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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, Gaming and Leisure

registered by Organising Field 11, Services, publishes the following qualification and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards. The full qualification and unit standards can be accessed via the SAQA web-site at www.saqqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the qualification and unit standards should reach SAQA at the address below and **no** later **17 May 2007**. All correspondence should be marked Standards Setting – Hospitality Gaming and Leisure addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

SAQA QUAL ID	QUALIFICATION TITLE
58453	National Certificate: Gaming Dealing
SGB	PROVIDER
SGB Hospitality, Gaming & Leisure	
FTQA	

QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	120	Level 3	Regular-Unit Stds Based

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

This qualification has been developed for dealers in the gaming industry. The gaming industry is a high growth area and it is essential that the employees within the industry comply with regulations and demonstrate a high standard of competence. This qualification will ensure that these needs are met. It provides learners with a solid grounding in the technical competencies required by croupiers/dealers, as well as the skills required to operate effectively in an organisation and provide acceptable levels of customer service. Since the exposure to cheating and fraud is potentially high in this industry, aspects of security are also emphasised.

A learner who has achieved this qualification will be able to:

- Perform dealing functions.
- Maintain security while dealing.
- Perform customer interactions to enhance the gaming experience.
- Operate effectively as a member of a team.

Rationale:

This qualification was developed to meet the training and development needs of dealers, or croupiers, who work in a Casino environment. Gambling institutions are governed by a well-defined legislative framework, and it is thus imperative that individuals who work in the environment have the skills to ensure compliance and accountability. Completing this qualification, with its structured combination of learning outcomes, will equip learners to deal card and table games in a professional and customer-service oriented manner.

This qualification will also prepare the learner for further learning and specialisation in the gaming industry. The qualification will increase the employability and mobility of the dealers in the casino industry and assist them with multi-skilling within the industry. It will increase overall expertise in the gaming sector.

RECOGNIZE PREVIOUS LEARNING?

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LEARNING ASSUMED TO BE IN PLACE

It is assumed that the learners are competent in:

- Communication at NQF Level 2.
- Mathematical Literacy at NQF Level 2.

Recognition of Prior Learning:

This Qualification may be achieved in part or in whole through the Recognition of Prior Learning. Any learner wishing to be directly assessed may arrange to do so without attending further training or education.

The assessor and learner will decide together:

- On the most appropriate assessment route to be taken.
- How the experience of the learner will be evaluated against the unit standards which forms part of the qualification.
- On the nature and value of evidence required for the assessment of the various unit standards and exit level outcomes.

Access to the Qualification:

There is open access for learners wishing to pursue a career within the gaming industry. However learners need to apply and be granted a gaming licence from the relevant provincial gaming board in order to be able to demonstrate applied competence in a casino environment for completion of the qualification.

QUALIFICATION RULES

- All Unit Standard totalling 36 credits in the Fundamental components are compulsory
- All Unit Standard totalling 45 credits in the Core are compulsory
- There are 42 Unit Standards credits in the Elective component and a minimum of 39 is required to achieve this Qualification.
- Total for the Qualification is 120 credits.

EXIT LEVEL OUTCOMES

Qualifying learners will be able to:

1. Perform dealing functions
2. Maintain security while dealing
3. Perform customer interactions to enhance the gaming experience.
4. Operate as a member of a team.

Critical Cross-Field Outcomes:

The learner will be expected to demonstrate the ability to:

- Identify and solve problems and make responsible ethical decisions within own limit of authority.
- Work effectively with others as a member of a team, group, organisation or community to achieve work unit objectives.
- Organise and manage oneself and one's activities responsibly and effectively to plan, lead, organise and control towards achievement of work unit objectives.

- Collect, organise and critically evaluate information in order to measure performance.
- Communicate effectively using visual, mathematical and language skills in the modes of oral, and/or written presentation to lead a team.
- Demonstrate the world as a set of systems by aligning work unit objectives to organisational strategy.
- Be culturally and aesthetically sensitive across a range of social contexts in managing and interacting diverse people in the workplace.
- Use science and technology effectively in researching, recommending and implementing technological solutions, showing responsibility toward the environment and health of others.

ASSOCIATED ASSESSMENT CRITERIA

1.

- The accepted Code of Conduct and Business Procedures applicable within the casino industry are applied in the workplace.
- A working knowledge of the legislation relevant to gaming is demonstrated and applied to ensure compliance in own area of responsibility.
- Chips are handled using various procedures to ensure compliance with gaming legislative procedures.
- Dealing functions for various games are performed according to prescribed procedures.
- The cash float is managed following gaming rules.

