



Australian Government

SITTVAF003 Operate a games location

Release: 1

SITTVAF003 Operate a games location

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to conduct the day-to-day operation of a games area. It requires a sound knowledge of operational, safety and games maintenance procedures, combined with some problem-solving skills to address typical operational problems associated with games.

The unit applies to those working in a games area, usually in the context of an attraction or theme park, though it may also apply to other games locations, such as those found in clubs and casinos. These people work under general supervision and apply some discretion and judgement to work activities.

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

Pre-requisite Unit

Nil

Competency Field

Venue and Facility Operations

Unit Sector

Tourism

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. Prepare games location for customers.	1.1.Check games location for cleanliness, safety and security. 1.2.Check and prepare equipment and supplies for operation. 1.3.Organise relevant signage and displays. 1.4.Check stock supplies and reorder required items. 1.5.Inspect each game and report faults to relevant supervisor.
2. Conduct games	2.1.Apply correct rules and regulations during games.

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| operations. | 2.2. Answer customer questions on games in a professional manner.
2.3. Record prizes given for data analysis and stocktake purposes.
2.4. Maintain cleanliness of games location.
2.5. Take payment for game participation and tender correct change. |
| 3. Monitor customers and crowd. | 3.1. Monitor crowd size and follow procedures to ensure maximum numbers are not exceeded.
3.2. Monitor customer behaviour to ensure a safe and pleasant environment for all customers.
3.3. Respond to inappropriate customer behaviour according to organisational procedures.
3.4. Request assistance from supervisor or security personnel if required. |
| 4. Clean and maintain games. | 4.1. Inspect and clean games according to relevant schedules.
4.2. Identify simple game faults and make repairs with minimum disruption to customers according to manufacturer instructions.
4.3. Report faults to appropriate personnel and put games out of order where necessary.
4.4. Use energy, water and other resources efficiently when cleaning to reduce negative environmental impacts. |
| 5. Close down games location. | 5.1. Close down game location according to organisational procedures.
5.2. Secure resources, equipment and stock.
5.3. Clean and prepare area for next period of operation. |
| 6. Complete reports and documentation. | 6.1. Produce documentation within required timeframe.
6.2. Forward reports to appropriate area within required timeframe. |

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 standard procedural documents.

Numeracy skills to:

- work with numerical games
- tally customer payments and data reports.

- Problem-solving skills to:
- address typical operational problems in a games location.
- Technology skills to:
- work with games equipment and make simple repairs.

Unit Mapping Information

SITTVAF302 Operate a games location

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 SITTVAF003 Operate a games location

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:

- conduct group and individual games according to rules and procedures on at least ten occasions within commercial time constraints and deadlines determined by the customer or organisation
- follow operational procedures for above games, including set up, inspection, cleaning, maintenance and close down
- complete accurate games documentation during each game operation.

Knowledge Evidence

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

- equipment and supplies for games locations:
 - administrative supplies
 - game components
 - maintenance items
 - prizes
 - promotional material
- types of games:
 - coin-operated
 - computerised
 - manual
 - pay per use
- signage and displays for games locations:
 - directional signage
 - games rules
 - prizes
 - promotional offers
- security procedures for games operations
- individual operations and rules for games as specified in the performance evidence, and challenges associated with operating specific games
- features of games equipment and how to make simple repairs

- health and safety requirements for games operations:
 - customer behaviour
 - ensuring safety in the games location
 - game-specific issues
- types of documentation and reports to be completed when operating a games location:
 - equipment checklists
 - incident reports
 - participant numbers
 - safety checklists
- record keeping, documentation and distribution procedures for games relevant to the work context
- ways to conserve resources and minimise waste and use of energy in games operations.

Assessment Conditions

Skills must be demonstrated in an operational games area. This can be:

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

Assessment must ensure access to:

- a real or simulated games location with operational games
- organisational policies and procedures:
 - games operation procedures and reporting templates
 - safety procedures
 - emergency procedures
 - incident reporting templates
- customers sufficient in number to reflect typical workplace conditions; 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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