

No. 829

7 September 2007

**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 8 October 2007**. All correspondence should be marked **Standards Setting – Hospitality Gaming and Leisure** and addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

Further Education and Training Certificate: Gaming Supervision

SAQA QUAL ID		QUALIFICATION TITLE	
59098		Further Education and Training Certificate: Gaming Supervision	
ORIGINATOR		PROVIDER	
SGB Hospitality, Gaming & Leisure			
QUALIFICATION TYPE	FIELD	SUBFIELD	
Further Ed and Training Cert	11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	140	Level 4	Regular-Unit Stds Based

PURPOSE OF THE QUALIFICATION

Purpose:

The purpose of this qualification is to ensure that individuals performing supervisory functions within a casino have the skills and competencies required to effectively perform their duties. Effective supervision of gaming operations is essential to prevent, inter alia, cheating, fraud and money laundering, all of which are extremely detrimental to profitability and the smooth operation of a casino. It is also necessary to help manage the consequences of problem and pathological gambling, and promote responsible gambling practice. The learners undertaking this qualification will also be encouraged to continually update their knowledge of the industry and to keep it current. This will assist them in performing their duties and ensuring that their area of responsibility complies with the legislative framework.

The acquisition of recognised skills and abilities is therefore needed by the sector in order to meet legislative and operational requirements and to remain profitable in order to increase growth and job opportunities.

People in any of the four types of positions listed above will be able to demonstrate mastery of the processes, including equipment, for the area which they are supervising. They will also have to demonstrate competency in key areas of their position, such as:

- Supervising operations, equipment and personnel, including team building in a gaming area of operation.
- Meeting of company objectives, operational standards and targets, and relevant decision-making, as well as the application of legislative requirements.
- Overseeing client interaction, client satisfaction, service levels, including relevant problem-solving.

This qualification thus provides an opportunity for individuals who have been operating as dealers, cashiers, slots attendants, surveillance personnel or slots technical attendants to progress to positions of increased responsibility. Individuals already operating as supervisors in a casino might benefit by using this qualification to supplement their experience with relevant and current knowledge of the gaming industry and legislation that governs its operation.

This qualification will be of great benefit to individuals on a development path in a casino. Depending on the selected learning combination, the qualifying learner will be equipped to perform the duties required of Slots, Surveillance, Dealing, Count and Cash-desk supervisors.

This qualification acts as a stepping stone for further development into managerial positions within the casino.

There is little or no formal recognition of people who are working and being trained in the gaming environment. Additionally, Casinos devote much time and resources to train their employees to deal with the technical and legislative demands placed on individuals operating in this environment. This qualification assists in recognising such training and development on the NQF. It will also provide the opportunity for experienced workers to receive formal recognition of their expertise. It is thus very much in line with industry practice.

Benefits to the learner include improving technical proficiency, as well as equipping them with the competencies necessary to perform supervisory functions. The qualification includes aspects that will be of benefit to society, including dealing with the effects of pathological gambling, as well as promoting responsible gambling.

This qualification helps to achieve the publicly outlined objectives of the NQF.

In particular, qualifying learners will be able to:

- Ensure customer satisfaction.
- Address fraud and compliance issues in a casino context.
- Supervise staff to ensure productivity.
- One of the following depending upon the specialisation chosen:
 - Carry out supervisory functions within the dealing department.
 - Carry out supervisory functions within the cashiering department.
 - Carry out supervisory functions within the slots department.
 - Carry out supervisory functions within the surveillance department.

Rationale:

The Gaming sector is a highly regulated and supervised area, related to (and often within) the hospitality sector. This regulation is partly due to the large amounts of cash and cash equivalents involved, as well as potential or imagined opportunities for illegal activities such as money-laundering. The Gaming sector provides leisure, tourism and potential income-earning opportunities, as well as employment in specific venues throughout South Africa, particularly in the casino environment. The sector is utilised both by domestic and international tourists, as well as locals in a non-tourist capacity.

The large sums of money involved with the Gaming sector, and the high level of marketing related to this environment, ensures that the sector contributes significantly to the Gross Domestic Product of South Africa, as well as towards the country's foreign exchange earnings and the marketing of South Africa as a tourist destination. The sector also provides a wide range and large number of employment opportunities. Due to the nature of the sector, a large emphasis is placed on training and education of staff members particularly, but also an awareness programmes aimed at the clientele, especially in the area of responsible gaming.