2.

- Security procedures for dealers are executed at all times.
- Customer cheat moves are recognised and reported to prevent loss of revenue to casino.
- Players are recognised and tracked to enhance security.
- Behaviour resulting from problem or pathological gambling is understood and identified in players.

3.

- A level of service is provided that ensures customer satisfaction.
- Health and hygiene standards are maintained to ensure a high standard of service and good reputation.
- Required health and safety functions are performed in line with organisational policies.
- Personal appearance is maintained to a high standard to portray professionalism in the workplace.
- Awareness of cultural diversity is displayed when performing dealing functions.

4.

- Working relationships are maintained with other members of the staff, including new members of a team.
- Roles of team members are understood and explained with examples.

Integrated Assessment:

Integrated assessment at the level of qualification provides an opportunity for learners to demonstrate that they are able to balance adherence to legislative requirements and focus on customer service whilst improving productivity within the gaming industry. The integrated assessment for this qualification must occur during busy and quiet periods of the operation to ensure the learners' ability to demonstrate competence in a range of situations and adapt performance to improve productivity.

Integrated assessment must judge the quality of the observable performance, but also the quality of the thinking that lies behind it. Assessment tools must encourage learners to give an account of the thinking and decision making that underpins their demonstrated performance. Some assessment practices will be of a more practical nature, while others will be of a theoretical nature,

In addition to theoretical assessments, learners should produce a portfolio of evidence documenting application of theory and practice within the gaming industry

A broad range of task-orientated and theoretical assessment tools may be used, with the distinction between practical knowledge and disciplinary knowledge maintained so that each takes its rightful place.

INTERNATIONAL COMPARABILITY

When researching the National Certificate: Gaming Dealing, Level 3 it became apparent that it would be virtually impossible to compare this Qualification with training in emerging markets. This is mainly due to the fact that gaming establishments are not recognised in all markets and that most training is conducted in-house and the detail thereof is not readily available to the general public.

When comparing this Certificate against training offered in the United States of America, and most notably in Nevada, it is clear that the training offered through this Certificate is not as comprehensive as the training offered in the USA. This however does not mean that the training offered in this Certificate is of a lesser quality, but rather reflects the differences between gaming in South Africa and Nevada in terms of income generated, number of customers serviced, etc. Employees in the USA specialise in one sector of the gaming industry and are expected to work across sectors or be competent in other jobs. National Certificate: Gaming Dealing, Level 3 addresses the competencies contained in the US Occupational Information Network for Gaming Dealers.

These competencies include:

- Exchange paper currency for playing chips or coin money.
- Pay winnings or collect losing bets as established by the rules and procedures of a specific game.
- Deal cards to house hands, and compare these with players' hands to determine winners, as in black jack.
- Conduct gambling games such as dice, roulette, cards, or keno, following all applicable rules and regulations.
- Check to ensure that all players have placed bets before play begins.
- Stand behind a gaming table and deal the appropriate number of cards to each player.
- Inspect cards and equipment to be used in games to ensure that they are in good condition.
- Start and control games and gaming equipment, and announce winning numbers or colors.
- Open and close cash floats and game tables.
- Compute amounts of players' wins or losses, or scan winning tickets presented by patrons to calculate the amount of money won.

In addition the training offered by US providers such as the Certificate in Gaming offered by the University of Nevada and the Casino School Course offered by the National Bartenders, Casino Games and Hospitality Schools address similar competencies to the ones stipulated in this Certificate.

These include:

- Provide Customer Service.
- Gaming regulations and control.
- Hygiene and safety within Casino Environment.
- Learn about equipment used.
- Rules and objectives of the game.
- Dealer and player positions.
- Handling cards.
- Games procedures.
- Gaming protection.

e Dealing techniques.

Despite the differences with the USA training offered to personnel, it is felt that this qualification is internationally comparable as it covers the competencies offered in training in a country with a similar gaming sector.

ARTICULATION OPTIONS

This qualification articulates horizontally with the three other qualifications that have been developed for the gaming sector, namely:

- ID 14117: National Certificate: Gaming Cashiering, NQF Level 3.
- ID 14120: National Certificate: Gaming Slots Operation, NQF Level 3
- ID 14121: National Certificate: Gaming Surveillance, NQF Level 3.

