



# NATIONAL CERTIFICATE: GAMING OPERATIONS

## NQF



3

## SAQA



63269

## TRAINING DAYS



28

## DURATION



12 months

## CREDITS



130

## SETA



CATHSSETA

## AVAILABLE DELIVERY METHODOLOGY



### Online

Online interface training with occasional support



### Instructor Led

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



### Blended

Variety of learning methodologies used for learners to achieve applied competence

## AVAILABLE DELIVERY METHODOLOGY

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

## 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

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.

## SKILLS 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.
- Operate effectively by performing services in a selected area of specialisation, being one of:
  - > Dealing.
  - > Slots operating/hosting.
  - > Cashiering.
  - > Surveillance.

## 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.

## RESOURCE REQUIREMENTS

Depending on the electives chosen access to a: Communication device Computer

- Closed circuit television system
- Gaming machines
- Smart card system
- Roulette table

## 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 with CAT requirements will need to complete all Clusters in full.	FISA Requirements: Final Integrated Summative Assessment is a requirement for the successful completion of this learnership.	Recognition of Prior Learning: Application for RPL may allow for accelerated success to further learning.
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**For more information on how your organisation can benefit, contact Training Force:**

☎ 011 974 6633

✉ [info@trainingforce.co.za](mailto:info@trainingforce.co.za)

🌐 [www.trainingforce.co.za](http://www.trainingforce.co.za)



# GAMING OPERATIONS

## Cluster 1 – Compliance in a Gaming Environment.

Outcome	SAQA ID	Unit Standard Title	Level	Credits
Core	113904	Explain how money laundering legislation impacts on monetary transactions in South Africa.	2	2
Core	258056	Understand compliance in a casino environment.	3	3
Core	242815	Apply the organisation's code of conduct in a work environment.	4	5
Core	252217	Comply with organisational ethics.	4	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	Unit Standard Title	Level	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.	3	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	3	4
Fundamental	9012	Investigate life and work related problems using data and probabilities.	3	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues.	3	5

Recommended training days for Cluster 2 is 3 days.

## Cluster 3 – Work in a Team

Outcome	SAQA ID	Unit Standard Title	Level	Credits
Core	244572	Describe how to manage workplace relationships.	3	2
Core	243947	Develop self within the job role.	4	4
Core	243954	Understand the need for cultural awareness in dealing with customers and colleagues.	4	4
Elective	242811	Prioritise time and work for self and team.	4	5

Recommended training days for Cluster 3 is 3 days.



# GAMING OPERATIONS

## Cluster 4 – Customer Service

Outcome	SAQA ID	Unit Standard Title	Level	Credits
Core	123258	Foster and maintain customer relations.	3	10
Elective	258071	Assist in dealing with problem and pathological gambling in the workplace.	3	4

Recommended training days for Cluster 4 is 3 days.

## Cluster 5 Part 1 – Operating a computer

Outcome	SAQA ID	Unit Standard Title	Level	Credits
Core	114979	Operate a computer workstation in a business environment.	3	2

Recommended training days for Cluster 5 Part 1 is 1 day.

## Cluster 5 Part 2 Communication in a Gaming Environment - Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Unit Standard Title	Level	Credits
Fundamental	119467	Use language and communication in occupational learning programmes.	3	5
Fundamental	119457	Interpret and use information from texts.	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication.	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts.	3	5

Recommended training days for Cluster 5 Part 2 is 4 days.

## Cluster 6 – Occupational Health and Safety

Outcome	SAQA ID	Unit Standard Title	Level	Credits
Core	116520	Apply safety, health and environmental principles and procedures in a workplace.	3	5
Core	244574	Apply knowledge of HIV/AIDS to a specific business sector and a workplace.	3	4
Core	113852	Apply occupational health, safety and environmental principles.	3	10

Recommended training days for Cluster 6 is 3 days.



# GAMING OPERATIONS

## Cluster 7 (Option 1) – Dealing Casino Games

Outcome	SAQA ID	Unit Standard Title	Level	Credits
Elective	258045	Handle casino chips.	3	5
Elective	258057	Deal American Roulette.	3	16
Elective	258043	Comply with security procedures for dealers.	3	3
Elective	258062	Recognise and report customer cheat moves.	3	3
Elective	258041	Manage the float in a gaming environment.	3	4
Elective	258059	Deal Blackjack.	3	6

Recommended training days for Cluster 7 Option 1 is 8 days.

## Cluster 7 (Option 2) – Slots Operations

Outcome	SAQA ID	Unit Standard Title	Level	Credits
Elective	258036	Demonstrate and apply knowledge of the slots department and internal procedures.	3	5
Elective	258058	Operate a smart card system.	3	4
Elective	258064	Carry out fault finding, fault resolution, repair, maintenance and servicing of gaming machines and gaming related equipment and systems.	4	8
Elective	258060	Make gaming machine payouts.	3	4
Elective	258066	Operate communication equipment.	2	3
Elective	258069	Demonstrate knowledge of and operate slot machines.	4	5
Elective	258067	Maintain security within a gaming environment.	3	12

Recommended training days for Cluster 7 Option 2 is 8 days.



# GAMING OPERATIONS

## Cluster 7 (Option 3) – Casino Cashiering

Outcome	SAQA ID	Unit Standard Title	Level	Credits
Elective	258035	Operate a chip and cash and coin float.	3	8
Elective	258855	Operate and maintain cashiering equipment.	3	4
Elective	258038	Process slots transactions and redeem and retrieve slots shorts.	3	4
Elective	258039	Process table transactions.	3	4
Elective	258040	Process cheque, credit card and bank transactions.	3	8
Elective	258042	Control the casino float.	3	8
Elective	258046	Control a slots safe inventory.	4	6

Recommended training days for Cluster 7 Option 3 is 8 days.