Varieties of organisations contribute to and operate within this sector, for example:

- The Casino Association of South Africa (CASA).
- The Department of Trade & Industry (DTI).
- The Gaming Board.
- The Department of Environmental Affairs and Tourism (DEAT).

The sector utilises strictly managed access and operational processes which all require operational implementation of the legislative frameworks related to the sector. The activities within the sector are also broken up into four main operational areas, namely:

- Dealing.
- Slots.
- Cashiering.
- Surveillance.

There is a range of knowledge, skills, attitudes and values which is common to all of these areas, while there are others which are specific to each of these four areas. These are all catered for in this qualification, and together they define the main operational and vocational objectives across the envisaged career paths resulting from this qualification.

The skills and competencies gained in this level 4 qualification enable the qualifying learner to take up a variety of supervisory roles within the casino/gaming environment, while ensuring that the understanding gained of the environment is applied in the sector in one of the following positions:

- Dealing supervisor.
- Slots supervisor.
- Cashiering supervisor.
- Surveillance supervisor.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED IN PLACE

It is assumed that a learner is competent in:

- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.

This qualification can be achieved wholly or in part through RPL and the qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses providing they can demonstrate competence in the outcomes of the individual unit standards as required by the fundamental, core and elective areas as stipulated in the qualification and by the exit level outcomes.

Recognition of Prior Learning:

This qualification can be achieved wholly or in part through RPL and the qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses providing they can demonstrate competence in the outcomes of the individual unit standards as required by the fundamental, core and elective areas as stipulated in the qualification and by the exit level outcomes.

A RPL process may also be used to credit learners with unit standards in which they have developed the necessary competency as a result of workplace and experiential learning.

Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and may be required to submit a Portfolio of Evidence in the prescribed format to be assessed for formal recognition. While this is primarily a workplace-based qualification, evidence from other areas of endeavour may be introduced if pertinent to any of the exit level outcomes.

Access to the Qualification:

There is open access to any learner who is able to arrange for assessment in a Gaming environment.

QUALIFICATION RULES

The Qualification consists of a Fundamental, a Core and an Elective Component.

To be awarded the Qualification learners are required to obtain a minimum of 140 credits as detailed below.

Fundamental component:

The Fundamental Component consists of Unit Standards in:

- Mathematical Literacy at NQF Level 4 to the value of 16 credits.
- Communication at NQF Level 4 in a First South African Language to the value of 20 credits.
- Communication in a Second South African Language at NQF Level 3 to the value of 20 credits.

It is compulsory therefore for learners to do Communication in two different South African languages, one at NQF Level 4 and the other at NQF Level 3.

All Unit Standards in the Fundamental Component are compulsory.

Core component:

- The Core Component consists of Unit Standards to the value of 66 credits all of which are compulsory.

Elective component:

The Elective Component consists of a number of specializations each with its own set of Unit Standards. Learners are to choose a specialization area and must choose Elective Unit Standards to the value of 18 credits from the Unit standards listed under that specialization so as to attain a minimum of 140 credits for this qualification.

The elective component of the qualification has been divided into four specialisations. The specialisations with their unit standards, as listed in the electives, are:

Dealing:

- Supervise table games.
- Maintain productivity within the tables area.
- Recognise and report staff cheat moves.

Cashiering:

- Monitor credit and cheque cashing facilities, applications and transactions.
- Perform cashiering administration.
- Process financial transactions.
- Implement emergency count procedures.

Slots:

- Maintain a preventative maintenance programme .
- Supervise gaming floor activities.
- Analyse various reports pertaining to the gaming floor.
- Control and order stock.

- Surveillance:

- Initiate, conduct and follow up on surveillance investigations.
- Supervise activities within a surveillance room.

EXIT LEVEL OUTCOMES

1. Ensure Customer satisfaction.

2. Address fraud and compliance issues in a casino context.

3. Supervise staff to ensure productivity.

One of the following depending upon the specialisation chosen:

4. Carry out supervisory functions within the dealing department.

5. Carry out supervisory functions within the cashiering department.

6. Carry out supervisory functions within the slots department.

7. Carry out supervisory functions within the surveillance department.

Critical Cross-Field Outcomes:

Several of the critical cross-field outcomes (CCFOs) have been embedded within each of the unit standards that constitute this qualification. As a whole all CCFOs will be addressed in completing this qualification.

