CONTENTS -INHOUD

GOVERNMENT NOTICES

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 828   7 September 2007

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with Regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Generic Management

registered by Organising Field 03, Business, Commerce and Management Studies, publishes the following Unit Standards for public comment

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Unit Standards. The Unit Standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate for Standards Setting and Development at the SAQA offices, Hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Unit Standards should reach SAQA at the address below and *no later than 8 October 2007.* All correspondence should be marked Standards Setting - SGB for Generic Management and addressed to

The Director: Standards Setting and Development
SAQA
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DR. S. BHIKHA
DIRECTOR: STANDARDS SETTING AND DEVELOPMENT

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

*Identify and describe disaster related risks and threatening situations utilizing
basic disaster management concepts and indigenous knowledge*

SAQA USID	UNIT STANDARD TITLE		
251960	Identify and describe disaster related risks and threatening situations utilizing basic disaster management concepts and indigenous knowledge		
ORIGINATOR		PROVIDER	
SGB Generic Management			
FIELD		SUBFIELD	
3 - Business, Commerce and Management Studies		Generic Management	
ABETBAND	UNIT STANDARD TYPE	NQFLEVEL	CREDITS
Undefined	Regular	Level 3	15

SPECIFIC OUTCOME 1
Define and explain concepts related to disaster risk management.

SPECIFIC OUTCOME 2
Describe and compare hazards and conditions of vulnerabilities in a specific environment.

SPECIFIC OUTCOME 3
Identify local capacity to deal with hazards and vulnerabilities.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Interpret and integrate disaster risk management theory into programmes and activities according to the Disaster Risk Management (DRM) Framework

SAQA US ID	UNIT STANDARD TITLE		
251961	Interpret and integrate disaster risk management theory into programmes and activities according to the Disaster Risk Management (DRM) Framework		
ORIGINATOR		PROVIDER	
SGB Generic Management			
FIELD		SUBFIELD	
3 - Business, Commerce and Management Studies		Generic Management	
ABETBAND	UNIT STANDARD TYPE	NQFLEVEL	CREDITS
Undefined	Regular	Level 5	15

SPECIFIC OUTCOME 1
Assess the utilisation and integration of institutional capacity in accordance with disaster risk management (DRM) Framework.

SPECIFIC OUTCOME 2
Apply the terminology and steps of a risk assessment process for DRM.

SPECIFIC OUTCOME 3
Integrate options in risk reduction according to identified risks.

SPECIFIC OUTCOME 4
Interpret and integrate the response and recovery principles for a specific community.

SPECIFIC OUTCOME 5
Integrate the enablers of the DRM Framework.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Establish and co-ordinate forums for disaster risk management in a specific environment

SAQA US ID	UNIT STANDARD TITLE		
251962	Establish and co-ordinate forums for disaster risk management in a specific environment		
ORIGINATOR		PROVIDER	
SGB Generic Manaaement			
FIELD		SUBFIELD	
3 - Business, Commerce and Manaaement Studies		Generic Manaaement	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	16

SPECIFIC OUTCOME 1
Establish arrangements for the integrated execution of disaster risk management activities.

SPECIFIC OUTCOME 2
Produce terms of reference (TOR) for directing and guiding the relevant disaster risk management forums.

SPECIFIC OUTCOME 3
Conduct and execute forum meetings.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Utilise communication and information management systems

SAQA USID	*UNIT STANDARD TITLE*		
251963	Utilise communication and information management systems		
ORIGINATOR		*PROVIDER*	
8GB Generic Management			
FIELD		*SUBFIELD*	
3 - Business, Commerce and Management Studies		Generic Management	
ABET BAND	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
Undefined	Recular	LevelS	10

SPECIFIC OUTCOME 1
Collect data required to achieve the objectives of the national disaster management framework.

SPEciFIC OUTCOME 2
Use integrated information management and communication system for the purpose of disaster risk management to capture and retrieve information.

SPECIFIC OUTCOME 3
Use specialised functionalities to support an integrated information management and communication system.

