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**GOVERNMENT NOTICES**

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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY**

No. 843

15 August 2008

**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.saga.org.za](http://www.saga.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 15 September 2008**. All correspondence should be marked **Standards Setting – SGB for Hospitality, Gaming and Leisure** and addressed to

<p>The Director: Standards Setting and Development SAQA <i>Attention: Mr. D. Mphuthing</i> Postnet Suite 248 Private Bag X06 Waterkloof 0145 or faxed to 012 – 431-5144 e-mail: <a href="mailto:dmphuthing@saqa.org.za">dmphuthing@saqa.org.za</a></p>
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**DR. S. BHIKHA**  
**DIRECTOR: STANDARDS SETTING AND DEVELOPMENT**



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### QUALIFICATION: National Certificate: Gaming Operations

SAQA QUAL ID	QUALIFICATION TITLE		
63269	National Certificate: Gaming Operations		
ORIGINATOR			PROVIDER
SGB Hospitality, Gaming & Leisure			
QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	130	Level 3	Regular-Unit Stds Based

*This qualification replaces:*

Qual ID	Qualification Title	NQF Level	Min Credits	Replacement Status
14117	National Certificate: Gaming Cashiering	Level 3	120	Will occur as soon as 63269 is registered
14120	National Certificate: Gaming (Slots Operations)	Level 3	120	Will occur as soon as 63269 is registered
14121	National Certificate: Gaming (Surveillance Operations)	Level 3	120	Will occur as soon as 63269 is registered

### PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

This qualification will prepare learners for employment in a variety of entry-level positions within the Gaming environment and enable them to be nationally and internationally competitive. Since this will serve as an entry-level qualification in the gaming sector, it opens up career opportunities within the sector.

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

- > Demonstrate an understanding of the gaming environment and the context in which gaming activities take place.
- > Meet customer service requirements in interacting with customers.
- > Function effectively in the operational environment.
- > Operate effectively by performing services in a selected area of specialisation, being one of:
  - > Dealing.
  - > Slots operating/hosting.
  - > Cashiering.
  - > Surveillance.

Rationale:

The Gaming industry in South Africa is a highly legislated and controlled working environment and gambling institutions are governed by a very well-defined legislative framework which makes it imperative that individuals who work in the environment have the skills to ensure compliance and accountability.

In addition, the environment has a very strong customer orientation and is exposed to high levels of risk such as cheating, money laundering and fraud. These aspects impact directly at operational level and it is thus essential that employees operating within the industry have a solid grounding in the legislative framework impacting on the gaming industry, adequate technical competencies required for specific operational functions, a good understanding of customer service and are sensitised to the particular safety and security requirements of the operational environment.

This qualification is designed to meet the needs of learners who are either actively involved in the gaming environment or individuals who desire to further develop their skills in order to access the industry at entry level employment within a learning pathway for the sector moving from NQF Level 3 to NQF Level 4.

It will provide a benchmark and increase overall expertise in the gaming sector, assisting the industry to achieve transformational goals relating to employment equity. The added value of the skills, knowledge and understanding developed by the qualification will lead to improved operational performance resulting from the integration of the learning which may have taken place in the work environment.

The qualification addresses skills and competencies in the following entry-level positions:

- > Dealers/Croupiers for a range of games such as Poker, American Roulette, Blackjack, Punto Banco and Dice.
- > Slots operators/hosts.
- > Cashiers.
- > Surveillance personnel.

#### **RECOGNIZE PREVIOUS LEARNING?**

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#### **LEARNING ASSUMED IN PLACE**

It is assumed that the learner attempting this qualification is competent in:

- > Communication at NQF Level 2 or equivalent.
- > Mathematical Literacy at NQF Level 2 or equivalent.

Recognition of Prior Learning:

The structure of this unit standard based qualification makes the Recognition of Prior Learning possible. Learner and assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the qualification and the associated unit standards. RPL will be done by means of an integrated assessment.

This Recognition of Prior Learning may allow for:

- > Gaining of credits for unit standards in this qualification.
- > Obtaining this qualification in whole or in part.

All Recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

Access to the Qualification:

There is open access to any learner wishing to access the qualification who is able to arrange for assessment opportunities within the gaming environment. Learners need to apply and be

granted a gaming licence from the relevant provincial gaming board in order to have opportunity to demonstrate applied competence in an authentic setting for completion of the qualification.

### **QUALIFICATION RULES**

The Qualification consists of Fundamental, Core and Elective components and is unit standards based. A minimum of 130 credits is required to complete the qualification. In this qualification the credits are allocated as follows:

Fundamental component:

> All unit standards totalling 36 credits are compulsory.

Core component:

> All unit standards totalling 52 credits are compulsory.

Elective component:

> The elective component is grouped into areas of specialisation. Each specialisation consists of compulsory and optional unit standards.

> Learners are required to select a specialisation and:

> Complete all the compulsory unit standards for the specialisation.

> Choose additional optional unit standards from those listed for the specialisation to give a minimum of 42 credits for the specialisation.

The following are the specialisations and their unit standards:

Dealing:

Compulsory:

> Comply with security procedures for dealers; Level 3; 3 Credits.

> Follow correct procedures when handling casino chips; Level 3; 5 Credits.

> Manage the float in a gaming environment; Level 3; 4 Credits.