Spread of Critical Cross-field Outcomes across the Unit Standards that are classified as Core for the purpose of this Qualification:

Unit Standard Title:**Core:**

Demonstrate knowledge and understanding of relevant current occupational health and safety legislation:

- Problem solving.
- Team Work.
- Organisation.
- Information.
- Communication.
- Technology.
- Related systems.

Resolve a gaming dispute:

- Information.
- Communication.

Analyse and understand social issues:

- Team Work.

- Related systems.
- Personal development.

Care for customers:

- Problem solving.
- Organisation.
- Communication.
- Personal development.

Motivate and build a team:

- Problem solving.
- Team Work.
- Organisation.

Plan and conduct a research project:

- Problem solving.
- Team Work.
- Information.
- Communication.
- Technology.

Monitor and supervise legislative compliance in a casino environment:

- Problem solving.
- Organisation.
- Information.

Explain South African money laundering legislation and the implications for accountable institutions in transacting with clients:

- Information.
- Communication.
- Related systems.
- Personal development.

Administer disciplinary and grievance policy and procedure:

- Problem solving.
- Team Work.
- Information.
- Communication.

Conduct a structured meeting:

- Team Work.
- Organisation.
- Information.
- Communication.
- Technology.

Demonstrate and apply understanding of the main issues of responsible tourism:

- Problem solving.
- Organisation.
- Information.

Implement measures to prevent defrauding within the casino:

- Team Work.
- Information.
- Communication.
- Related systems.

Manage individual and team performance:

- Problem solving.
- Organisation.
- Information.
- Communication.
- Technology.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- Staff performance is monitored to ensure good customer service.
- Gaming related disputes are resolved to enhance the entire gaming experience.

Associated Assessment Criteria for Exit Level Outcome 2:

- Legislative compliance in a casino environment is monitored to ensure gaming board regulations are adhered to in operations in own section/department.
- The Finance Intelligence Centre Act, Act 38 of 2001 and its implications for clients and employees are explained in terms of operations in own section/department.
- Operations in own section/department are monitored to ensure compliance with the Finance Intelligence Centre Act.
- Measures to prevent fraud within the casino are implemented according to company policy and procedures.

Associated Assessment Criteria for Exit Level Outcome 3:

- A team is led to increase productivity and enhance job satisfaction.
- Discipline and/or grievance issues are handled with team members.
- Staff performance is monitored to identify training and development needs within a department or section.

One of the following depending upon the specialisation chosen:

Associated Assessment Criteria for Exit Level Outcome 4:

- Table games are supervised to ensure the efficient operation of the tables area.
- Productivity in tables area is maintained to increase turnover for the casino.
- Staff cheat moves are recognised and reported to prevent loss of revenue to the casino.

Associated Assessment Criteria for Exit Level Outcome 5:

- Basic financial statements are interpreted to enable effective fulfilment of job duties.

- Credit applications and transactions are monitored, and emergency count procedures implemented, to prevent fraudulent activity, enhance security and prevent loss of revenue.
- Cashiering administration is performed and financial transactions processed to ensure accuracy and accountability.

Associated Assessment Criteria for Exit Level Outcome 6:

- A preventative maintenance programme is implemented to ensure effective operation of slot machines.
- Gaming floor activities are supervised closely to ensure the smooth operation of the gaming floor.
- Various reports pertaining to the gaming floor are analysed to ensure that variances are evaluated and responded to.

Associated Assessment Criteria for Exit Level Outcome 7:

- Surveillance investigations are conducted in line with company procedures.
- Activities within the surveillance room are monitored following company procedures.

Integrated Assessment:

Integrated assessment at this level will evaluate the learner's ability to combine actions and ideas across a range of activities and knowledge areas. The integrated assessment must specifically assess the learner's ability to:

- Demonstrate competence by means of the practical application of the embedded knowledge in a manner that meets the required performance standards.
- Illustrate a clear understanding of the concepts, theory and principles that underpin the practical action taken.

The assessment will require assessment methods, which measure and evaluate evidence generated during workplace-based activities into account. Because assessment practices must be open, transparent, fair, valid and reliable, ensuring that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working or will work. Where it is not possible to assess the learner in the workplace simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term "integrated assessment" implies that theoretical and practical components should be assessed together. Whenever possible the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated and, during integrated assessment, the assessor should make use of a range of formative and summative assessment tools and methods. Combinations of practical, applied, foundational and reflexive competencies should be assessed. Assessment should further ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated in an integrated way.

