



**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

 **Training Methodology:** This learnership is not available on UHub

### 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