> Recognise and report customer cheat moves; Level 3; 3 Credits.

Optional:

> Deal American Roulette; Level 3; 16 Credits.

> Deal Blackjack; Level 3; 6 Credits.

> Deal Poker; Level 3; 4 Credits.

> Operate the game of Dice; Level 4; 15 Credits.

> Deal Punto Banco; Level 4; 6 Credits.

> Recognise and track players; Level 2; 3 Credits.

> Induct a member into a team; Level 3; 4 Credits.

> Assist in dealing with problem and pathological gambling in the workplace; Level 3; 4 Credits.

> Operate a smart card system; Level 3; 4 Credits.

> Apply basic first aid in an operational environment; Level 2; 6 Credits.

> Apply basic business ethics in a work environment; Level 2; 2 Credits.

> Adhere to a disciplinary code; Level 3; 1 Credit.

> Manage time and the work process in a business environment; Level 3; 4 Credits.

Slots Operating/Hosting:

Compulsory:

> Demonstrate knowledge of slot machines and their operation; Level 4; 10 Credits.

- > Demonstrate knowledge of the slots department and internal procedures; Level 3; 5 Credits.
- > Make gaming machine payouts; Level 3; 4 Credits.
- > Operate communication equipment; Level 2; 3 Credits.
- > Maintain security within slots area; Level 3; 6 Credits.

Optional:

- > Carry out fault finding, fault resolution, repair, maintenance and servicing of gaming machines and gaming related equipment and systems; Level 4; 12 Credits.
- > Carry out maintenance of gaming machines; Level 3; 6 Credits.
- > Install, remove, convert and upgrade gaming machines and gaming related equipment and systems; Level 3; 8 Credits.
- > Recognise and track players; Level 2; 3 Credits.
- > Induct a member into a team; Level 3; 4 Credits.
- > Assist in dealing with problem and pathological gambling in the workplace; Level 3; 4 Credits.
- > Operate a smart card system; Level 3; 4 Credits.
- > Apply basic first aid in an operational environment; Level 2; 6 Credits.
- > Apply basic business ethics in a work environment; Level 2; 2 Credits.
- > Adhere to a disciplinary code; Level 3; 1 Credit.
- > Manage time and the work process in a business environment; Level 3; 4 Credits.
- > Recognise and track players; Level 2; 3 Credits.
- > Induct a member into a team; Level 3; 4 Credits.
- > Assist in dealing with problem and pathological gambling in the workplace; Level 3; 4 Credits.
- > Operate a smart card system; Level 3; 4 Credits.
- > Apply basic first aid in an operational environment; Level 2; 6 Credits.
- > Apply basic business ethics in a work environment; Level 2; 2 Credits.
- > Adhere to a disciplinary code; Level 3; 1 Credit.
- > Manage time and the work process in a business environment; Level 3; 4 Credits.

Cashiering:

Compulsory:

Operate and maintain cashiering equipment; Level 3; 4 Credits.

Optional:

- > Control a slots safe inventory; Level 4; 6 Credits.
- > Control the casino float; Level 4; 8 Credits.
- > Process cheque, credit card and bank transactions; Level 3; 8 Credits.
- > Process slots transactions and redeem and retrieve slots shorts; Level 3; 4 Credits.
- > Batch coins and tokens; Level 2; 3 Credits.
- > Operate a chip and cash float; Level 3; 6 Credits.
- > Operate a cash and coin float; Level 3; 6 Credits.
- > Process table transactions; Level 3; 4 Credits.
- > Recognise and track players; Level 2; 3 Credits.
- > Induct a member into a team; Level 3; 4 Credits.
- > Assist in dealing with problem and pathological gambling in the workplace; Level 3; 4 Credits.
- > Operate a smart card system; Level 3; 4 Credits.
- > Apply basic first aid in an operational environment; Level 2; 6 Credits.
- > Apply basic business ethics in a work environment; Level 2; 2 Credits.
- > Adhere to a disciplinary code; Level 3; 1 Credit.
- > Manage time and the work process in a business environment; Level 3; 4 Credits.

Surveillance:

**Compulsory:**

Operate a closed circuit television system; Level 3; 5 Credits.

Operate communication equipment; Level 2; 3 Credits.

**Optional:**

> Monitor clearance and count procedures; Level 2; 4 Credits.

> Monitor financial transactions; Level 3; 10 Credits.

> Monitor slots operations; Level 3; 12 Credits.

> Monitor American Roulette; Level 3; 8 Credits.

> Monitor Blackjack; Level 3; 6 Credits.

> Monitor Dice; Level 4; 12 Credits.

> Monitor functions of a smart card system in a gaming environment; Level 3; 4 Credits.

> Monitor Poker; Level 3; 3 Credits.

> Monitor Punto Banco; Level 3; 12 Credits.

> Recognise and track players; Level 2; 3 Credits.

> Induct a member into a team; Level 3; 4 Credits.

> Assist in dealing with problem and pathological gambling in the workplace; Level 3; 4 Credits.

> Operate a smart card system; Level 3; 4 Credits.

> Apply basic first aid in an operational environment; Level 2; 6 Credits.

> Apply basic business ethics in a work environment; Level 2; 2 Credits.

> Adhere to a disciplinary code; Level 3; 1 Credit.