Assessors must assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience as the assessment process is capable of being applied to the Recognition of Prior Learning (RPL), subject to the rules and criteria of the relevant Education and Training Quality Assurance body (ETQA).

INTERNATIONAL COMPARABILITY

When researching this Further Education and Training Certificate: Gaming Supervision, it becomes 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 thus not readily available to the general public.

It is however widely recognised that best practice for formally organised gaming in casino environments is in the United States of America (USA). This can be seen in:

- The professional status given to gaming staff.
- The number of casinos.
- The widespread, public marketing of these gaming environments.
- The huge turnover in American casinos.
- The number of US gaming TV shows.
- The tourist population drawn to these destinations.

When comparing this Certificate against training offered in the United States of America, it becomes evident that, at this level, the training offered through this Qualification compares well with training offered in the USA, especially in terms of the supervisory/inter-personal skills included in the Qualification. This can be illustrated by comparing the core competencies of this FETC with the outcomes of the Gaming-Casino Management Program (Code 101097) offered by the Northeast Wisconsin Technical College, namely:

- Communicate effectively in written and verbal forms.
- Value diversity in the workplace.
- Perform mathematical calculations for business applications.
- Apply management processes and techniques to the gaming industry, including: planning, organizing, staffing, budgeting, controlling and evaluation.
- Integrate responsibility, accountability, and authority in human resource issues.
- Analyze current business practices/issues and their application to gaming industry.
- Demonstrate positive workplace attributes for personal/career success.
- Ensure gaming regulations are adhered to, followed, and reported.
- Apply legal and ethical principles to personal and professional behaviors.

In addition the FET Certificate: Gaming Supervision addresses the competencies identified by the US Occupational Information Network for Gaming Supervisors.

These competencies include:

- Monitor game operations to ensure that house rules are followed, that tribal, state, and federal regulations are adhered to, and that employees provide prompt and courteous service.
- Observe gamblers' behavior for signs of cheating such as marking, switching, or counting cards; notify security staff of suspected cheating.
- Maintain familiarity with the games at a facility, and with strategies and tricks used by cheaters at such games.
- Perform paperwork required for monetary transactions.
- Resolve customer and employee complaints.
- Greet customers and ask about the quality of service they are receiving.
- Establish and maintain banks and table limits for each game.
- Monitor stations and games, and move dealers from game to game to ensure adequate staffing.
- Report customer-related incidents occurring in gaming areas to supervisors.
- Explain and interpret house rules, such as game rules and betting limits, for patrons.

However, as the gaming industry is not restricted to the USA, comparability also included other regions.

In terms of competencies specific to Gaming as part of the Hospitality Industry, this qualification, while taking cognisance of South African realities, shares many of the core competencies found in the New Zealand National Certificate in Hospitality (Level 4), which under the Gaming Strand includes the following competencies:

- Control money and handle cash in a gaming machine environment.
- Demonstrate knowledge of and produce a Weekly Gaming Machine Profit Return.
- Provide gaming machine information to customers.
- Deal with customer disputes in gaming machine areas.
- Demonstrate knowledge of legislation, licence conditions, and taxation related to gaming machines.
- Demonstrate knowledge of and supervise jackpot systems for gaming machines.

In the New Zealand National Certificate in Casino Gaming (Level 4), many core competencies again reflect those developed through the FET Certificate: Gaming Supervision, including:

- Use a casino management system.
- Demonstrate knowledge of legislation that impacts upon the operation of casinos.
- Deal with complaints and irregularities in a casino.
- Supervise electronic gaming machines in a casino.
- Ensure gaming machine customer service is monitored and maintained in a casino.
- Ensure security and safety of gaming machines and personnel is maintained in a casino.
- Ensure compliance with the procedures for electronic gaming machines.
- Ensure compliance in financial transactions in a gaming machine area.

However the New Zealand (NZ) gaming qualification places much greater emphasis on ensuring compliance with the rules and procedures of specific games. So much so, that the NZ qualification includes 13 separate standards, each addressing the rules and procedures of a specific game. Within the context of this qualification it was however decided not to follow this example as the emphasis of the Certificate: Gaming Supervision is on the skill of ensuring compliance, rather than the detail of each specific game as per the NZ Qualification.

