



Australian Government

SITHGAM034 Attend casino gaming machines

Release: 1

SITHGAM034 Attend casino gaming machines

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to maintain casino 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 areas in casinos, 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 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.

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

Elements describe the essential outcomes

1. Advise customers on gaming activities.

PERFORMANCE CRITERIA

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

- 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.

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| | 1.3. Respond to customer queries, requests and complaints according to organisational standards. |
| 2. Maintain gaming machines. | 2.1. 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, 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 WHS requirements.
3.4. Keep payout and gaming machine record books and keys secure.
3.5. Where appropriate, follow barring procedures according to organisational policies and procedures. |
| 4. Make gaming machine payouts. | 4.1. Verify payouts according to organisational procedures.
4.2. Complete payout according to industry and organisational procedures.
4.3. Identify situations where payouts should be refused and refer them to the appropriate person.
4.4. Validate machines and return them to service promptly where appropriate.
4.5. Resolve or escalate payout disputes where required and according to organisational policies and customer service standards. |

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:
 - gaming machine information
 - machine service records
 - organisational policies and procedures.

- Writing skills to:
- complete service record cards
 - complete hand pay book.
- Numeracy skills to:
- apply mathematical calculations to provide and verify payouts to customers.
- Problem-solving skills to:
- resolve payout disputes and suspected security breaches.
- Planning and organising skills to:
- prioritise machine faults and repairs.
- Technology skills to:
- use gaming machine software.

Unit Mapping Information

Supersedes and is equivalent to SITHGAM015 Attend casino 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 SITHGAM034 Attend casino gaming machines

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:

- 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 use to at least six different customers
 - make payouts on at least six transactions or activities
 - carry out each of the basic machine security checks and minor repairs listed in the knowledge evidence with minimum disruption to players
- follow 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
 - procedures for collecting payments and winnings
 - win rates and returns to players
 - promotions and offers
- key requirements of relevant state and territory legislation and relevant codes of practice:
 - general requirement 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:
 - 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 intact
 - 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 casino 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 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.

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