> Manage time and the work process in a business environment; Level 3; 4 Credits.

**EXIT LEVEL OUTCOMES**

1. Demonstrate an understanding of the gaming environment and the context in which gaming activities take place.

2. Meet customer service requirements.

3. Function in the operational environment.

Exit Level Outcomes for areas of specialisation in the qualification:

Depending of the area of specialisation selected, the qualifying learner will be able to:

4. Operate as a dealer.

Or

5. Operate as a slots operator/host.

Or

6. Operate as a cashier in a gaming environment.

Or

7. Carry out surveillance in a gaming environment.

**ASSOCIATED ASSESSMENT CRITERIA**

Associated Assessment Criteria for Exit Level Outcome 1:

- 1.1 The gaming environment is explained in terms of the legislative framework in which gaming activities take place.
- 1.2 The consequences of non-compliance with legislation are explained for the employee and the casino.
- 1.3 The accepted Code of Conduct and Business Procedures applicable within the casino industry are explained in terms of own behaviour and work performance.
- 1.4 Operational requirements are identified and explained as they relate to legislation and operational objectives.

Associated Assessment Criteria for Exit Level Outcome 2:

- 2.1 The factors that impact on customer service in the gaming environment are explained and demonstrated with examples of good and bad practices.
- 2.2 Communication skills are used effectively when interacting with customers and fellow employees.
- 2.3 Customers are assisted with queries relating to the layout, services and facilities available within the organisation.
- 2.4 Principles of responsible gaming are understood and applied within the context of customer interaction.

Associated Assessment Criteria for Exit Level Outcome 3:

- 3.1 Working relationships are maintained with other members of staff in order to support operational functions.
- 3.2 Health and safety is maintained according to operational requirements.

Associated Assessment Criteria for Exit Level Outcome 4:

- 4.1 Dealing functions are handled according to operational requirements and industry standards.
- 4.2 Chips are handled with dexterity and accuracy as per operational requirements in support of the dealing function.
- 4.3 The operational float is handled according to organisational requirements.
- 4.4 Security procedures for dealers are executed according to operational requirements.
- 4.5 Customer cheat moves are recognised and reported according to operational policy and procedures.
- 4.6 Players are recognised and tracked according to operational requirements.

Or

Associated Assessment Criteria for Exit Level Outcome 5:

- 5.1 A working knowledge of the equipment required for effective slots operation is demonstrated and applied in the workplace.
  - 5.2 Slots department internal procedures are applied when performing operational functions.
  - 5.3 Security is maintained within the slot machine area.
  - 5.4 Gaming machine payouts are made according to internal procedures.
  - 5.5 Technical tasks in the slots operation area are maintained according to operational requirements.
- > Range: Installation, conversion, upgrades, maintenance, fault finding, floor moves.

Or

Associated Assessment Criteria for Exit Level Outcome 6:

- 6.1 Gaming Cashiering equipment is operated according to operational requirements, manufacturer's specifications and gaming board requirements.

6.2 A smart card system is operated according to operational requirements.

6.3 Gaming related transactions are processed according to legislative and operational requirements.

> Range: Table and slots coin transactions, Slot shorts redemption, Cheque, Credit Card and Bank Transactions, Coin exchange, Chip exchange.

6.4 Gaming cashiering administration is executed according to operational procedures.

> Range: Chip and cash float, cash and coin float, batching of chips and tokens.

Or

Associated Assessment Criteria for Exit Level Outcome 7:

7.1 Surveillance equipment is handled according to operational and organisational requirements.

> Range: CCTV System, communication systems.

7.2 Activities within a casino are monitored as per Gaming Board Regulations and internal procedures.

> Range: Financial transactions, clearance and count procedures, bets, slots, games of chance, smart card system, tracking of customers, access control.

7.3 Relevant action is taken where anomalies are identified as per operational procedures and requirements.

Integrated Assessment:

Assessment practices must be open, transparent, fair, valid, and reliable and must ensure that no learner is disadvantaged in any way whatsoever. For this purpose, an integrated assessment approach is incorporated into the qualification.

Learning, teaching and assessment are inextricably aligned. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated through the practical application of sales and services in a wholesale and retail environment.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic wholesale and retail sales and services contexts wherever possible.

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. Where it is not possible to assess the learner in the workplace or on-the-job, 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. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflective competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all Specific Outcomes, Embedded Knowledge and Critical Cross-Field Outcomes are evaluated. The assessment of the Critical Cross-Field Outcomes should be integrated with the assessment of Specific Outcomes and Embedded Knowledge.

### **INTERNATIONAL COMPARABILITY**

When researching the National Certificate: Gaming Operations, NQF 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.

Based on turnover, number of gaming establishments, and tourism pulling-power, it is generally accepted that the best practice worldwide occurs in the United States of America, most notably in Nevada. Therefore qualifications and learning programmes from the USA were used for international comparison. America does not have anything similar to our National Qualifications Framework.

Gaming in South Africa in terms of number of customers and as an income generator is probably the most closely aligned to New Zealand. It is therefore important to also compare the proposed qualification with similar qualifications from New Zealand, which also has its own version of a National Qualifications Framework.

International practice is for training to be given separately for each area of the gaming industry, whereas this qualification offers training in core competencies applicable to all areas and in chosen specialisations. As no one qualification or training programme exists internationally for each specialisation in the National Certificate: Gaming, Level 3, comparisons were done with international qualifications in each specialisation.