Conclusion:

Given the above, together with the fact that this qualification has been developed with the assistance of stakeholders who operate at an international level or have ties with international organisations, it can be deduced that the Further Education and Training Certificate: Gaming Supervision compares favourably with international training in terms of core competencies developed. This is borne out by the large proportion of similar or overlapping competencies required in the foreign qualifications comparison, and although this qualification does not cover all the areas which foreign qualifications do, it does include important, relevant and appropriate areas related to the local environment and context.

ARTICULATION OPTIONS

This qualification provides the following articulation opportunities:

Vertical articulation:

- ID 24493: National Certificate: Management, NQF Level 5.

Horizontal articulation:

- ID 57712: Further Education and Training Certificate: Generic Management, NQF Level 4.

MODERATION OPTIONS

- Anyone moderating assessment of a learner against this qualification must be registered as a moderator with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding (MOU) with the relevant ETQA.
- Any institution offering learning that may enable the achievement of this qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has an MOU with the relevant ETQA.
- Assessment, and moderation of assessment, may 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 competencies described both in individual unit standards as well as the integrated competence described in the exit level outcomes of the qualification.
- Anyone wishing to be assessed against this qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has a MOU with the relevant ETQA.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Anyone assessing a learner against this qualification must:

- Be registered as an assessor with the relevant ETQA.
- Be in possession of a relevant qualification at NQF Level 5 or higher.
- Have a minimum of three years practical and relevant occupational experience.

NOTES

N/A

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	246740	Care for customers	Level 4	3
Core	242816	Conduct a structured meeting	Level 4	5
Core	246758	Demonstrate and apply understanding of the main issues of responsible tourism	Level 4	5
Core	120344	Demonstrate knowledge and understanding of relevant current occupational health and safety legislation	Level 4	4
Core	242593	Explain South African money laundering legislation and the implications for accountable institutions in transacting with clients	Level 4	3
Core	246752	Implement measures to prevent defrauding within the casino	Level 4	3
Core	11473	Manage individual and team performance	Level 4	8
Core	242819	Motivate and Build a Team	Level 4	10
Core	246746	Resolve a gaming dispute	Level 4	4
Core	120476	Adhere to professional conduct and organisational ethics	Level 5	4
Core	246744	Administer disciplinary and grievance policy and procedure	Level 5	8
Core	246766	Monitor and supervise legislative compliance in a casino environment	Level 5	9
Elective	246742	Analyse various reports pertaining to the gaming floor	Level 4	8
Elective	246750	Control and order stock	Level 4	6
Elective	246741	Implement emergency count procedures	Level 4	3
Elective	246754	Initiate, conduct and follow up on surveillance investigations	Level 4	7
Elective	243950	Maintain a preventative maintenance programme	Level 4	3
Elective	246753	Maintain productivity within the tables area	Level 4	4

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	246755	Monitor credit and cheque cashing facilities, applications and transactions	Level 4	6
Elective	246763	Perform cashiering administration	Level 4	8
Elective	246743	Process financial transactions in a gaming environment	Level 4	8
Elective	246757	Recognise and report staff cheat moves	Level 4	3
Elective	246749	Supervise activities within a surveillance room	Level 4	12
Elective	246747	Supervise gaming floor activities	Level 4	9
Elective	246745	Supervise table games	Level 4	11
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 4	4
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Care for customers**

SAQA US ID		UNIT STANDARD TITLE	
246740		Care for customers	
ORIGINATOR		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	3

SPECIFIC OUTCOME 1

Identify customer needs and expectations.

SPECIFIC OUTCOME 2

Recognise customer dissatisfaction and take action to resolve the situation.

SPECIFIC OUTCOME 3

Identify and use opportunities to enhance the quality of customer service.

SPECIFIC OUTCOME 4

Communicate with all customers in a friendly and courteous manner.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Implement emergency count procedures***

SAQA US ID		UNIT STANDARD TITLE	
246741		Implement emergency count procedures	
ORIGINATOR		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	3

SPECIFIC OUTCOME 1

Follow appropriate procedures when implementing emergency count.

SPECIFIC OUTCOME 2

Follow appropriate process when conducting emergency count.

SPECIFIC OUTCOME 3

Accept emergency count into cash desk.

SPECIFIC OUTCOME 4

Develop a plan to avoid emergency count.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Analyse various reports pertaining to the gaming floor*

SAQA US ID	UNIT STANDARD TITLE		
246742	Analyse various reports pertaining to the gaming floor		
ORIGINATOR	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

Draw and interpret a variety of gaming area reports.

