergency situations promptly and take required action within scope of individual responsibility and according to organisational procedures.
6. Monitor gaming activities for suspicious play or behaviour.
- 6.1. Monitor gaming activity for indicators of suspicious play or behaviour.
 - 6.2. Follow organisation procedures and approved rules for handling suspicious activity.
 - 6.3. Maintain integrity of the game according to the approved rules of the game.
7. Work at the table safely.
- 7.1. Maintain correct posture and stance at the gaming table during game operation.
 - 7.2. Use correct stretches and exercises at appropriate times according to organisational health and safety requirements.

- 7.3. Identify indicators where customer verbal or non-verbal behaviour may adversely affect own mental or physical wellbeing and apply organisational procedures in response.
- 7.4. Ensure microphone is adjusted to correct height and distance.
- 8. Close table.
 - 8.1. Notify of table closure according to approved organisational rules and procedures.
 - 8.2. Reconcile chip float and document the count according to organisational procedures.
 - 8.3. Account for and secure table gaming equipment according to approved procedures.
 - 8.4. Ensure all customers have cashed out.
 - 8.5. Disable both dealer and player terminals.

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 and interpret documents associated with financial transactions - read: - relevant buttons on dealer terminal - layout and buttons on player terminal - game signage.
Writing skills to:	complete documents associated with financial transactions.
Oral communication skills to:	- make clear gaming announcements - use microphone to organisational standards.
Numeracy skills to:	process winnings and other financial transactions.
Learning skills to:	integrate knowledge of Rapid Big Wheel rules permitted variations, and organisation-specific procedures across multiple games.
Problem-solving skills to:	identify and respond to gaming irregularities, malfunctions and suspicious play or behaviour.
Teamwork skills to:	communicate with dealers, management other related departments.
Self-management skills to:	use correct spinning technique according to organisational work health and safety requirements.

- Technology skills to:
- use dealer terminal, automated table operations management (ATOM)
 - understand functions available on a player terminal.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for SITHGAM020 Conduct Rapid Big Wheel games

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:

- conduct the game of Rapid Big Wheel for at least 20 rounds over a minimum of two service periods, with at least one service period being conducted under normal supervisory levels, and demonstrate the following according to organisational procedures and approved rules within typical workplace time constraints:
 - open and close Rapid Big Wheel tables
 - accept and process different wagers
 - pay out winnings
- demonstrate application of Rapid Big Wheel rules, permitted variations, and organisation-specific procedures during above games.

Knowledge Evidence

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

- composition of appropriate Rapid Big Wheel chip float:
 - cash and value chips or plaques
 - non-value chips
 - promotional tokens
- Rapid Big Wheel terminology
- Rapid Big Wheel equipment and techniques
- in house computer system for the Rapid Big Wheel station and player terminals that link to back of house system
- permitted variations to Rapid Big Wheel rules as approved by the state or territory regulatory authority:
 - name of the game
 - rules and procedures
 - wagers
- procedures for operating the game:
 - accurately
 - at appropriate pace, considering:
 - customer density

- decisions per hour
 - rounds per hour
 - specificity to area
- organisational procedures and standard approved rules for Rapid Big Wheel:
 - accepting wagers
 - refusing wagers
 - paying winnings
 - conducting financial transactions:
 - cash changes
 - cash and colour changes
 - chip purchase vouchers
 - colour changes
 - credits
 - fills
 - promotional tokens
- security procedures to follow in the event of an emergency or potential emergency
- techniques for maintaining correct posture, stance and physical and mental wellbeing while conducting Rapid Big Wheel games.

Assessment Conditions

Skills must be demonstrated in a fully equipped gaming environment, with relevant game equipment, cash and chips. This can be:

- an industry workplace
- a simulated industry environment, such as a casino training room.

Assessment must ensure access to:

- financial transaction documentation or systems
- current organisational procedures, approved rules and permitted variations
- equipment required for conducting Rapid Big Wheel Games:
 - approved Rapid Big Wheel
 - electronic results display
 - dealer terminal, key pad and associated equipment
 - change block
 - plunger
 - float cover
 - drop box
 - table licence number
 - table number
 - signage:

- advice to players
- notification of table closure
- table limit sign
- in house computer system for the Rapid Big Wheel station
- player terminals that link to back of house system
- groups of Rapid Big Wheel players with whom the individual can interact during games; these can be:
 - players 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.

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