Cashiering:

The US Occupational Information Network for Gaming Change Persons and Booth Cashiers.

The competencies offered in this programme include:

- > Calculate the value of chips won or lost by players.
- > Exchange money, credit, and casino chips, and make change for customers.
- > Keep accurate records of monetary exchanges, authorization forms, and transaction reconciliations.
- > Work in and monitor an assigned area on the casino floor where slot machines are located.

These competencies are covered in the National Certificate: Gaming, Level 3:

The New Zealand National Certificate in Casino Cashiering, Level 3.

The competencies offered include:

- > Handle gaming chips in a casino cashiering area.
- > Carry out non-cash transactions in a casino cashiering area.
- > Handle coin and cash in a casino cashiering area.
- > Operate a deposits and cheque cashing facility in a casino cashiering area.
- > Demonstrate knowledge of the rules, procedures, and organisational structure of a casino.
- > Demonstrate knowledge of communication skills and customer service skills in tourism and travel workplaces.
- > Provide customer service in the tourism and travel industry.

These are dealt with in the National Certificate: Gaming, Level 3.

Conclusion:

The abovementioned qualifications, as with almost all learning frameworks outside of South Africa, do not have a fundamental component. The compulsory units of competency in the US and New Zealand qualifications match those in the proposed South African qualification, although the latter includes more compulsory core competencies. In addition, the National Certificate: Gaming, Level 3 offers unit standards specific to the area of specialisation. The core components of the two international qualifications do not include anything of significance which the proposed South African one does not.

The foreign unit standards do not provide as much detail as the local ones. The proposed qualification also offers more unit standards, both as optional and non-optional choices, than either of the compared qualifications does.

In summary, the proposed South African qualification offers practically all of the core competencies of comparable qualifications in the USA and New Zealand, but in addition gives a broader range of potential learners many more options.

Slots:

The US Occupational Information Network for Slots Key persons. The competencies offered include:

- > Monitor payment of hand-delivered jackpots to ensure promptness.
- > Monitor functioning of slot machine coin dispensers and fill coin hoppers when necessary.
- > Respond to and resolve patrons' complaints.
- > Patrol assigned areas to ensure that players are following rules and that machines are functioning correctly.
- > Reset slot machines after payoffs.
- > Perform minor repairs or make adjustments to slot machines, resolving problems such as machine tilts and coin jams.
- > Record the specifics of malfunctioning machines and document malfunctions needing repair.
- > Exchange currency for customers, converting currency into requested combinations of bills and coins.
- > Answer patrons' questions about gaming machine functions and payouts.
- > Attach "out of order" signs to malfunctioning machines, and notify technicians when machines need to be repaired or removed.

In addition the training offered by USA providers such as the Slot Floor Mechanic Course offered by the Red Community Rock College address similar competencies.

These include:

- > Identifying errors.
- > Pay outs of jackpots.
- > Filling empty machines.
- > Basic machine malfunctions.
- > Compliance with regulatory paperwork.
- > Troubleshooting and repair.
- > Conversions.
- > Slot layout.
- > Regulatory compliance.

This learning programme also shares many of the core competencies found in the New Zealand National Certificate in Casino Gaming, Level 3. These competencies include:

- > Provide gaming machine information to customers in a casino.
- > Monitor and maintain gaming machines in casino.

- > Maintain security and safety of gaming machines in a casino.
- > Demonstrate knowledge of electronic gaming machine procedures.
- > Monitor the use of electronic gaming machines.

Conclusion:

The same conclusions can be made as for the cashiering specialisation.

Dealing:

The US Occupational Information Network for Gaming Dealers. The competencies offered 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 USA 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. 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.
- > Dealing techniques.

Conclusion:

The same conclusions can be made as for the cashiering specialisation.

Surveillance:

The US Occupational Information Network for Gaming Surveillance Officers. The competencies offered include:

- > Observe casino or casino hotel operations for irregular activities such as cheating or theft by employees or patrons, using audio/video equipment and one-way mirrors.
- > Report all violations and suspicious behaviors to supervisors, verbally or in writing.

- > Monitor establishment activities to ensure adherence to all state gaming regulations and company policies and procedures.
- > Act as oversight and security agents for management and customers.
- > Supervise and train surveillance observers.

In addition the training offered by USA providers such as the Training seminar in Casino surveillance offered by the University of Nevada, Las Vegas, address similar competencies to the ones stipulated, albeit in greater detail. These include:

- > Protecting table games.
- > Cheating.
- > Advantage play.
- > Internal theft and collusion by dealers.
- > Detecting cheating at tables.
- > Methods of gathering and preserving evidence so that law enforcement agents can use the information gathered for successful prosecution.
- > Prevent cheating by adherence to proper casino procedures.
- > How to detect it when it occurs.
- > How to coordinate with Surveillance personnel for effective handling, including arrest and prosecution.
- > Advantage play.
- > Basics of card counting, shuffle tracking, and key card location.
- > Cheating at slots.
- > Basics of how slot machine cheating and theft can be detected.
- > Protecting casino patrons.
- > Internal theft and embezzlement.
- > Evidence protection.
- > Procedures as protection of the casinos.
- > Surveillance reporting.
- > Surveillance teamwork.