SPECIFIC OUTCOME 2

Explain how specific reports are formulated or constructed.

SPECIFIC OUTCOME 3

Analyse reports.

SPECIFIC OUTCOME 4

Comment on notable conclusions from the analysis.

SPECIFIC OUTCOME 5

Forward recommendations to appropriate personnel.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Process financial transactions in a gaming environment***

SAQA US ID	UNIT STANDARD TITLE		
246743	Process financial transactions in a gaming environment		
ORIGINATOR		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

Complete financial transactions.

SPECIFIC OUTCOME 2

Explain and apply the reserve bank rules on foreign currency formalities.

SPECIFIC OUTCOME 3

Accept counts for verification.

SPECIFIC OUTCOME 4

Complete relevant paperwork.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Administer disciplinary and grievance policy and procedure***

SAQA US ID		UNIT STANDARD TITLE	
246744		Administer disciplinary and grievance policy and procedure	
ORIGINATOR		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 5	8

SPECIFIC OUTCOME 1

Identify and explain an organisation's policy related to grievance and disciplinary measures.

SPECIFIC OUTCOME 2

Identify and classify an alleged transgression or grievance.

SPECIFIC OUTCOME 3

Institute disciplinary procedure relevant to a non-dismissible offence.

SPECIFIC OUTCOME 4

Institute disciplinary procedure relevant to a dismissible offence.

SPECIFIC OUTCOME 5

Institute a grievance procedure.

SPECIFIC OUTCOME 6

Ensure the appropriate procedure is correctly administered.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Supervise table games***

SAQA US ID		UNIT STANDARD TITLE	
246745		Supervise table games	
ORIGINATOR		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	11

SPECIFIC OUTCOME 1

Demonstrate an understanding of internal and external legislation impacting on dealing supervision.

SPECIFIC OUTCOME 2

Perform administrative duties pertaining to individual tables.

SPECIFIC OUTCOME 3

Demonstrate table awareness.

SPECIFIC OUTCOME 4

Deal effectively with subordinates.

SPECIFIC OUTCOME 5

Deal effectively with senior staff.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Resolve a gaming dispute***

SAQA US ID		UNIT STANDARD TITLE	
246746		Resolve a gaming dispute	
ORIGINATOR		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	4

SPECIFIC OUTCOME 1

Identify and explore the parameters and legal implications of a gaming related dispute.

SPECIFIC OUTCOME 2

Liaise with the relevant casino department, section or division.

SPECIFIC OUTCOME 3

Negotiate between parties involved in the gaming dispute.

SPECIFIC OUTCOME 4

Achieve resolution of the gaming dispute.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Supervise gaming floor activities***

SAQA US ID	UNIT STANDARD TITLE		
246747	Supervise gaming floor activities		
ORIGINATOR		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	9

SPECIFIC OUTCOME 1

Ensure compliance with appropriate legislation, regulations, policy and procedure.

SPECIFIC OUTCOME 2

Monitor team members, equipment, clients and events on the gaming floor area.

SPECIFIC OUTCOME 3

Investigate and respond to irregular events and activities.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Supervise activities within a surveillance room***

SAQA US ID	UNIT STANDARD TITLE		
246749	Supervise activities within a surveillance room		
ORIGINATOR	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	12

SPECIFIC OUTCOME 1

Demonstrate an in depth understanding of internal and external legislation pertaining to surveillance requirements.

SPECIFIC OUTCOME 2

Carry out shift supervisory duties within a surveillance room.

SPECIFIC OUTCOME 3

Investigate irregular activities.

SPECIFIC OUTCOME 4

Adhere to logistical requirements within the surveillance room.

SPECIFIC OUTCOME 5

Compile shift and daily reports.

SPECIFIC OUTCOME 6

Conduct quality control checks.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Control and order stock**

SAQA US ID		UNIT STANDARD TITLE	
246750		Control and order stock	
ORIGINATOR		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	6

SPECIFIC OUTCOME 1

Maintain optimum stock range and levels.

SPECIFIC OUTCOME 2

Implement ordering procedures.

SPECIFIC OUTCOME 3

Monitor stock storage and movement.

SPECIFIC OUTCOME 4

Make appropriate use of documentation.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Implement measures to prevent defrauding within the casino***

SAQA US ID		UNIT STANDARD TITLE	
246752		Implement measures to prevent defrauding within the casino	
ORIGINATOR		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	3

SPECIFIC OUTCOME 1

Regulate staff activities in the prevention of fraud.

