



Australian Government

SITHGAM023 Attend gaming machines

Release: 2

SITHGAM023 Attend gaming machines

Modification History

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

Application

This unit describes the performance outcomes, skills and knowledge required to maintain gaming machines, make payouts on them, check security of gaming areas and provide advice on games offered by the organisation.

The unit applies to gaming venues, and to gaming attendants who work under general supervision within established procedures. It applies to all electronic data transfer (EDT) and data retrieval and promotion systems, and to player tracking and government monitoring systems.

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 SITHGAM022 Provide responsible gambling services.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

SITHGAM022 Provide responsible gambling services

Competency Field

Gaming

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

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

- | | |
|---|--|
| 1. Advise customers on gaming activities. | 1.1. Advise customers on gaming activities and features of games according to relevant rules and regulations.
1.2. Explain machine operations to customers as required.
1.3. Display gaming information in suitable locations.
1.4. Respond to customer queries, requests and complaints according to organisational standards. |
| 2. Maintain gaming machines. | 2.1. Clear and refill machines according to government, industry and organisational regulations.
2.2. Identify machine faults promptly and correctly.
2.3. Make simple machine repairs with minimum disruption to players, and according to manufacturer instructions, work health and safety (WHS) procedures and practices, and to the level authorised by legislation and organisational practices.
2.4. Identify, mark and report unserviceable machines promptly. |
| 3. Monitor security of gaming areas. | 3.1. Observe players and onlookers, noting and reporting unusual practices and behaviours.
3.2. Carry out machine security checks.
3.3. Identify and respond to breakdowns in security or safety functions according to scope of responsibility, organisational procedures, and work health and safety requirements.
3.4. Keep payout and gaming machine record books and keys secure.
3.5. Identify where appropriate and follow barring procedures according to organisational policy. |
| 4. Make gaming machine payouts. | 4.1. Verify payouts according to organisational procedures.
4.2. Complete payout according to organisational procedures.
4.3. Check the identification and age of players as required, prior to payouts.
4.4. Identify situations where payouts should be refused and refer player to the appropriate person.
4.5. Pay winnings to the player and witness player according to organisational procedures.
4.6. Validate machines and return them to service promptly where appropriate.
4.7. Complete payout summaries or issue payout vouchers and balance with cash, float and machine readings according to organisational procedures.
4.8. Resolve or escalate payout disputes where required and according to organisational procedures and customer service standards. |

5. Operate and maintain coin dispensing equipment.
 - 5.1. Operate coin dispensing equipment according to manufacturer instructions.
 - 5.2. Identify and respond to equipment faults according to individual scope of responsibility.
 - 5.3. Dispense, receive and weigh coins according to industry and organisational procedures.
 - 5.4. Handle cash according to organisational security procedures.

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:	• interpret: • gaming machine information • machine service records • organisational policies and procedures.
Writing skills to:	• complete service record cards • complete hand pay book.
Oral communication skills to:	• provide clear and factual information to customers, colleagues and other stakeholders.
Numeracy skills to:	• balance cash receipts and payments.
Problem-solving skills to:	• resolve payout disputes and suspected security breaches • solve technical problems with machines.
Planning and organising skills to:	• prioritise machine faults.
Technology skills to:	• use gaming machine software.

Unit Mapping Information

Supersedes and is equivalent to SITHGAM002 Attend gaming machines.

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 SITHGAM023 Attend gaming machines

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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

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