This learning programme also shares many of the core competencies found in the New Zealand National Certificate in Casino Gaming, Level 4. These competencies include:

- > Demonstrate knowledge of legislation that impacts upon the operation of casinos.
- > Demonstrate knowledge of legislative and regulatory requirements for casino surveillance.
- > Demonstrate knowledge of casino fraudulent practices.
- > Demonstrate knowledge of casino internal controls and accounting procedures for surveillance purposes.
- > Operate a surveillance system in a casino.
- > Demonstrate knowledge of the requirements for presenting evidence in court on a casino incident.

Conclusion:

The findings are same as for the other specialisations, but the following are not included in the National Certificate: Gaming, Level 3.

- > Playing of particular games (EG Advantage play).
- > Legal procedure (EG Presenting evidence in court).

These are not regarded as significant omissions in the National Certificate: Gaming, NQF Level 3.

Conclusion:

Whilst there are many hundreds of institutions that provide Casino or Gaming Training, this International Comparability research has found that the bulk of the providers cater to separate areas of specialisation, often in short courses, in that they provide units within specific disciplines i.e. booths or cashiering, dealers, slots operators, surveillance or security, etc. The comparisons made provide a good indication of the international equivalence of the proposed South African qualification, which draws almost all of these short courses into one qualification which also includes additional compulsory core unit standards, and fundamentals.

### **ARTICULATION OPTIONS**

The qualification provides the following articulation opportunities:

Horizontal Articulation:

- > ID 58577: National Certificate: General Security Practices, NQF Level 3.
- > ID 48764: National Certificate: Wholesale and Retail Sales Practice, NQF Level 3.

Vertical Articulation:

Vertical Articulation is possible with the following qualifications registered on the National Qualifications Framework:

- > ID 59098: Further Education and Training Certificate: Gaming Supervision, NQF Level 4.
- > ID 49397: National Certificate: Wholesale and Retail Operations Supervision, Level 4.
- > ID 57713: Further Education and Training Certificate: Specialist Security practices, NQF Level 4.
- > ID 57712: Further Education and Training Certificate: Generic Management, NQF Level 4.

### **MODERATION OPTIONS**

> Anyone assessing a learner, or moderating the assessment of a learner, against this Qualification must be registered as an assessor or moderator with the relevant Education and Training Quality Assurance body (ETQA), or with an ETQA that has a Memorandum of Understanding (MOU) with the relevant ETQA.

> Any institution offering learning that will enable the achievement of this Qualification must be registered and accredited as a provider with the relevant ETQA, or with an ETQA that has an MOU with the relevant ETQA, in which event programme approval will be obtained from 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 in the Exit Level Outcomes of the Qualification.

The options as listed above provide the opportunity to ensure that assessment and moderation can be transparent, affordable, valid, reliable and non-discriminatory.

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

- > To be registered as an assessor.

> To be in possession of a relevant qualification at NQF Level 4 or above or relevant experience in the sector.

### NOTES

This qualification replaces the following qualifications:

- > ID 14117: National Certificate: Gaming Cashiering, Level 3, 120 Credits.
- > ID 14120: National Certificate: Gaming (Slots Operations), Level 3, 120 Credits.
- > ID 14121: National Certificate: Gaming (Surveillance Operations), Level 3, 120 Credits.

### UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	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	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Core	116520	Apply safety, health and environmental principles and procedures in a workplace	Level 2	2
Core	113904	Explain how money laundering legislation impacts on monetary transactions in South Africa	Level 2	2
Core	244574	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	4
Core	113852	Apply occupational health, safety and environmental principles	Level 3	10
Core	244572	Describe how to manage workplace relationships	Level 3	2
Core	123258	Foster and maintain customer relations	Level 3	10
Core	114979	Operate a computer workstation in a business environment	Level 3	2
Core	258056	Understand compliance in a casino environment	Level 3	3
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	252217	Comply with organisational ethics	Level 4	4
Core	243947	Develop self within the job role	Level 4	4
Core	243954	Understand the need for cultural awareness in dealing with customers and colleagues	Level 4	4
Elective	258037	Batch coins and tokens	Level 2	3
Elective	258055	Monitor clearance and count procedures	Level 2	4
Elective	258066	Operate communication equipment	Level 2	3
Elective	258071	Assist in dealing with problem and pathological gambling in the workplace	Level 3	4
Elective	258043	Comply with security procedures for dealers	Level 3	3
Elective	258057	Deal American Roulette	Level 3	16
Elective	258059	Deal Blackjack	Level 3	6
Elective	258044	Deal Poker	Level 3	4
Elective	258036	Demonstrate and apply knowledge of the slots department and internal procedures	Level 3	5
Elective	258045	Handle casino chips	Level 3	5
Elective	242812	Induct a member into a team	Level 3	4
Elective	258070	Install, remove, convert and upgrade gaming machines and gaming related equipment and systems	Level 3	8
Elective	258067	Maintain security within a gaming environment	Level 3	12
Elective	258060	Make gaming machine payouts	Level 3	4

