Essential workplace skills for the hospitality industry:

Gaming

Critical to industry performance is a quality training system that delivers essential workplace competence.

FTH Skills Council together with our industry partners has developed this Essential Workplace Skills document to provide:

• an understanding of what tasks should be able to be performed in the workplace having completed Cert II, III or IV Hospitality qualifications

• Industry expectations and recommendations

• an outcomes based audit tool that evaluates practical skills attained through training

It is critical that people have the essential workplace skills to prosper in our industry.

For further information please contact:
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Certificate II in Hospitality	Certificate III in Hospitality	Certificate IV in Hospitality
Descriptor: Base level	**Descriptor: Supervisor/Team Leader**	**Descriptor: Skilled Team Leader/Manager**
SIT20207 Certificate II represents a base operational qualification that encompasses a range of functions/activities requiring basic operational knowledge and limited practical skills	SIT30707 Certificate III represents the qualification of a skilled operator who applies a broad range of competencies, possibly providing technical advice and support to a team including having team leader responsibilities	SIT40307 Certificate IV represents a qualification based on more sophisticated technical applications, theoretical knowledge and increased responsibility
Potential Job Roles:	**Potential Job Roles:**	**Potential Job Roles:**
• Gaming Attendant	• Gaming Attendant	• Gaming Manager
Tasks:	**Tasks:** (In addition to cert 2)	**Tasks:** (In addition to cert 2 & 3)
• Cashiering – buying and selling of coin	• Observe players and onlookers, note any unusual practices or behaviours accurately and report to Gaming Manager as appropriate	• Monitor enterprise security and safety procedures for gaming machines
• Clearing coin jams from comparators	• End of shift cashiering reports	• Provide information and assistance to customers about problem gambling
• Removal of coin comparators	• Performing cash box clearances	• Control of gaming keys
• Clearing hoppers of jammed coin	• Recording hard and soft meters	• End of shift, end of week and end of month gaming reconciliation – including the recording of hard and soft meters
• Removal of hoppers		• Supervising cash box clearances
• Refilling of empty hoppers		• Supervising hopper weighs
• Completing payout vouchers		• Completing appropriate paperwork associated with hopper weighs and cash box clearances
• Assisting with hopper weighs		• Coordinating promotions within budget requirements
• Assisting with cash box clearances		• Roster gaming staff
• Changing of light globes and machine buttons		• Supervision of gaming room
• Reading and interpreting of machine scorecards		• Ordering of stock for gaming room- machine light globes, voucher booklets, promotional materials etc
• Using the menu system to replay previous games		• Supervise staff
• OHS awareness – emergency situations, inert gases, chemicals, venue security		• Induct staff within company policy and guidelines
• OHS - comply with policies and procedures and actively participate in company OHS program		• Monitor and coach staff with performance issues
• Environmental - use energy, water and other resources efficiently, recycling containers and safe disposal of all waste, especially hazardous substances		• Discipline staff appropriately within company policy and report any disciplinary actions to management
• Adhere to security and safety procedures within gaming rooms		• Monitor, assess and adjust staffing levels for safety and cost effectiveness, ensuring adequate customer service levels are maintained at all times
		• Roster staff taking into account seasonal demands, leave requests, sickness and illness
		• Monitor compliance with legislation eg signage
		• Monitor and adhere to company Occupational Health and Safety policy in relation to the health and safety of employees and third parties who may be on the premises
		• Report maintenance problems promptly and record all accidents and injuries to management
Industry recommendations:	**Industry recommendations:**	**Industry recommendations:**
• Completion of attend gaming machines unit	• Completion of attend gaming machines unit	• Completion of attend gaming machines unit
• Completion of provide responsible gambling services unit	• Completion of provide responsible gambling services unit	• Completion of provide responsible gambling services unit
• Ability to be badged – police clearance	• Ability to be badged – police clearance	• Ability to be badged – police clearance
• Completion of responsible service of alcohol unit	• Completion of responsible service of alcohol unit	• Completion of responsible service of alcohol unit
• Awareness of and compliance with Gaming machines act	• Awareness of and compliance with Gaming machines act	• Awareness of and compliance with Gaming machines act
		• Relevant industry experience
		• First Aid certificate
		• Analyse & report on gaming machine data SITHGAM004A
Ensure the following:	**Ensure the following:**	**Ensure the following:**
• RTO provides hospitality pathways information	• RTO provides hospitality pathways information	• RTO provides hospitality pathways information
• On the job experience/work placement	• On the job experience/work placement	• On the job experience/work placement
• Students must have access to gaming machines for practical	• Students must have access to gaming machines for practical	• Students must have access to gaming machines for practical
• SITXFIN001A – prerequisite for gaming units	• SITXFIN001A – prerequisite for gaming units	• SITXFIN001A – prerequisite for gaming units
• Core units required - 6	• Core units required - 8	• Core units required - 14
• Elective units required - 6	• Elective units required - 8	• Elective units required - 12
• Total number of units required - 12	• Total number of units required - 16	• Total number of units required - 26
Realistic time frame for completion:	**Realistic time frame for completion:**	**Realistic time frame for completion:**
• Nominal hours 181 - 700	• Nominal hours 293 - 990	• Nominal hours 542 - 1650
• Timeframe will depend on units selected and on the job experience/work placement	• Timeframe will depend on units selected and on the job experience/work placement	• Students at this level should be considered for RPL
		• Should only be offered to persons already working within industry
		• Timeframe will depend on units selected

*All Hospitality industry training and employment is subject to relevant legislative and regulatory requirements. This is a quality control mechanism not a determination of wage rates. Wage rates are determined by relevant industry awards or instruments. Advice regarding wage rates should be sought from the appropriate industrial parties.