

No. 803

13 June 2003

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Hospitality, Tourism, Travel, Gaming and Leisure

Registered by NSB 11, Services, publishes the following unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the unit standards upon which qualifications are based. The unit standards can be accessed via the SAQA web-site at www.saga.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum, 1067 Arcadia Street, Hatfield.

Comment on the unit standards should reach SAQA at the address ***below and no later than 14 July 2003***. All correspondence should be marked **Standards Setting – SGB for Tourism Guiding** and addressed to

The Director: Standards Setting and Development
SAQA

Attention: Mr. D Mphuthing

Postnet Suite 248

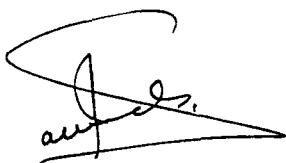
Private Bag X06

Waterkloof

0145

or faxed to 012 – 431 5144

e-mail: mmphuthing@saga.co.za



PP **SAMUEL B.A. ISAACS**
EXECUTIVE OFFICER



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

1

Conduct the table count

SAQA US ID	UNIT STANDARD TITLE		
14865	Conduct the table count		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 4	3

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify the estimated drop figure.

SPECIFIC OUTCOME 2

Calculate present/running float totals.

SPECIFIC OUTCOME 3

Calculate Win/Loss figure.

SPECIFIC OUTCOME 4

Consolidate relevant table counts.

SPECIFIC OUTCOME 5

Communicate information to relevant parties.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

2

Verify documented payouts

SAQA US ID	UNIT STANDARD TITLE		
14873	Verify documented payouts		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 4	3

Specific Outcomes:

SPECIFIC OUTCOME 1

Respond to a request for verification of payout.

SPECIFIC OUTCOME 2

Check authenticity of relevant documentation required by the organisation.

SPECIFIC OUTCOME 3

Check accuracy of data on documentation against relevant payout.

SPECIFIC OUTCOME 4

Authorize relevant transaction.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

3

Analyse risk and loss prevention within the gaming environment

SAQA US ID	UNIT STANDARD TITLE		
14876	Analyse risk and loss prevention within the gaming environment		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 5	15

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify those aspects that will impact on the risk profile of the organisation.

SPECIFIC OUTCOME 2

Describe the role of the efficient risk manager in the gaming environment.

SPECIFIC OUTCOME 3

Identify the consequences of a failed risk management strategy.

SPECIFIC OUTCOME 4

Describe how risk is managed in the gaming environment.

SPECIFIC OUTCOME 5

Describe the tools that are used to identify, evaluate and control risk in the gaming environment.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

4

Conduct an investigation in the gaming environment

SAQA US ID	UNIT STANDARD TITLE		
14863	Conduct an investigation in the gaming environment		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 5	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Compile a comprehensive investigation docket using approved gaming stationary.

SPECIFIC OUTCOME 2

Conduct an investigative interview.

SPECIFIC OUTCOME 3

Analyse and interpret relevant legislative requirements when taking statements.

SPECIFIC OUTCOME 4

Collect and process evidence within the gaming environment.

SPECIFIC OUTCOME 5

Compile a comprehensive Investigation diary.

SPECIFIC OUTCOME 6

Compile and distribute an investigations report.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

5

Conduct online dispute resolution

SAQA US ID	UNIT STANDARD TITLE		
14857	Conduct online dispute resolution		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 5	5

Specific Outcomes:

SPECIFIC OUTCOME 1

Communicate the occurrence of a dispute to the relevant parties (Guest, Management & Surveillance).

SPECIFIC OUTCOME 2

Gather the relevant information required to analyse and investigate the dispute.

SPECIFIC OUTCOME 3

Analyse and investigate the relevant information.

SPECIFIC OUTCOME 4

Calculate the formulas applicable to the relevant disputes based on the information gathered.

SPECIFIC OUTCOME 5

Decide on the outcome of dispute and communicate the findings and action taken to relevant parties.

SPECIFIC OUTCOME 6

Action the rectification of the dispute according to compliance with the internal control standards.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

6

Control a gaming reward system

SAQA US ID	UNIT STANDARD TITLE		
14860	Control a gaming reward system		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 5	5

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify the validity of the customer.

SPECIFIC OUTCOME 2

Extract customer information from the system utilized in your organisation.

SPECIFIC OUTCOME 3

Deal with customer enquiries.

SPECIFIC OUTCOME 4

Process customer queries and/or transactions on the customer rewards system.

SPECIFIC OUTCOME 5

Maintain the customer reward system.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

7

Monitor and manage gaming credit facilities

SAQA US ID	UNIT STANDARD TITLE		
14858	Monitor and manage gaming credit facilities		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 5	6

Specific Outcomes:

SPECIFIC OUTCOME 1

Monitor and control credit applications.

SPECIFIC OUTCOME 2

Gather and interpret support information.

SPECIFIC OUTCOME 3

Refer application to credit committee for authorization.

SPECIFIC OUTCOME 4

Maintain and update client facility records.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

8

Monitor and manage gaming productivity in tables area

SAQA US ID	UNIT STANDARD TITLE		
14877	Monitor and manage gaming productivity in tables area		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 5	15

Specific Outcomes:

SPECIFIC OUTCOME 1

Monitor game control and intervene when necessary.

SPECIFIC OUTCOME 2

Calculate and verify payouts.

SPECIFIC OUTCOME 3

Maximise table availability to meet business demands.

SPECIFIC OUTCOME 4

Plan and manage float levels to meet business demands.