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	258041	Manage the float in a gaming environment	Level 3	4
Elective	258061	Monitor gaming operations	Level 3	12
Elective	258035	Operate a chip and cash and coin float	Level 3	8
Elective	258063	Operate a closed circuit television system	Level 3	5
Elective	258058	Operate a smart card system	Level 3	4
Elective	258040	Process cheque, credit card and bank transactions	Level 3	8
Elective	258038	Process slots transactions and redeem and retrieve slots shorts	Level 3	4
Elective	258039	Process table transactions	Level 3	4
Elective	254220	Provide primary emergency care/first aid as an advanced first responder	Level 3	8
Elective	258062	Recognise and report customer cheat moves	Level 3	3
Elective	258064	Carry out fault finding, fault resolution, repair, maintenance and servicing of gaming machines and gaming related equipment and systems	Level 4	8
Elective	258046	Control a slots safe inventory	Level 4	6
Elective	258042	Control the casino float	Level 4	8
Elective	258068	Deal Punto Banco	Level 4	6
Elective	258069	Demonstrate knowledge of and operate slot machines	Level 4	5
Elective	258065	Operate the game of Dice	Level 4	15
Elective	242811	Prioritise time and work for self and team	Level 4	5

**LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION**

**None**



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Operate a chip and cash and coin float***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258035	Operate a chip and cash and coin float		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	8

***This unit standard replaces:***

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7797	Operate a chip and cash float	Level 3	8	Will occur as soon as 258035 is registered

**SPECIFIC OUTCOME 1**

Check the opening and return floats.

**SPECIFIC OUTCOME 2**

Handle chips.

**SPECIFIC OUTCOME 3**

Handle cash and vouchers.

**SPECIFIC OUTCOME 4**

Describe the possible impact of not verifying cash and checking for forgeries.

**SPECIFIC OUTCOME 5**

Make payments from the float.

**SPECIFIC OUTCOME 6**

Check and operate floats accurately.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Demonstrate and apply knowledge of the slots department and internal procedures***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258036	Demonstrate and apply knowledge of the slots department and internal procedures		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>		<b>SUBFIELD</b>	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	5

***This unit standard replaces:***

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7917	Demonstrate knowledge of the slots department and internal procedures	Level 3	5	Will occur as soon as 258036 is registered

**SPECIFIC OUTCOME 1**

Explain the staffing structure of the slots department.

**SPECIFIC OUTCOME 2**

Describe the interrelationship between the various support departments.

**SPECIFIC OUTCOME 3**

Work in a slots department team.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Batch coins and tokens**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258037	Batch coins and tokens		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>		<b>SUBFIELD</b>	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 2	3

**This unit standard replaces:**

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7894	Batch coins and tokens	Level 2	3	Will occur as soon as 258037 is registered

**SPECIFIC OUTCOME 1**

Batch coins and tokens.

**SPECIFIC OUTCOME 2**

Describe verification procedure.

**SPECIFIC OUTCOME 3**

Describe batching procedures.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Process slots transactions and redeem and retrieve slots shorts***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258038	Process slots transactions and redeem and retrieve slots shorts		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	4

***This unit standard replaces:***

<b>US ID</b>	<b>Unit Standard Title</b>	<b>NQF Level</b>	<b>Credits</b>	<b>Replacement Status</b>
7891	Process slots transactions and redeem and retrieve slots shorts	Level 3	4	Will occur as soon as 258038 is registered

**SPECIFIC OUTCOME 1**

Verify cash and coins.

**SPECIFIC OUTCOME 2**

Investigate shortages and potential fraud.

**SPECIFIC OUTCOME 3**

Redeem and retrieve slots shortages.

**SPECIFIC OUTCOME 4**

Process slots transactions.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Process table transactions**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258039	Process table transactions		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	4

**This unit standard replaces:**

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7890	Process table transactions	Level 3	4	Will occur as soon as 258039 is registered

**SPECIFIC OUTCOME 1**

Process table transactions.

**SPECIFIC OUTCOME 2**

Describe the relationships that exist between the different people in the gaming environment involved in table transactions.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Process cheque, credit card and bank transactions***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258040	Process cheque, credit card and bank transactions		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	8

***This unit standard replaces:***

<b>US ID</b>	<b>Unit Standard Title</b>	<b>NQF Level</b>	<b>Credits</b>	<b>Replacement Status</b>
7798	Process cheque, credit card and bank transactions	Level 3	14	Will occur as soon as 258040 is registered

**SPECIFIC OUTCOME 1**

Process cheque transactions.

**SPECIFIC OUTCOME 2**

Process credit card transactions.

**SPECIFIC OUTCOME 3**

Process foreign currency.

**SPECIFIC OUTCOME 4**

Follow general procedures for processing payment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Manage the float in a gaming environment**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258041	Manage the float in a gaming environment		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>		<b>SUBFIELD</b>	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	4

**This unit standard replaces:**

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7911	Manage the float	Level 3	4	Will occur as soon as 258041 is registered

**SPECIFIC OUTCOME 1**

Implement the technical aspects of managing a float.

**SPECIFIC OUTCOME 2**

Describe the importance of managing a float correctly.

**SPECIFIC OUTCOME 3**

Explain the importance of good communication whilst managing the float.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Control the casino float**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258042	Control the casino float		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	8

**This unit standard replaces:**

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7899	Control the casino float	Level 4	10	Will occur as soon as 258042 is registered

**SPECIFIC OUTCOME 1**

Check the opening and closing float, and the float at changeover.

