



Australian Government

Department of Education, Employment and Workplace Relations

SITHGAM007A Operate table games

Revision Number: 1

SITHGAM007A Operate table games

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to operate a range of table games in a licensed casino. It requires the ability to open, close and operate the table game by selecting and setting up appropriate equipment, handle chips effectively, reconcile the chip float, monitor the game for irregularities and suspicious play, and work safely and according to enterprise-specific procedures and approved rules of the game.

It does not cover the operation and application of rules for specific table games which are covered by a range of specialised units e.g. SITHGAM008A Deal a Baccarat game or SITHGAM009A Conduct a Big Wheel game.

Those developing training to support this unit must consult the relevant state or territory gaming licensing authority or regulator to determine accreditation arrangements for training organisations, courses and trainers and assessors.

Under some state or territory legislation this is a required occupational licensing unit for those personnel operating in licensed casinos who are required to hold a gaming licence to conduct table games.

Application of the Unit

Application of the unit This unit covers the day-to-day operation of table games operated in the gaming area of licensed casinos. Games vary and have different rules but the skills and knowledge required to operate the table for any style of game are covered in this unit.

The unit applies to frontline operational gambling personnel, known as dealers, who operate with a limited level of autonomy and under some supervision and guidance from others. They would operate within the predefined organisational procedures and rules approved by the regulatory authority responsible for licensing the casino. This unit could also apply to casino personnel who supervise the operation of table games, such as the pit boss and pit manager.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1 Open the table for the game. | 1.1 Attach drop box to table and place <i>general table game equipment</i> on table.
1.2 Select and correctly place approved equipment for particular <i>table game</i> on table.
1.3 Open and balance <i>chip float</i> according to approved documentation and enterprise procedures.
1.4 Identify and report variances in chip float. |
| 2 Handle chips efficiently and effectively. | 2.1 Correctly handle <i>chips</i> throughout the operation of the table game according to chip work procedures for clean hands, drop cutting, heeling, sizing, plucking, pencilling and spreading, sorting, stacking and creating dirty stacks.
2.2 Use correct chip and stack values when accepting wagers and paying winnings.
2.3 Maintain chip float in an orderly manner throughout the operation of table game. |
| 3 Deal with gaming irregularities. | 3.1 Monitor table gaming activities, identify and deal with irregularities or non-compliance according to enterprise procedures and approved rules of the game.
3.2 Recognise emergency and potential emergency situations promptly, and determine and take required actions within scope of individual responsibility and according to security procedures. |

ELEMENT	PERFORMANCE CRITERIA
4 Monitor gaming activities for suspicious play.	4.1 Monitor customer gaming activities and watch for indicators of suspicious play according to enterprise procedures. 4.2 Follow enterprise procedures and approved rules for handling instances of suspicious play. 4.3 Maintain the integrity of the game according to approved rules of the game.
5 Work at the table safely.	5.1 Maintain correct posture and stance at the gaming table throughout operation to avoid injury. 5.2 Use correct stretches and exercises at appropriate times according to enterprise OHS requirements.
6 Close the game.	6.1 Notify table closure according to approved enterprise rules and procedures. 6.2 Reconcile chip float and document the count according to enterprise procedures. 6.3 Account for and secure all table gaming equipment according to approved procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy skills to read and interpret specific enterprise procedures and approved rules associated with the operation of table games and plain English regulatory documents issued by state or territory gaming regulatory authority
- critical thinking skills to allow for a rational and logical evaluation of player behaviour in order to identify suspicious play
- numeracy skills to count, reconcile and document the chip float.

The following knowledge must be assessed as part of this unit:

- roles of government, industry and enterprise in regulating the operation of table game activities within casinos
- broad and working knowledge of relevant state or territory legislative requirements associated with the operation of gaming tables, especially licensing provisions
- working knowledge of regulatory, industry and enterprise codes of conduct and rules approved for use by the enterprise
- compliance responsibilities of the individual operator and effects of non-compliance with regulatory and enterprise requirements
- compliance roles of others within the enterprise
- working knowledge of enterprise's responsible gambling service procedures, especially self-exclusion and exclusion procedures and the role of individual staff members, supervisors and managers in providing responsible gambling services
- working knowledge of the contents of problem gambling and counselling information provided by the enterprise
- basic history of the gaming industry and casinos as it relates to today's operation
- broad knowledge of different types of equipment used in particular table games operated by the enterprise
- values of different types of chips used by the enterprise
- values of stacked chips
- specific enterprise procedures and approved rules for:
 - reconciling and documenting chip float at opening and closure of the game
 - dealing with gaming irregularities and non-compliance issues
 - handling instances of suspicious play
 - game protection
 - security measures for handling emergencies
 - securing all table gaming equipment

REQUIRED SKILLS AND KNOWLEDGE

- table closure
- indicators of suspicious play
- causes of manual handling injuries associated with working at gaming tables
- stretches and exercises used to avoid manual handling injuries
- enterprise OHS requirements for working at gaming tables and undertaking exercises at appropriate times.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to open, close and operate table games by selecting and setting up equipment for games, handling chips effectively, reconciling the chip float and monitoring the game for irregularities and suspicious play
- compliance with enterprise procedures and approved rules for the operation of table games, especially those covering game protection and security issues
- operation of table games on multiple occasions to ensure consistency of performance
- operation of table game activities across multiple game types to ensure that skills can be efficiently applied to different games
- operation of table game activities within typical workplace time constraints.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- operation of table games within a fully equipped table gaming environment using gaming tables, associated equipment and gaming chips
- use of current plain English regulatory documents distributed by the local gaming regulatory authority and codes of conduct issued by regulatory authorities or industry groups
- access to current enterprise procedures and approved rules for the operation of table games
- interaction with table games supervisors
- interaction with customer groups of a size and nature that reflect the commercial casino environment in which table games are operated.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to operate table games. The following examples are appropriate for this unit:

- direct observation of the candidate setting up, operating and closing down table games
- evaluation of chip handling and counting exercises
- role-plays and problem-solving activities to test reaction to gaming irregularities and suspicious play incidents
- written and oral questioning or interview to test knowledge of legislative requirements, contents of enterprise procedures and approved rules, and roles and responsibilities of various staff members in gaming compliance practices
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHGAM006A Provide responsible gambling services (in some states or territories the regulatory authority mandates the achievement of this unit for personnel operating table games)
- SITXOHS001B Follow health, safety and security procedures.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

General table game equipment may include:

- layout
- plunger
- float tray and cover
- chips.

Table game may include:

- Baccarat
- Big Wheel
- Blackjack
- Poker
- Pontoon
- Rapid Roulette
- Roulette
- Sic Bo.

Chip float and ***chips*** may include:

- cash and value chips
- non-value chips
- premium chips
- non-negotiable chips
- promotional tokens.

Unit Sector(s)

Sector

Hospitality

Competency field

Co-requisite units

Assessment with the following co-requisite units of competency, unless previously completed, is required:

- SITHGAM008A Deal a Baccarat game
- SITHGAM009A Conduct a Big Wheel game
- SITHGAM010A Deal a Blackjack game
- SITHGAM011A Deal a Poker game
- SITHGAM012A Deal a Pontoon game
- SITHGAM013A Conduct a Rapid Roulette game
- SITHGAM014A Conduct a Roulette game
- SITHGAM015A Conduct a Sic Bo game.

Co-requisite units

Not applicable.