MODERATION OPTIONS

- Anyone assessing a learner, or moderating the assessment of a learner, against this qualification must be registered as an assessor with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Any institution offering learning that will enable the achievement of this qualification must be accredited as a provider with the relevant ETQA. Assessment and moderation of assessment will be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQAs (including professional bodies), and in terms of the moderation guideline detailed immediately below.
- Moderation must include both internal and external moderation of assessments at all exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the qualification.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

For an applicant to register as an assessor or moderator of this Qualification the applicant needs:

- To be registered as an assessor with the relevant ETQA.
- To be in possession of a relevant qualification.
- To have a minimum of three years practical and relevant occupational experience,

NOTES

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UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	244012	Recognise and track players	Level 2	3
Core	244021	Manage the float in a gaming environment	Level 3	4
Core	244016	Recognise and report customer cheat moves	Level 3	3
Core	244015	Comply with security procedures for dealers	Level 3	3
Core	244018	Comply with legislation in a casino environment	Level 3	3
Core	244017	Describe layout, services and facilities of the organisation	Level 2	4
Core	244020	Maintain a safe and secure working environment	Level 3	6
Core	113904	Explain how money laundering legislation impacts on monetary transactions in South Africa	Level 2	2
Core	244011	Provide customer service	Level 4	8
Core	7906	Demonstrate and explain accepted code of conduct and Business procedures within the Casino	Level 4	2
Core	244022	Dealing with problem and pathological gambling in the workplace	Level 3	4
Core	244013	Handle casino chips	Level 3	3

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	244014	Deal American Roulette	Level 3	16
Elective	120496	Provide risk-based primary emergency care/first aid in the workplace	Level 2	5
Elective	114979	Operate a computer workstation in a business environment	Level 3	2
Elective	114941	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	4
Elective	244019	Deal Blackjack	Level 3	6
Elective	242812	Induct a member into a team	Level 3	4
Elective	244023	Deal Poker	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signaled communication	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4



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SAQA US ID		UNIT STANDARD TITLE	
24401 1		Provide customer service	
SGB		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

SPECIFIC OUTCOME 1

Place customer service at the centre of the service provider's own context

SPECIFIC OUTCOME 2

Build up knowledge and expertise in a particular area

SPECIFIC OUTCOME 3

Construct a network of support in order to provide excellent customer service

SPECIFIC OUTCOME 4

Develop a resource database to enable proper customer support

SPECIFIC OUTCOME 5

Respond to customer queries

SPECIFIC OUTCOME 6

Explain the implications of customers' reaction to poor service

SPECIFIC OUTCOME 7

Make decisions relating to customers' complaints

SPECIFIC OUTCOME 8

Implement customer service best practice.

SPECIFIC OUTCOME 9

Reflect on own performance and identify possible areas for self-improvement



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Recognise and track players**

SAQA US ID		UNIT STANDARD TITLE	
244012		Recognise and track players	
SGB		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	3

SPECIFIC OUTCOME 1

Track, recognise and greet regular players

SPECIFIC OUTCOME 2

Discuss and promote a loyalty programme.



SAQA US ID		UNIT STANDARD TITLE	
244013		Handle casino chips	
SGB		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	3

SPECIFIC OUTCOME 1

Make mandatory announcements

SPECIFIC OUTCOME 2

Handle chips accurately.

SPECIFIC OUTCOME 3

Ensure good customer service



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Deal American Roulette***

SAQA US ID		UNIT STANDARD TITLE	
244014		Deal American Roulette	
SGB		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABE	BAND	UNIT STANDARD TYPE	NQF LEVEL
Undefined		Regular	Level 3
		CREDITS	

SPECIFIC OUTCOME 1

Demonstrate an understanding of the game of roulette.

SPECIFIC OUTCOME 2

Operate the game of roulette.

SPECIFIC OUTCOME 3

Take bets and make payouts.

SPECIFIC OUTCOME 4

Handle players and unexpected situations in a professional manner.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Comply with security procedures for dealers***

SAQA US ID	UNIT STANDARD TITLE		
244015	Comply with security procedures for dealers		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	3

SPECIFIC OUTCOME 1

Implement company security procedures for dealers.

SPECIFIC OUTCOME 2

Implement Gaming Board security procedures for dealers

SPECIFIC OUTCOME 3

Describe the role of the surveillance department in assisting with security issues

SPECIFIC OUTCOME 4

Exercise discretion with minimum disruption in all security dealings with customers.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Recognise and report customer cheat moves***

SAQA US ID	UNIT STANDARD TITLE		
244016	Recognise and report customer cheat moves		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	3

SPECIFIC OUTCOME 1

Recognise potential situations for cheat moves.