**SPECIFIC OUTCOME 2**

Follow relevant procedures when issuing or receiving floats.

**SPECIFIC OUTCOME 3**

Follow relevant procedures when accepting hard/soft count.

**SPECIFIC OUTCOME 4**

Explain the importance of following company procedures with regard to security.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

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

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258043	Comply with security procedures for dealers		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	3

*This unit standard replaces:*

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7901	Comply with security procedures for dealers	Level 3	3	Will occur as soon as 258043 is registered

**SPECIFIC OUTCOME 1**

Implement company security procedures for dealers and explain the importance of following these procedures at all times.

**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.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

ID	QUALIFICATION TITLE	LEVEL
Elective 63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

*Deal Poker*

SAQA US ID	UNIT STANDARD TITLE		
258044	Deal Poker		
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 3	4

*This unit standard replaces:*

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7908	Deal poker	Level 3	2	Will occur as soon as 258044 is registered

**SPECIFIC OUTCOME 1**

Handle chips and cards correctly.

**SPECIFIC OUTCOME 2**

Adhere to poker dealing procedures.

**SPECIFIC OUTCOME 3**

Assist customers with playing Poker.

**SPECIFIC OUTCOME 4**

Understand the game of Poker.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Handle casino chips***

SAQA US ID	UNIT STANDARD TITLE		
258045	Handle casino chips		
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 3	5

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Make mandatory announcements.

**SPECIFIC OUTCOME 2**

Handle chips accurately.

**SPECIFIC OUTCOME 3**

Ensure good customer service.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Control a slots safe inventory**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258046	Control a slots safe inventory		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>		<b>SUBFIELD</b>	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	6

*This unit standard replaces:*

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7898	Control a slots safe inventory	Level 4	8	Will occur as soon as 258046 is registered

**SPECIFIC OUTCOME 1**

Follow relevant procedures when balancing the safe float.

**SPECIFIC OUTCOME 2**

Apply security procedures when balancing the safe float.

**SPECIFIC OUTCOME 3**

Maintain and account for safe value items and contents.

**SPECIFIC OUTCOME 4**

Analyse and reconcile cashier float.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

ID	QUALIFICATION TITLE	LEVEL
Elective 63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Monitor clearance and count procedures**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258055	Monitor clearance and count procedures		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 2	4

**This unit standard replaces:**

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7931	Monitor clearance and count procedure	Level 2	4	Will occur as soon as 258055 is registered

**SPECIFIC OUTCOME 1**

Monitor the count and clearance procedure.

**SPECIFIC OUTCOME 2**

Identify and record any irregularities in count and clearance procedures.

**SPECIFIC OUTCOME 3**

Report variances in count and clearance procedures.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Understand compliance in a casino environment***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258056	Understand compliance in a casino environment		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>		<b>SUBFIELD</b>	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	3

***This unit standard replaces:***

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7897	Demonstrate Compliance In a Casino Environment	Level 3	2	Will occur as soon as 258056 is registered

**SPECIFIC OUTCOME 1**

Explain Gaming Board rules and regulations.

**SPECIFIC OUTCOME 2**

Explain compliance to ensure licence awarding and retention.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Core	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

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

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258057	Deal American Roulette		
<b>ORIGINATOR</b>			<b>PROVIDER</b>
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	16

**This unit standard replaces:**

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7905	Deal American roulette	Level 3	20	Will occur as soon as 258057 is registered

**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.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:***Operate a smart card system*

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258058	Operate a smart card system		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>		<b>SUBFIELD</b>	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	4

**This unit standard replaces:**

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7896	Operate a Smart Card System	Level 3	4	Will occur as soon as 258058 is registered

**SPECIFIC OUTCOME 1**

Operate the smart card system.

**SPECIFIC OUTCOME 2**

Deal with malfunctions.

**SPECIFIC OUTCOME 3**

Deal with fraud and security issues pertaining to the smart card system.

**SPECIFIC OUTCOME 4**

Ensure good customer service.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

*Deal Blackjack*

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258059	Deal Blackjack		
<b>ORIGINATOR</b>			<b>PROVIDER</b>
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	6

*This unit standard replaces:*

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7904	Deal Blackjack	Level 3	6	Will occur as soon as 258059 is registered

**SPECIFIC OUTCOME 1**

Handle 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.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

ID	QUALIFICATION TITLE	LEVEL
Elective 63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Make gaming machine payouts**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258060	Make gaming machine payouts		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	4

**This unit standard replaces:**

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7915	Make gaming machine payouts	Level 3	15	Will occur as soon as 258060 is registered

**SPECIFIC OUTCOME 1**

Understand payout procedures.

**SPECIFIC OUTCOME 2**

Make payouts.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Monitor gaming operations**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258061	Monitor gaming operations		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	12

*This unit standard replaces:*

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7929	Monitor Slots Operations	Level 3	12	Will occur as soon as 258061 is registered

**SPECIFIC OUTCOME 1**

Explain and demonstrate the role and important aspects of monitoring.

**SPECIFIC OUTCOME 2**

Comply with correct operational procedures and associated regulations.

**SPECIFIC OUTCOME 3**

Demonstrate and explain the relationship between monitoring and payouts.

**SPECIFIC OUTCOME 4**

Demonstrate and explain the relationship between monitoring and slot machine maintenance.

