



Australian Government

Assessment Requirements for SITHGAM023 Attend gaming machines

Release: 2

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Modification History

Release	Comments
Release 2	Release 2 Supersedes and is equivalent to Release 1, minor correction to assessment conditions.

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:

- maintain multiple gaming machines in line with regulatory, industry and organisational responsible gaming requirements over a minimum of two service periods, and:
 - provide advice on gaming machine operation to at least six different customers
 - make payouts on at least six transactions or activities
 - operate coin dispensing equipment in line with organisational procedures
 - carry out each of the basic machine security checks and minor repairs listed in the knowledge evidence with minimum disruption to players
 - apply procedures to note and report unusual practices and behaviours of customers according to organisational procedures.

Knowledge Evidence

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

- gaming activities offered by the organisation:
 - basic player rules and conditions
 - organisational policies and procedures
 - organisational procedures for making payouts
 - win rates and returns to players
 - promotions and offers
- key requirements of state and territory legislation and codes of practice relevant to attending gaming machines:
 - general requirements for responsible provision of gambling services
 - licensing requirements for gaming personnel:
 - managers and employees

- machine technicians
 - service consultants
 - machine managers
 - manufacturers and sales personnel
- penalties for non-compliance
- types, parts and basic functions of gaming machines:
 - credit and currency systems
 - software, menus and display screens and associated functions
 - terminology used
 - data retrieval systems
- unusual practices and behaviours of customers:
 - false claims to machine credit
 - magnets on side of machine
 - syndicate play
 - gambling on behalf of others
 - placing loyalty cards in machine to earn points from other people playing
 - aggression towards machines
 - collecting residual credit
 - searching for unclaimed funds
- types of payouts:
 - cash
 - cheque
 - voucher or ticket
- situations where payouts should be refused:
 - illegal credit
 - machine malfunctions
 - player ineligibility
- basic machine security checks:
 - machine door is closed
 - monitor is in tact
 - machine is active
 - drop door is secure
- procedures for simple machine repairs:
 - replacing consumables
 - resolving:
 - frozen screens
 - hardware faults
- organisational security and safety requirements and procedures for gaming machines and the gaming area.

Assessment Conditions

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

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

Assessment must ensure access to:

- equipment required to attend gaming machines:
 - evacuation card
 - handpay book
 - machine keys
 - machine service record card
- gaming machines:
 - linked machines
 - linked progressive jackpot systems
 - multi-terminal gaming machines
 - poker machines
 - progressive or stand-alone machines
 - stand-alone games
- gaming machine replacement parts, maintenance tools and cleaning materials
- ticket redemption terminals or cash distribution facility
- gaming machine 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

Companion Volume implementation guides are found in VETNet -

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