SPECIFIC OUTCOME 5

Locate and justify financial variances.

SPECIFIC OUTCOME 6

Monitor compliance with internal procedures and Gaming Board Rules and Regulations.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

9

Monitor gaming machine performance

SAQA US ID	UNIT STANDARD TITLE		
14854	Monitor gaming machine performance		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 5	4

Specific Outcomes:

SPECIFIC OUTCOME 1

Extract machine performance data for the analysis of machine performance.

SPECIFIC OUTCOME 2

Identify irregular performing machines as per Unit specific parameters.

SPECIFIC OUTCOME 3

Analyse and investigate machine history to identify the causes of the irregularity.

SPECIFIC OUTCOME 4

Report statistics in the appropriate format.

SPECIFIC OUTCOME 5

Communicate and action accordingly.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

10

Plan gaming machine moves and conversions

SAQA US ID	UNIT STANDARD TITLE		
14856	Plan gaming machine moves and conversions		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 5	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Describe the aspects to consider when conducting a machine move or conversion.

SPECIFIC OUTCOME 2

Describe what one would need to do when planning for a machine move or conversion.

SPECIFIC OUTCOME 3

Explain each of the following relevant legislations to be considered.

SPECIFIC OUTCOME 4

Compile a detailed plan for submission to gaming management for consideration.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

11

Reconcile and balance the cash desk

SAQA US ID	UNIT STANDARD TITLE		
14874	Reconcile and balance the cash desk		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 5	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Gather and consolidate reports and paperwork for the gaming date.

SPECIFIC OUTCOME 2

Reconcile the Cash Desk.

SPECIFIC OUTCOME 3

Roll over gambling date (closure of gaming date to reflect new date)

SPECIFIC OUTCOME 4

Audit and verify all figures on daily reconciliation sheet.

SPECIFIC OUTCOME 5

Trace errors and investigate non-balances.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

12

Utilise a gaming system

SAQA US ID	UNIT STANDARD TITLE		
14864	Utilise a gaming system		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 5	2

Specific Outcomes:

SPECIFIC OUTCOME 1

Input and maintain data on a gaming system.

SPECIFIC OUTCOME 2

Identify and extract data from a gaming system.

SPECIFIC OUTCOME 3

Analyse and interpret data.

SPECIFIC OUTCOME 4

Investigate, check and maintain data integrity.

SPECIFIC OUTCOME 5

Compile and submit reports to relevant parties.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

13

Design a gaming floor layout

SAQA US ID	UNIT STANDARD TITLE		
14859	Design a gaming floor layout		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 6	15

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain what steps will be used when planning your project and describe the factors to consider.

SPECIFIC OUTCOME 2

Explain relevant legislation to be considered and describe which legislation is applicable.

SPECIFIC OUTCOME 3

Explain factors to be considered in order to enhance the customers gaming experience.

SPECIFIC OUTCOME 4

Present a detailed gaming floor plan and motivate reasons for product mix, machine location.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

14

Manage the cash desk float

SAQA US ID	UNIT STANDARD TITLE		
14861	Manage the cash desk float		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 6	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Manage the chip float.

SPECIFIC OUTCOME 2

Monitor cash and coin float levels.

SPECIFIC OUTCOME 3

Manage the storage and security of floats.

SPECIFIC OUTCOME 4

Management and processing of fraudulent float value items.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

15

Monitor and manage gaming debtors

SAQA US ID	UNIT STANDARD TITLE		
14855	Monitor and manage gaming debtors		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 6	14

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify and explain Gaming Board Regulations and company policy.

SPECIFIC OUTCOME 2

Identify and process the various methods of debt settlement as per procedure.

SPECIFIC OUTCOME 3

Reconcile debtors according to the organisational and gaming board requirements.

SPECIFIC OUTCOME 4

Demonstrate and describe company policy with regard to the management of credit.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

16

Monitor and manage legislative compliance in a casino environment

SAQA US ID	UNIT STANDARD TITLE		
14866	Monitor and manage legislative compliance in a casino environment		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 6	20

Specific Outcomes:

SPECIFIC OUTCOME 1

Apply the mechanisms and identify and explain the roles of the Compliance Committee.

SPECIFIC OUTCOME 2

Describe the obligations imposed on the Licensee by the conditions of the licence.

SPECIFIC OUTCOME 3

Analyse, interpret and apply the Prevention of Organised Crime Act in the organisation.

SPECIFIC OUTCOME 4

Explain and identify the principles within legislation that govern advertising.

SPECIFIC OUTCOME 5

Explain the term "excluded person".

SPECIFIC OUTCOME 6

State, interpret and apply the relevant legislation relating to fraudulent acts.

SPECIFIC OUTCOME 7

Describe and apply the principles of corporate governance and its application in Gaming.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

17

Support at risk individuals

SAQA US ID	UNIT STANDARD TITLE		
14872	Support at risk individuals		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Tourism Guiding		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Hospitality, Tourism, Travel, Gaming and Leisure	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-HTT-0-SGB TG	Regular	Level 7	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify who needs to give approval before at risk individuals can be approached.

SPECIFIC OUTCOME 2

Demonstrate skills to initiate discussion on the problem.

SPECIFIC OUTCOME 3

Demonstrate effective communication skills required to facilitate the motivation of individual.

SPECIFIC OUTCOME 4

Identify support mechanisms available.

SPECIFIC OUTCOME 5

Report results of interaction with required departments.