

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

SIT20207 Certificate II represents a base operational qualification that encompasses a range of functions/activities requiring basic operational knowledge and limited practical skills

Potential Job Roles:

- Gaming Attendant

Tasks:

- Cashiering – buying and selling of coin
- Clearing coin jams from comparators
- Removal of coin comparators
- Clearing hoppers of jammed coin
- Removal of hoppers
- Refilling of empty hoppers
- Completing payout vouchers
- Assisting with hopper weighs
- Assisting with cash box clearances
- Changing of light globes and machine buttons
- Reading and interpreting of machine scorecards
- Using the menu system to replay previous games
- OHS awareness - emergency situations, inert gases, chemicals, venue security
- OHS - comply with policies and procedures and actively participate in company OHS program
- Environmental - use energy, water and other resources efficiently, recycling containers and safe disposal of all waste, especially hazardous substances
- Adhere to security and safety procedures within gaming rooms

Descriptor: Supervisor/Team Leader

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

Potential Job Roles:

- Gaming Attendant

Tasks:

- Observe players and onlookers, note any unusual practices or behaviours accurately and report to Gaming Manager as appropriate
- End of shift cashiering reports
- Performing cash box clearances
- Recording hard and soft meters

Descriptor: Skilled Team Leader/Manager

SIT40307 Certificate IV represents a qualification based on more sophisticated technical applications, theoretical knowledge and increased responsibility

Potential Job Roles:

- Gaming Manager

Tasks:

- Monitor enterprise security and safety procedures for gaming machines
- Provide information and assistance to customers about problem gambling
- Control of gaming keys
- End of shift, end of week and end of month gaming reconciliation – including the recording of hard and soft meters
- Supervising cash box clearances
- Supervising hopper weighs
- Completing appropriate paperwork associated with hopper weighs and cash box clearances
- Coordinating promotions within budget requirements
- Roster gaming staff
- Supervision of gaming room
- Ordering of stock for gaming room- machine light globes, voucher booklets, promotional materials etc
- Supervise staff
- Induct staff within company policy and guidelines
- Monitor and coach staff with performance issues
- Discipline staff appropriately within company policy and report any disciplinary actions to management
- 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:

- Completion of attend gaming machines unit
- Completion of provide responsible gambling services unit
- Ability to be badged – police clearance
- Completion of responsible service of alcohol unit
- Awareness of and compliance with Gaming machines act

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- Awareness of and compliance with Gaming machines act
- Relevant industry experience
- First Aid certificate
- Analyse & report on gaming machine data SITHGAM004A

Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Students must have access to gaming machines for practical
- SITXFIN001A – prerequisite for gaming units
- Core units required - 6
- Elective units required - 6
- Total number of units required - 12

Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Students must have access to gaming machines for practical
- SITXFIN001A – prerequisite for gaming units
- Core units required - 8
- Elective units required - 8
- Total number of units required - 16

Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Students must have access to gaming machines for practical
- SITXFIN001A – prerequisite for gaming units
- Core units required - 14
- Elective units required - 12
- Total number of units required - 26

Realistic time frame for completion:

- Nominal hours 181 - 700
- Timeframe will depend on units selected and on the job experience/work placement

Realistic time frame for completion:

- Nominal hours 293 - 990
- Timeframe will depend on units selected and on the job experience/work placement

Realistic time frame for completion:

- Nominal hours 542 - 1650
- 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.