FURTHER EDUCATION AND TRAINING CERTIFICATE:
GAMING OPERATIONS

NQF

4

SAQA

59098

TRAINING DAYS

27

DURATION

12 months

CREDITS

140

SETA

CATH

AVAILABLE DELIVERY METHODOLOGY

Online
This course is not available online

Instructor Led
100% Trainer led methodology in order for learners to achieve applied competence

Blended
Not available as blended learning

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 andthe smooth operation of a casino. It is also necessary to help manage the consequences of problem and pathological gambling, and promote responsible gambling practice.

ENTRY CRITERIA

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

SKILLS OUTCOMES

Core and Fundemental outcomes:
- 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:
- Carryout 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.

MARKET INFORMATION

Target Market: Gaming Cashiers • Slot Operators • Surveillance Personnel • Dealers/Croupiers • Inspectors • Slot Supervisors • Surveillance Supervisors
Target Industries: Gambling

RESOURCE REQUIREMENTS

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

GENERAL INFORMATION

Credit Accumulation Transfer (CAT): CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete part 1 and part 2 of every Cluster.

FISA Requirements: Final Integrated Summative Assessment is not a requirement for the successful completion of this learnership.

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

HOSPITALITY

Cluster 1 - Communication skills - Credit Accumulation Transfer is applicable to the unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119467	Use language and communication in occupational learning programmes.	5
Fundamental	119471	Use language and communication in occupational learning programmes.	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts.	5
Fundamental	119457	Interpret and use information from texts.	5

Recommended training days for Cluster 1 is 3 day.

Cluster 2 (Part 1) - Plan and Prepare for Gaming Supervision

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	242816	Conduct a structured meeting.	5

Recommended training days for Cluster 2 part 1 is 1 day.

Cluster 2 (Part 2)- Mathematical Skills - Credit Accumulation Transfer is applicable to the unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	4
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems.	6
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.	6

Recommended training days for Cluster 2 part 2 is 3 days.

Cluster 3 (Part 1) - Monitor Gaming Activities

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	246752	Implement measures to prevent defrauding within the casino.	3
Core	246766	Monitor and supervise legislative compliance in a casino environment.	9
Core	120344	Demonstrate knowledge and understanding of relevant current occupational health and safety legislation.	4

Recommended training days for Cluster 3 part 1 is 3 days.

Cluster 3 (Part 2) - Communication Skills – Credit Accumulation Transfer is applicable to the unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119459	Write/present/sign for a wide range of contexts.	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts.	5
Fundamental	119462	Engage in sustained oral / signed communication and evaluate spoken / signed texts.	5
Fundamental	119472	Accomodate audience and context needs in oral / signed texts.	5

Recommended training days for Cluster 3 part 2 is 4 days.

Cluster 4 - Resolve Gaming Disputes

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	246746	Resolve a gaming dispute.	4

Recommended training days for Cluster 4 part 1 is 1 day.

Cluster 5 - Ensure Customer Satisfaction within a Gaming Environment

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	246740	Care for customers.	3
Core	246758	Demonstrate and apply understanding of the main issues of responsible tourism.	5
Core	242593	Explain South African money laundering legislation and the implications for accountable institutions in transacting with clients.	3

Recommended training days for Cluster 5 is 3 days

Cluster 6 - Supervise Staff

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	11473	Manage individual and team performance.	8
Core	242819	Motivate and Build a Team.	10
Core	120476	Adhere to professional conduct and organisational ethics.	4
Core	246744	Administer disciplinary and grievance policy and procedure.	8

Recommended training days for Cluster 6 is 6 days.

HOSPITALITY

Cluster 7 - Choose from one of the following specialisation areas:
(Option 1) Supervise cashiering functions

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	246763	Perform cashiering administration.	8
Elective	246743	Process financial transactions in a gaming environment.	8
Elective	246741	Implement emergency count procedures.	3
Elective	246755	Monitor credit and cheque cashing facilities, applications and transactions.	6

Recommended training days for Cluster 7 Option 1 is 5 days.

(Option 2) Supervised Surveillance Activities

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	246749	Supervise activities within a surveillance room.	12
Elective	246754	Initiate, conduct and follow up on surveillance investigations.	7

Recommended training days for Cluster 7 Option 2 is 3 days.

(Option 3) Dealing Supervision

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	246745	Supervise table games.	11
Elective	246753	Maintain productivity within the tables area.	4
Elective	246757	Recognise and report staff cheat moves	3

Recommended training days for Cluster 7 Option 3 is 3 days.

(Option 4) Slot Supervision

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	246747	Supervise gaming floor activities	9
Elective	246750	Control and order stock	6
Elective	246742	Analyse various reports pertaining to the gaming floor	8

Recommended training days for Cluster 7 Option 4 is 4 days..

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