

## Use a casino management system

**Level** 4

**Credits** 8

**Purpose** People credited with this unit standard are able to, for a casino management system: input information; access information; and deal with irregularities and non-compliance.

This unit standard is intended for employees at a supervisory level.

**Subfield** Tourism

**Domain** Casino Gaming

**Status** Registered

**Status date** 12 December 2008

**Date version published** 12 December 2008

**Planned review date** 31 December 2013

**Entry information** To undertake this unit standard people must meet the minimum age requirement for entry into a casino.

**Accreditation** Evaluation of documentation and visit by NZQA and industry.

**Standard setting body (SSB)** ServicelQ

**Accreditation and Moderation Action Plan (AMAP) reference** 0078

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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### Special notes

- 1 Definitions  
*Casino Management System* refers to the electronic system used to monitor player tracking, individual table performance, and balance;

*Industry procedures* refer to all workplace requirements in operation in casinos. These may include, but are not limited to, relevant statutory and regulatory requirements, minimum operating standards, Gazetted Rules, licence conditions, and procedures described in training courses for the conduct of games, as approved by the Department of Internal Affairs or the Gambling Commission. Industry procedures may also include procedures specific to an enterprise involved in the casino gaming industry. These additional enterprise procedures may include quality assurance, documentation, security, communications, health and safety, and personal behaviour.

- 2 The Gambling Act 2003 is the main piece of legislation relevant to this unit standard together with any associated legislation and/or regulations, including but not limited to the Financial Transactions Reporting Act 1996, and their subsequent amendments.

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## **Elements and performance criteria**

### **Element 1**

Input information into a casino management system.

#### **Performance criteria**

- 1.1 Information entered into a casino management system is verified in accordance with the industry procedures.
- 1.2 Information entered into a casino management system is balanced in accordance with industry procedures.

### **Element 2**

Access information from a casino management system.

#### **Performance criteria**

- 2.1 Information is accessed from a casino management system in accordance with industry procedures.
- 2.2 Information accessed from a casino management system is verified in accordance with and industry procedures.

### **Element 3**

Deal with irregularities and non-compliance in a casino management system.

#### **Performance criteria**

- 3.1 Irregularities and non-compliance are identified in accordance with legislation and the gazetted rules.

- 3.2 Contingency plans are implemented where irregularities and/or non-compliance are identified in accordance with legislation and the gazetted rules.
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**Please note**

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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**Comments on this unit standard**

Please contact the ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.