SPECIFIC OUTCOME 4
Use the communication systems provided for the receipt, dissemination and exchange of information.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Develop and implement disaster risk reduction plans

SAQA USID	UNIT STANDARD TITLE		
251964	Develop and implement disaster risk reduction plans		
ORIGINATOR		**PROVIDER**	
SGB Generic Management			
FIELD		**SUBFIELD**	
3 - Business, Commerce and Management Studies		Generic Management	
ABET BAND	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
Undefined	Regular	Level 5	10

SPECIFIC OUTCOME 1
Scope and develop disaster risk management plans in consultation with other relevant role players and stakeholders.

SPECIFIC OUTCOME 2
Communicate and advocate disaster risk reduction plans to other role players and stakeholders.

SPECIFIC OUTCOME 3
Implement and execute disaster risk reduction plans using basic project planning principles.

SPECIFIC OUTCOME 4
Establish disaster risk management structures to support the development and implementation of disaster risk reduction plans.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Create awareness and promote a culture of risk avoidance through advocacy activities

SAQA *USID*	UNIT STANDARD TITLE		
251965	Create awareness and promote a culture of risk avoidance through advocacy activities		
ORIGINATOR		*PROVIDER*	
SGB Generic Management			
FIELD		*SUBFIELD*	
3 - Business, Commerce and Management Studies		Generic Management	
ABET BAND	*UNIT STANDARD TYPE*	*NQF LEVEL*	I *CREDITS*
Undefined	Regular	Level 4	16

SPECIFIC OUTCOME 1

Plan and prepare for disaster management training interventions **to** address training gaps for specific target audiences.

SPECIFIC OUTCOME 2

Identify and implement ways to promote the awareness of disaster risk management at different levels.

SPECIFIC OUTCOME 3

Identify the various stakeholders, their roles and communication needs and develop communication plans to address these needs.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Implement disaster risk management principles in response, recovery, relief and rehabilitation activities

SAQA USID	UNIT STANDARD TITLE		
251966	Implement disaster risk management principles in response, recovery, relief and rehabilitation activities		
ORIGINATOR		PROVIDER	
8GB Generic Management			
FIELD		SUBFIELD	
3 - Business, Commerce and Management Studies		Generic Management	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	15

SPECIFIC OUTCOME 1
Utilise early warnings indicators to inform and activate disaster response, recovery and rehabilitation.

SPECIFIC OUTCOME 2
Apply the resources available in the Disaster Risk Management (DRM) Centre and/or mobile centre.

SPECIFIC OUTCOME 3
Interpret disaster assessment and apply procedures to classify a disaster and declare a state of disaster.

SPECIFIC OUTCOME 4
Co-ordinate and integrate disaster response and recovery activities.

SPECIFIC OUTCOME 5
Implement basic recovery and response measures to reduce suffering from the effect after a disaster.

SPECIFIC OUTCOME 6
Facilitate rehabilitation and reconstruction measures to execute recovery and reduce disaster risk.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Conduct disaster risk assessment

SAQA *US ID*	*UNIT STANDARD TITLE*		
251967	Conduct disaster risk assessment		
ORIGINATOR		*PROVIDER*	
8GB Generic Management			
FIELD		*SUBFIELD*	
3 - Business, Commerce and Manaoement Studies		Generic Manaoement	
ABET BAND	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
Undefined	Regular	Level 5	15

SPECIFIC OUTCOME 1
Define, identify and classify hazards for a specific area by using different tools and techniques.

SPECIFIC OUTCOME 2
Identify and record critical facilities in order to identify high risk areas.

SPECIFIC OUTCOME 3
Determine the vulnerability of a community by applying different models of vulnerability analysis.

SPECIFIC OUTCOME 4
Define the capacity and resilience of a community to deal with risk.

SPECIFIC OUTCOME 5
Compile a risk profile to determine and highlight the high risk consideration areas.

SPECIFIC OUTCOME 6
Interpret risk profile to make high level recommendations for risk reduction strategies.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Develop and manage funding mechanisms for disaster risk management

SAQA US ID	UNIT STANDARD TITLE		
251968	Develop and manage funding mechanisms for disaster risk management		
ORIGINATOR		**PROVIDER**	
SGB Generic Management			
FIELD		**SUBFIELD**	
3 - Business, Commerce and Management Studies		Generic Management	
ABET BAND	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
Undefined	Reaular	Level 6	10

SPECIFIC OUTCOME 1
Identify and interpret funding mechanisms in terms of legislative requirements and frameworks
as well as principles underpinning funding arrangements.