SPECIFIC OUTCOME 2

Describe the importance of identifying cheat moves and the impact of cheating on the organisation.

SPECIFIC OUTCOME 3

Identify and prevent cheat moves

SPECIFIC OUTCOME 4

Follow the relevant report procedure



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:Describe layout, services **and** facilities of the organisation

SAQA <i>US ID</i>	UNIT STANDARD TITLE		
244017	Describe layout, services and facilities of the organisation		
<i>SGB</i>	PROVIDER		
SGB Hospitality, Gaming & Leisure			
<i>FIELD</i>	<i>SUBFIELD</i>		
11 - Services		Hospitality, Tourism, Travel. Gaming and Leisure	
ABET BAND	UNIT STANDARD <i>TYPE</i>	<i>NQF LEVEL</i>	<i>CREDITS</i>
Undefined	Regular	Level 2	4

SPECIFIC OUTCOME 1

Explain the importance of staff knowing all departments, facilities and services.

SPECIFIC OUTCOME 2

Describe the interrelationship between product knowledge and customer service,

SPECIFIC OUTCOME 3

Describe the roles and lines of communication of the people working in the department.

SPECIFIC OUTCOME 4

Locate the different facilities, departments and services.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Comply with legislation in a casino environment*

SAQA US ID	UNIT STANDARD TITLE		
244018	Comply with legislation in a casino environment		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	3

SPECIFIC OUTCOME 1

Explain gaming board rules and regulations

SPECIFIC OUTCOME 2

Act in situations of non-compliance

SPECIFIC OUTCOME 3

Implement policies and procedures to ensure license and regulation compliance



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Deal Blackjack***

SAQA US ID	UNIT STANDARD TITLE		
244019	Deal Blackjack		
SGR	PROVIDER		
SGR Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	6

SPECIFIC OUTCOME 1Handle **all** aspects of the dealing cycle.**SPECIFIC OUTCOME 2**Adhere *to* blackjack dealing procedures**SPECIFIC OUTCOME 3**

Assist customers with playing Blackjack.

SPECIFIC OUTCOME 4

Understand the game of Blackjack.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Maintain a safe and secure working environment***

SAQA US ID	UNIT STANDARD TITLE		
244020	Maintain a safe and secure working environment		
SGB	FROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	6

SPECIFIC OUTCOME 1

Implement the legislative and company procedures for maintaining a safe working environment.

SPECIFIC OUTCOME 2

Respond to factors, faults or incidents that threaten the safety of staff and customers.

SPECIFIC OUTCOME 3

Implement company security regulations and procedures to maintain a secure working environment.

SPECIFIC OUTCOME 4

Participate in preventative action to avoid security breaches

SPECIFIC OUTCOME 5

Describe security procedures to avoid and/or handle violent situations



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Manage the float in a gaming environment

SAQA US ID	UNIT STANDARD TITLE		
244021	Manage the float in a gaming environment		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	4

SPECIFIC OUTCOME 1

Implement the technical aspects of managing a float

SPECIFIC OUTCOME 2

Describe the importance of managing a float.

SPECIFIC OUTCOME 3

Explain the importance of good communication whilst managing the float.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Dealing with problem and pathological gambling in the workplace***

SAQA US ID	UNIT STANDARD TITLE		
244022	Dealing with problem and pathological gambling in the workplace		
SGB	PROVIDER		
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 • Services	Hospitality, Tourism, Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	4

SPECIFIC OUTCOME 1

Understand the signs and symptoms of problem and pathological gambling.

SPECIFIC OUTCOME 2

Describe the implications and consequences of problem and pathological gambling for the individual and the organisation.

SPECIFIC OUTCOME 3

Dealing with gambling and pathological gambling.

SPECIFIC OUTCOME 4

Explain the recovery process and implications



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Deal Poker

SAQA US ID	UNIT STANDARD TITLE		
244023	Deal Poker		
SGB		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FIELD	SUBFIELD		
11 - Services	Hospitality, Tourism,-Travel, Gaming and Leisure		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	5

SPECIFIC OUTCOME 1

Handle chips and cards according to gaming requirements

SPECIFIC OUTCOME 2

Adhere to poker dealing procedures

SPECIFIC OUTCOME 3

Assist customers with playing Poker

SPECIFIC OUTCOME 4

Understand the game of Poker