



Australian Government

Assessment Requirements for SITHGAM024 Operate a TAB outlet

Release: 1

Assessment Requirements for SITHGAM024 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:

- operate a Totalisator Agency Board (TAB) outlet over a minimum of two service periods, including:
 - following opening procedures for a TAB outlet listed in knowledge evidence
 - operating basic TAB betting machine activities listed in knowledge evidence
 - following TAB terminal accounting and security procedures
 - explaining 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 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
- bet types, 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; or
- 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

Companion Volume implementation guides are found in VETNet -

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