



Australian Government

SITHGAM029 Deal Blackjack games

Release: 1

SITHGAM029 Deal Blackjack games

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to inspect and shuffle cards, deal the game, accept wagers and pay out winnings with a focus on the specific rules of Blackjack.

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

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.

In many states and territories, legislation stipulates that all gaming workers must receive training in the responsible conduct of gambling. This is covered 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.

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 that 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 this occupational licence.

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. Open table. | 1.1. Check approved equipment is on the table, in working order and positioned according to organisational rules and procedures.
1.2. Check drop box is attached to table.
1.3. Open and balance chip float according to approved documentation and organisational policies and procedures.
1.4. Identify and report variances in chip float. |
| 2. Handle chips efficiently and effectively. | 2.1. Handle chips according to chip work procedures.
2.2. Use correct chip and stack values when accepting wagers and paying winnings.
2.3. Maintain chip float in an orderly manner during game operation. |
| 3. Shuffle and cut cards for Blackjack games. | 3.1. Inspect and introduce cards according to game rules and organisational procedures.
3.2. Shuffle cards according to game rules, organisational procedures and variations.
3.3. Cut cards according to game rules and organisational procedures. |
| 4. Operate Blackjack games. | 4.1. Make Blackjack announcements and hand signals.
4.2. Deal cards according to Blackjack rules, organisational procedures and variations.
4.3. Deal game at appropriate pace according to organisational standards. |
| 5. Accept wagers and pay winnings. | 5.1. Accept or refuse permitted wagers according to organisational policies and procedures and variations.
5.2. Determine winning and losing wagers.
5.3. Remove losing wagers according to organisational procedures.
5.4. Pay and witness winnings according to organisational procedures.
5.5. Conduct financial transactions according to organisational policies and procedures. |
| 6. Deal with gaming irregularities. | 6.1. Identify and respond to irregularities or non-compliance according to organisational procedures and approved game rules.
6.2. Recognise emergency and potential emergency situations promptly, and take required actions within scope of individual responsibility and according to security procedures. |

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| 7. Monitor and respond to suspicious play or behaviour during gaming activities. | 7.1. Monitor gaming activities and watch for indicators of suspicious play or behaviour.
7.2. Follow organisational procedures and approved rules for handling instances of suspicious activity.
7.3. Maintain integrity of the game according to approved rules of the game. |
| 8. Work at the table safely. | 8.1. Maintain correct posture and stance at the gaming table during game operation.
8.2. Use correct stretches and exercises at appropriate times according to organisational work health and safety requirements.
8.3. Identify indicators where customer verbal or non-verbal behaviour may adversely affect own mental or physical wellbeing and apply organisational procedures in response. |
| 9. Close games. | 9.1. Notify table closure according to approved organisational rules and procedures.
9.2. Reconcile chip float and document the count according to organisational procedures.
9.3. Account for and secure table gaming equipment according to approved 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: | <ul style="list-style-type: none"> • read and interpret documents associated with financial transactions • read game signage. |
| Writing skills to: | <ul style="list-style-type: none"> • complete documents associated with: <ul style="list-style-type: none"> • financial transactions • equipment and logs. |
| Oral communication skills to: | <ul style="list-style-type: none"> • make clear gaming announcements. |
| Numeracy skills to: | <ul style="list-style-type: none"> • count cards and calculate wagers • count, reconcile and document the chip float • apply mathematical calculations to process winnings and other financial transactions. |

- Problem-solving skills to:
- identify and respond to gaming irregularities and suspicious play or behaviour.
- Self-management skills to:
- use correct dealing technique according to organisational work health and safety requirements.
- Technology skills to:
- use automated table operations management (ATOM), shuffle machines, electronic shoe and electronic display.

Unit Mapping Information

Supersedes and is equivalent to SITHGAM008 Deal Blackjack games.

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 SITHGAM029 Deal Blackjack 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:

- deal the game of Blackjack 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 perform the following according to organisational procedures and approved rules within typical workplace time constraints:
 - open and close Blackjack tables
 - inspect and shuffle cards
 - accept and process different wagers
 - pay out winnings
- apply Blackjack 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 Blackjack chip float:
 - cash and value chips or plaques
 - promotional tokens
- Blackjack terminology and equipment
- chip work procedures:
 - clean hands
 - creating dirty stacks
 - drop cutting
 - heeling
 - plucking
 - sizing
 - sorting
 - spreading
 - stacking
- Blackjack techniques:

- sorting
- shuffling
- cutting
- dealing
- permitted variations to Blackjack rules as approved by the state or territory regulatory authority:
 - name of the game
 - shuffles
 - 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 Blackjack:
 - 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 dealing Blackjack 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; or
- a simulated industry environment set up for the purposes of assessment, 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 dealing Blackjack games:
 - cards
 - card equipment:
 - cutting device
 - discard rack
 - shoe or shuffling dealing device
 - signage:
 - advice to players
 - notification of table closure
 - table limit sign
 - table equipment:
 - drop box
 - float tray and cover
 - layout
 - plunger
 - spacers
 - table licence number
 - table number
- groups of Blackjack 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.

Links

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