



TRAINING FORCE
Linking Training to Industry

HOSPITALITY

NATIONAL CERTIFICATE: GAMING OPERATIONS

COURSE INFORMATION

SAQA ID: 63269

NQF Level: 3

Learnership Duration: 12 months

Credits: 130

Contact Sessions: Minimum Contact Session, including remediation (if required) and Portfolio Building, for this Qualification is **26 days**.

Accrediting SETA: Culture, Art, Tourism, Hospitality Sector Education & Training Authority

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.

ENTRY CRITERIA

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

QUALIFICATION RULES

This qualification is made up of fundamental, core and elective unit standards and a minimum of 130 credits is required to complete the qualification:

- Core unit standards totalling 52 are compulsory.
- Fundamental unit standards totalling 36 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.

EQUIPMENT NEEDED

Depending on the electives chosen access to a: Communication device • Computer • Closed circuit television system • Gaming machines • Smart card system • Roulette table

COURSE INFORMATION

- **Mentor Requirements:** Mentor must have at least 5 years' experience in a Gaming Supervision Position.
- **Workplace Approval:** Not Applicable
- **Workplace Requirements:** Learners must be exposed to all Outcomes related to this qualification.

SKILLS OUTCOMES

Fundamental exit level outcomes:

- 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.

Elective exit level outcomes (depending on the electives chosen):

- Operate effectively by performing services in a selected area of specialisation, being one of: Dealing, Cashiering or Slots.

GENERAL INFORMATION



FISA Requirements: Final Integrated Summative Assessment is requirement for the successful completion of this learnership.



Recognition of Prior Learning (RPL): RPL is not available for this qualification

MARKET INFORMATION

Target Market: Casino managers • Cashiers • Slot operators • Surveillance personnel • Dealers/Croupiers for a range of games such as Poker, American Roulette, Blackjack, Punto Banco and Dice

Target Industries: Gambling.



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UNIT STANDARDS

Cluster 1 - Compliance in a Gaming Environment

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|---------|---------|---|---------|
| Core | 113904 | Explain How Money Laundering Legislation Impacts On Monetary Transactions In South Africa | 2 |
| Core | 258056 | Understand Compliance In A Casino Environment | 3 |
| Core | 242815 | Apply The Organisation's Code Of Conduct In A Work Environment | 5 |
| Core | 252217 | Comply With Organisational Ethics | 4 |

- Recommended training days for Cluster 1 is 3 days

Cluster 2 – Numeracy– Credit Accumulation Transfer is applicable to the unit standards below

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|-------------|---------|---|---------|
| 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 | 2 |
| Fundamental | 9013 | Describe, Apply, Analyse And Calculate Shape and Motion In 2-And 3-Dimensional Space In Different Contexts | 4 |
| Fundamental | 7456 | Use Mathematics To Investigate And Monitor The Financial Aspects Of Personal, Business and national Issues | 5 |

- Recommended training days for Cluster 2 is 2 days

Cluster 3 – Work in a Team

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|---------|---------|---|---------|
| Core | 244572 | Describe How To Manage Workplace Relationships | 2 |
| Core | 243947 | Develop Self Within The Job Role | 4 |
| Core | 243954 | Understand The Need For Cultural Awareness In Dealing With Customers And Colleagues | 5 |
| Core | 242811 | Prioritise Time And Work For Self And Team | 5 |

- Recommended training days for Cluster 3 is 3 days

Cluster 4 – Customer Service

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|----------|---------|---|---------|
| Core | 123258 | Foster And Maintain Customer Relations | 4 |
| Elective | 258071 | Assist In Dealing With Problem And Pathological Gambling In The Workplace | 4 |

- Recommended training days for Cluster 4 is 1 day



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Cluster 5 (Part 1) – Communication in a Gaming Environment

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|---------|---------|--|---------|
| Core | 114979 | Operate A Computer Workstation In A Business Environment | 2 |

- Recommended training days for Cluster 5 part 1 is 1 day

Cluster 5 (Part 2) – Numeracy – Credit Accumulation Transfer is applicable to the unit standards below

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|-------------|---------|---|---------|
| Fundamental | 119472 | Accommodate Audience And Context Needs In Oral/Signed Communication | 5 |
| Fundamental | 119457 | Interpret And Use Information From Texts | 5 |

- Recommended training days for Cluster 5 part 2 is 2 days

Cluster 5 – Communication in a Gaming Environment (Part 3) – Credit Accumulation Transfer is applicable to the highlighted unit standards below

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|-------------|---------|---|---------|
| Fundamental | 9012 | Investigate Life And Work Related Problems Using Data And Probabilities | 5 |
| Fundamental | 119467 | Use Language And Communication In Occupational Learning Programmes | 5 |
| Fundamental | 119465 | Write/Present/Sign Texts For A Range Of Communicative Contexts | 5 |

- Recommended training days for Cluster 5 part 3 is 3 days

Cluster 6 – Occupational Health and Safety

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|---------|---------|---|---------|
| Core | 116520 | Apply Safety, Health And Environmental Principles And Procedures In A Workplace | 2 |
| Core | 244574 | Apply Knowledge Of HIV/AIDS To A Specific Business Sector And A Workplace | 4 |
| Core | 113852 | Apply Occupational Health, Safety And Environmental Principles | 10 |

- Recommended training days for Cluster 6 is 3 days

Cluster 7 (Option 1) – Dealing Casino Games

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|----------|---------|---|---------|
| Elective | 258045 | Handle Casino Chips | 5 |
| Elective | 258057 | Deal American Roulette | 16 |
| Elective | 258043 | Comply With Security Procedures For Dealers | 3 |
| Elective | 258062 | Recognise And Report Customer Cheat Moves | 3 |
| Elective | 258041 | Manage The Float In A Gaming Environment | 4 |
| Elective | 258059 | Deal Blackjack | 8 |

- Recommended training days for Cluster 7 option 1 is 8 days



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Cluster 7 (Option 2) – Slots Operations

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|----------|---------|--|---------|
| Elective | 258036 | Demonstrate and apply knowledge of the slots department and internal procedures | 5 |
| Elective | 258058 | Operate a smart card system | 4 |
| Elective | 258064 | Carry out fault finding, fault resolution, repair, maintenance and servicing of gaming machines and gaming related equipment and systems | 8 |
| Elective | 258060 | Make gaming machine payouts | 4 |
| Elective | 258066 | Operate communication equipment | 3 |
| Elective | 258069 | Demonstrate knowledge of and operate slot machines | 5 |
| Elective | 258067 | Maintain security within a gaming environment | 12 |

- Recommended training days for Cluster 7 option 2 is 8 days

Cluster 7 (Option 3)– Casino Cashiering

| Outcome | SAQA ID | Name of Unit Standard | Credits |
|----------|---------|---|---------|
| Elective | 258038 | Process slots transactions and redeem and retrieve slots shorts | 4 |
| Elective | 258039 | Process table transactions | 4 |
| Elective | 258040 | Process cheque, credit card and bank transactions | 8 |
| Elective | 258035 | Operate a chip and cash and coin float | 8 |
| Elective | 258855 | Operate and maintain cashiering equipment | 4 |
| Elective | 258042 | Control the casino float | 8 |
| Elective | 258046 | Control a slots safe inventory | 6 |

- Recommended training days for Cluster 7 option 3 is 8 days