**SPECIFIC OUTCOME 5**

Deal with irregularities.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

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

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258062	Recognise and report customer cheat moves		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	3

***This unit standard replaces:***

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7903	Recognise and report customer cheat moves	Level 4	2	Will occur as soon as 258062 is registered

**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.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:***Operate a closed circuit television system*

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258063	Operate a closed circuit television system		
<b>ORIGINATOR</b>			<b>PROVIDER</b>
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	5

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Explain the role of monitoring and monitoring procedures.

**SPECIFIC OUTCOME 2**

Operate a closed circuit television system excluding irregularities.

**SPECIFIC OUTCOME 3**

Deal with malfunctions.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Carry out fault finding, fault resolution, repair, maintenance and servicing of gaming machines and gaming related equipment and systems***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258064	Carry out fault finding, fault resolution, repair, maintenance and servicing of gaming machines and gaming related equipment and systems		
<b>ORIGINATOR</b>			<b>PROVIDER</b>
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	8

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Comply with relevant Gaming Board Rules and Regulations, other legislation and company policies and procedures.

**SPECIFIC OUTCOME 2**

Conduct maintenance, fault finding, fault resolution, servicing and repair of gaming machines and gaming related equipment and systems.

**SPECIFIC OUTCOME 3**

Complete repairs covered by company policy and procedure and oversee other repairs.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	63269	National Certificate: Gaming Operations	Level 3



**SOUTH AFRICAN QUALIFICATIONS AUTHORITY**

**UNIT STANDARD:**

**Operate the game of Dice**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258065	Operate the game of Dice		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	15

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Demonstrate an understanding of the game of Dice.

**SPECIFIC OUTCOME 2**

Operate the game of Dice.

**SPECIFIC OUTCOME 3**

Take Dice bets and make payouts.

**SPECIFIC OUTCOME 4**

Handle players and unexpected situations in a professional manner in relation to the game of Dice.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Operate communication equipment**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258066	Operate communication equipment		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>		<b>SUBFIELD</b>	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 2	3

*This unit standard replaces:*

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7918	Operate communication equipment	Level 2	3	Will occur as soon as 258066 is registered

**SPECIFIC OUTCOME 1**

Understand correct communication etiquette procedures.

**SPECIFIC OUTCOME 2**

Understand the procedure to be followed for equipment failure.

**SPECIFIC OUTCOME 3**

Use standard communication equipment correctly.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Maintain security within a gaming environment***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258067	Maintain security within a gaming environment		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>		<b>SUBFIELD</b>	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	12

***This unit standard replaces:***

<b>US ID</b>	<b>Unit Standard Title</b>	<b>NQF Level</b>	<b>Credits</b>	<b>Replacement Status</b>
7913	Maintain security within slots area	Level 3	12	Will occur as soon as 258067 is registered

**SPECIFIC OUTCOME 1**

Identify security and safety hazards in a gaming area.

**SPECIFIC OUTCOME 2**

Understand organisational procedure for maintaining safety and security in a gaming area.

**SPECIFIC OUTCOME 3**

Identify areas of access.

**SPECIFIC OUTCOME 4**

Deal with problems in a gaming area.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Deal Punto Banco**

SAQA US ID	UNIT STANDARD TITLE		
258068	Deal Punto Banco		
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

*This unit standard does not replace any other unit standard and is not replaced by another unit standard.*

**SPECIFIC OUTCOME 1**

Demonstrate an understanding of the game of Punto Banco.

**SPECIFIC OUTCOME 2**

Deal and operate the game of Punto Banco.

**SPECIFIC OUTCOME 3**

Take Punto Banco bets and make payouts.

**SPECIFIC OUTCOME 4**

Handle players and unexpected situations in a professional manner.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Demonstrate knowledge of and operate slot machines**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258069	Demonstrate knowledge of and operate slot machines		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 4	5

**This unit standard replaces:**

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
7916	Demonstrate knowledge of slot machines and operation	Level 4	10	Will occur as soon as 258069 is registered

**SPECIFIC OUTCOME 1**

Understand the operation of a slot machine.

**SPECIFIC OUTCOME 2**

Convey information to clients.

**SPECIFIC OUTCOME 3**

Operate a slot machine.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Install, remove, convert and upgrade gaming machines and gaming related equipment and systems***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258070	Install, remove, convert and upgrade gaming machines and gaming related equipment and systems		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	8

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Comply with relevant internal and external rules, regulations, policies and procedures.

**SPECIFIC OUTCOME 2**

Install and remove gaming machines and gaming related equipment and systems.

**SPECIFIC OUTCOME 3**

Convert and upgrade gaming machines and gaming related equipment and systems.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	63269	National Certificate: Gaming Operations	Level 3



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

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

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
258071	Assist in dealing with problem and pathological gambling in the workplace		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB Hospitality, Gaming & Leisure			
<b>FIELD</b>	<b>SUBFIELD</b>		
11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 3	4

***This unit standard does not replace any other unit standard and is not replaced by another unit standard.***

**SPECIFIC OUTCOME 1**

Recognise 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**

Follow proper process when dealing with gambling and pathological gambling.

**SPECIFIC OUTCOME 4**

Explain the recovery process and implications.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>
Elective	63269	National Certificate: Gaming Operations	Level 3