SPECIFIC OUTCOME 2

Identify syndicate operations.

SPECIFIC OUTCOME 3

Monitor financial transactions.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Maintain productivity within the tables area***

SAQA US ID	UNIT STANDARD TITLE		
246753	Maintain productivity within the tables area		
ORIGINATOR	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	4

SPECIFIC OUTCOME 1

Observe, monitor and intervene when necessary in relation to game control.

SPECIFIC OUTCOME 2

Verify payouts.

SPECIFIC OUTCOME 3

Manage float levels to meet business demands.

SPECIFIC OUTCOME 4

Locate and deal with financial variances.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Initiate, conduct and follow up on surveillance investigations*

SAQA US ID		UNIT STANDARD TITLE	
246754		Initiate, conduct and follow up on surveillance investigations	
ORIGINATOR		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	7

SPECIFIC OUTCOME 1

Identify risks and contraventions of legislation or regulations within a casino environment.

SPECIFIC OUTCOME 2

Conduct investigations within the casino.

SPECIFIC OUTCOME 3

Report findings on investigations to relevant personnel or department.

SPECIFIC OUTCOME 4

Follow up on all findings pertaining to investigation.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Monitor credit and cheque cashing facilities, applications and transactions***

SAQA US ID		UNIT STANDARD TITLE	
246755		Monitor credit and cheque cashing facilities, applications and transactions	
ORIGINATOR		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	6

SPECIFIC OUTCOME 1

Apply gaming board and in-house regulations maintaining confidentiality.

SPECIFIC OUTCOME 2

Process credit applications.

SPECIFIC OUTCOME 3

Supervise a credit/cheque cashing facility.

SPECIFIC OUTCOME 4

Control customer credit.

SPECIFIC OUTCOME 5

Adhere to proper procedure in monitoring and reporting issues relating to credit applications and transactions.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

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

SAQA US ID		UNIT STANDARD TITLE	
246757		Recognise and report staff cheat moves	
ORIGINATOR		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	3

SPECIFIC OUTCOME 1

Identify and describe potential areas for individual staff cheating.

SPECIFIC OUTCOME 2

Identify and describe potential areas for staff and customers to cheat as a team.

SPECIFIC OUTCOME 3

Describe ways of combating cheat moves.

SPECIFIC OUTCOME 4

Follow appropriate procedures when dealing with and reporting cheat moves.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Demonstrate and apply understanding of the main issues of responsible tourism***

SAQA US ID		UNIT STANDARD TITLE	
246758		Demonstrate and apply understanding of the main issues of responsible tourism	
ORIGINATOR		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	5

SPECIFIC OUTCOME 1

Understand and apply social and cultural guidelines in the context of responsible tourism.

SPECIFIC OUTCOME 2

Understand and apply economic guidelines in the context of responsible tourism.

SPECIFIC OUTCOME 3

Understand and apply environmental guidelines in the context of responsible tourism.

SPECIFIC OUTCOME 4

Assist in the promotion of positive attitudes toward responsible tourism.

SPECIFIC OUTCOME 5

Identify and apply the business motives for promoting responsible tourism.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Perform cashiering administration***

SAQA US ID	UNIT STANDARD TITLE		
246763	Perform cashiering administration		
ORIGINATOR	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

State Gaming Board Requirements pertaining to cashiering administration.

SPECIFIC OUTCOME 2

Perform cashiering administration.

SPECIFIC OUTCOME 3

Maintain accuracy and efficiency when cashiering.

SPECIFIC OUTCOME 4

Demonstrate efficiency in appropriate manual and computer systems.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Monitor and supervise legislative compliance in a casino environment***

SAQA US ID		UNIT STANDARD TITLE	
246766		Monitor and supervise legislative compliance in a casino environment	
ORIGINATOR		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 5	9

SPECIFIC OUTCOME 1

Outline the general obligations imposed on the organisation by conditions of licensing.

SPECIFIC OUTCOME 2

Analyse, interpret and apply specific gaming legislation.

SPECIFIC OUTCOME 3

Apply organisational policy for exclusion.

SPECIFIC OUTCOME 4

Identify, interpret and apply legislation relating to fraudulent acts.

SPECIFIC OUTCOME 5

Describe the principles of corporate governance and its implication to the gaming industry.

SPECIFIC OUTCOME 6

Monitor and manage compliance in a gaming environment.