SPECIFIC OUTCOME 2
Identify funding needs based on the socio-economic impact of disasters and the concept of
"disaster economics".

SPECIFIC OUTCOME 3
Analyse and select appropriate funding options for disaster risk management.

SPECIFIC OUTCOME 4
Apply and manage funding mechanism for disaster risk management.

No. 829　　　　　　　　　　　　　　　　　　　　　7 **September 2007**

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with Regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Hospitality, Gaming and Leisure

registered by Organising Field 11, Services, publishes the following Qualification and Unit Standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Qualification and Unit Standards. The full Qualification and Unit Standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualification and .Unit Standards should reach SAQA at the address below and *no later* 8 *October 2007.* All correspondence should be marked Standards Setting - Hospitality Gaming and Leisure and addressed to

The Director: Standards Setting and Development SAQA *Attention: Mr.* D. *Mphuthing* Postnet Suite 248 Private Bag X06 Waterkloof 0145 or faxed to 012 – 431-5144 e-mail: dmphuthing@saqa.org.za

DR. S. BHIKHA
DIRECTOR: STANDARDS SETTING AND DEVELOPMENT

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUAL/FICATION:
Further Educetion an^d Tra̅m̅mo ^Certi̅ficete: ^Gammo S UlJervIsIon

SAQA QUALID	QUAL/FICATION TITLE		
59098	Further Education and Traininq Certificate: Gamino Supervision		
ORIGINATOR		PROVIDER	
SGB Hospitality, Gamino & Leisure			
QUAL/FICATION TYPE	FIELD	SUBFIELD	
Further Ed and Training Cert	11 - Services	Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	140	Level 4	Regular-Unit Stds Based

PURPOSE OF THE QUAL/FICATION
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 and the smooth operation of a casino. It is also necessary to help manage the consequences of problem and pathological gambling, and promote responsible gambling practice. The learners undertaking this qualification will also be encouraged to continually update their knowledge of the industry and to keep it curren!. This will assist them in performing their duties and ensuring that their area of responsibility complies with the legislative framework.

The acquisition of recognised skills and abilities is therefore needed by the sector in order to meet legislative and operational requirements and to remain profitable in order to increase growth and job opportunities.

People in any of the four types of positions listed above will be able to demonstrate mastery of the processes, including equipment, for the area which they area supervising. They will also have to demonstrate competency in key areas of their position, such as:

• Supervising operations, equipment and personnel, including team building in a gaming area of operation.
• Meeting of company objectives, operational standards and targets, and relevant decision-making, as well as the application of legislative requirements.
• Overseeing client interaction, client satisfaction, service levels, including relevant problem-solving.

This qualification thus provides an opportunity for individuals who have been operating as dealers, cashiers, slots attendants, surveillance personnel or slots technical attendants to progress to positions of increased responsibility. Individuals already operating as supervisors in a casino might benefit by using this qualification to supplement their experience with relevant and current knowledge of the gaming industry and legislation that governs its operation.

This qualification will be of great benefit to individuals on a development path in a casino. Depending on the selected learning combination, the qualifying learner will be equipped to perform the duties required of Slots, Surveillance, Dealing, Count and Cash-desk supervisors.

This qualification acts as a stepping stone for further development into managerial positions within the casino.

There is little or no formal recognition of people who are working and being trained in the gaming environment. Additionally, Casinos devote much time and resources to train their employees to deal with the technical and legislative demands placed on individuals operating in this environment. This qualification assists in recognising such training and development on the NQF. It will also provide the opportunity for experienced workers to receive formal recognition of their expertise. It is thus very much in line with industry practice

Benefits to the learner include improving technical proficiency, as well as equipping them with the competencies necessary to perform supervisory functions. The qualification includes aspects that will be of benefit to society, inclUding dealing with the effects of pathological gambling, as well as promoting responsible gambling.

This qualification helps to achieve the publicly outlined objectives of the NQF.

