



Australian Government

SITHGAM202 Attend gaming machines

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITHGAM001A Attend gaming machines. Prerequisite unit removed. SITHGAM201 Provide responsible gambling services added as a prerequisite. Minor adjustments to expression of content to streamline and improve unit.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to operate and maintain gaming machines, make payouts, check security and provide advice on games offered by the organisation.

Application of the Unit

This unit applies to all gaming venues, and to gaming attendants who work under general supervision within established procedures. It applies to all header systems, including Tabaret, Tattersall's, Electronic Data Transfer (EDT) and data retrieval and promotion systems, including computer games, Dacom, Turbo-Bonus, player tracking and government monitoring systems.

Licensing/Regulatory Information

In many States and Territories, legislation stipulates that all gaming workers must receive training in the responsible conduct of gambling. This content is addressed in SITHGAM201 Provide responsible gambling services.

Pre-Requisites

This unit must be assessed after the following prerequisite unit:	
SITHGAM201	Provide responsible gambling services

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|---|---|
| 1. Advise customers on gaming activities. | 1.1 Advise customers on <i>gaming activities</i> and <i>games features</i> according to relevant rules and regulations.
1.2 Explain artwork and machine operations to customers.
1.3 Display <i>promotional materials and information</i> in suitable locations.
1.4 Respond appropriately and courteously to customer queries, requests and complaints. |
| 2. Operate and maintain gaming machines. | 2.1 Operate <i>gaming machines</i> according to design function and organisational practices.
2.2 Clear and refill machines according to government, industry, and organisational regulations.
2.3 Identify machine faults promptly and correctly.
2.4 Make <i>simple machine repairs</i> with minimum disruption to players according to manufacturer instructions and to the level authorised by legislation and organisational practices.
2.5 Identify, mark and report unserviceable machines promptly.
2.6 Observe work health and safety procedures and practices. |
| 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 work health and safety requirements.
3.4 Keep voucher and gaming machine record books and cash box keys secure.
3.5 Where appropriate, follow barring procedures according to organisational policy. |
| 4. Make gaming machine payouts. | 4.1 Verify <i>payout</i> claims according to organisational procedures.
4.2 Record payout according to industry and organisational procedure.
4.3 Check the identification and age of players as required, prior to payouts.
4.4 Identify situations where <i>payouts should be refused</i> and refer |

- them to the appropriate person.
- 4.5 Pay winnings to the player and witness them according to government and organisational regulations.
 - 4.6 Validate machines and return them to service promptly where appropriate.
 - 4.7 Complete payout summaries or issue payout vouchers and balance with cash, float and machine readings.
 - 4.8 Resolve payout disputes or refer to supervisor according to organisational policies and customer service standards.
5. Operate and maintain coin dispensing equipment.
- 5.1 Operate coin dispensing equipment according to manufacturer instructions.
 - 5.2 Identify and respond to equipment faults according to individual scope of responsibility.
 - 5.3 Dispense, receive and weigh coins according to industry and organisational procedures.
 - 5.4 Handle cash according to organisational security procedures.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to provide clear information to customers
- literacy skills to read and interpret machine manuals and organisational policies and procedures
- numeracy skills to:
 - balance cash receipts and payments
 - provide correct change and payouts to customers
- problem-solving skills to resolve payout disputes and suspected security breaches and solve technical problems with machines.

Required knowledge

- range of gaming activities offered by the organisation, including:
 - basic player rules and conditions
 - odds, win rates and return to players
 - collection of payments and winnings
 - promotions
- awareness of 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, including:
 - general requirement for responsible provision of gambling services
 - general licence requirements
 - licensing requirements for gaming personnel (e.g. managers and employees, machine technicians, service consultants and machine managers, manufacturers and sales personnel)
 - penalties for non-compliance
- types, parts and basic functions of gaming machines, including:
 - credit and currency systems
 - software, menus and display screens and associated functions
 - terminology used
 - data retrieval systems
- organisational security and safety procedures for gaming machines.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- operate gaming machines correctly
- coordinate multiple transactions and activities, including typical customer and equipment problems
- provide effective customer service and advice
- comply with responsible gaming legislation or requirements
- integrate knowledge of:
 - security issues and requirements
 - gaming terminology
 - gaming technologies.

Context of and specific resources for assessment

Assessment must ensure use of:

- a fully equipped gaming venue, including:
 - gaming machines, which may include poker machines, approved amusement devices, slot machines, multi-terminal gaming machines, progressive or stand-alone machines, stand-alone games, linked machines and linked progressive jackpot systems
 - applicable header systems
 - replacement parts, maintenance tools and cleaning materials
 - cash distribution facility
- the venue may be a real industry workplace or simulated industry environment
- other people with whom the individual can interact.

Method of assessment

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

- direct observation of the individual completing customer payouts, dealing with minor technical problems in gaming and coin dispensing machines and undertaking general gaming machine maintenance
- oral or written questioning to assess knowledge of gaming legislation, codes of practices and organisational procedures
- use of case studies or role-plays to demonstrate handling of payouts, illegal credits and security issues

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITXCCS303 Provide service to customers.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Gaming activities may include:

- bingo
- calcuttas and sweepstakes
- gaming machines
- Keno
- lotteries
- lucky envelopes
- miscellaneous games of chance, such as raffles and trade competitions
- Totalisator Agency Board (TAB).

Games features may include:

- basic player rules and conditions
- collection of payments and winnings
- odds
- promotions
- win rates and return to player.

Promotional materials and information may include:

- type of material:
 - brochures
 - flyers
 - signs
 - stickers
- type of information:
 - conduct and rules of games
 - organisational rules and policies
 - promotional activities
 - responsible conduct of gaming
 - sources of assistance.

Gaming machines include:

- approved amusement devices
- linked machines
- linked progressive jackpot systems
- multi-terminal gaming machines
- poker machines
- progressive and stand-alone gaming machines
- slot machines
- stand-alone games.

Simple machine repairs and

- replacing consumables

maintenance may include:

- resolving:
 - frozen screens
 - incorrect payouts.

Payout may include:

- cash
- cheque
- voucher.

Situations where **payouts should be refused** may include:

- illegal credit
- machine malfunctions
- player ineligibility.

Unit Sector(s)

Hospitality

Competency Field

Gaming