In particular, qualifying learners will be able to:

• 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:
o Carry out supervisory functions within the dealing department.
o Carry out supervisory functions within the cashiering department.
o Carry out supervisory functions within the slots department.
o Carry out supervisory functions within the surveillance department.

Rationale:

The Gaming sector is a highly regulated and supervised area, related to (and often within) the hospitality sector. This regulation is partly due to the large amounts of cash and cash equivalents involved, as well as potential or imagined opportunities for illegal activities such as money-laundering. The Gaming sector provides leisure, tourism and potential income-earning opportunities, as well as employment in specific venues throughout South Africa, particularly in the casino environment. The sector is utilised both by domestic and international tourists, as well as locals in a non-tourist capacity.

The large sums of money involved with the Gaming sector, and the high level of marketing related to this environment, ensures that the sector contributes significantly to the Gross Domestic Product of South Africa, as well as towards the country's foreign exchange earnings and the marketing of South Africa as a tourist destination. The sector also provides a wide range and large number of employment opportunities. Due to the nature of the sector, a large emphasis is placed on training and education of staff members particularly, but also an awareness programmes aimed at the clientele, especially in the area of responsible gaming.

Varieties of organisations contribute to and operate within this sector, for example:

• The Casino Association of South Africa (CASA).
• The Department of Trade & Industry (DTI).
• The Gaming Board.
• The Department of Environmental Affairs and Tourism (DEAT).

The sector utilises strictly managed access and operational processes which all require operational implementation of the legislative frameworks related to the sector. The activities within the sector are also broken up into four main operational areas, namely:

- Dealing.
- Slots.
- Cashiering.
- Surveillance.

There is a range of knowledge, skills, attitudes and values which is common to all of these areas, while there are others which are specific to each of these four areas. These are all catered for in this qualification, and together they define the main operational and vocational objectives across the envisaged career paths resulting from this qualification.

The skills and competencies gained in this level 4 qualification enable the qualifying learner to take up a variety of supervisory roles within the casino/gaming environment, while ensuring that the understanding gained of the environment is applied in the sector in one of the following positions:

- Dealing supervisor.
- Slots supervisor.
- Cashiering supervisor.
- Surveillance supervisor.

RECOGNIZE PREVIOUS LEARNING?
Y

LEARNING ASSUMED IN PLACE
It is assumed that a learner is competent in:

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

This qualification can be achieved wholly or in part through RPL and the qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses providing they can demonstrate competence in the outcomes of the individual unit standards as required by the fundamental, core and elective areas as stipulated in the qualification and by the exit level outcomes.

Recognition of Prior Learning:

This qualification can be achieved wholly or in part through RPL and the qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses providing they can demonstrate competence in the outcomes of the individual unit standards as required by the fundamental, core and elective areas as stipulated in the qualification and by the exit level outcomes.

A RPL process may also be used to credit learners with unit standards in which they have developed the necessary competency as a result of workplace and experiential learning.

Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and may be required to submit a Portfolio of Evidence in the prescribed format to be assessed for formal recognition. While this is primarily a workplace-based qualification, evidence from other areas of endeavour may be introduced if pertinent to any of the exit level outcomes.

Access to the Qualification:

There is open access to any learner who is able to arrange for assessment in a Gaming environment.

QUAL/FICA TION RULES

The Qualification consists of a Fundamental, a Core and an Elective Component.

To be awarded the Qualification learners are required to obtain a minimum of 140 credits as detailed below.

Fundamental component:

The Fundamental Component consists of Unit Standards in:

• Mathematical Literacy at NQF Level 4 to the value of 16 credits.
• Communication at NQF Level 4 in a First South African Language to the value of 20 credits.
• Communication in a Second South African Language at NQF Level 3 to the value of 20 credits.

It is compulsory therefore for learners to do Communication in two different South African languages, one at NQF Level 4 and the other at NQF Level 3.

All Unit Standards in the Fundamental Component are compulsory.

Core component:

• The Core Component consists of Unit Standards to the value of 66 credits all of which are compulsory.

Elective component:

The Elective Component consists of a number of specializations each with its own set of Unit Standards. Learners are to choose a specialization area and must choose Elective Unit Standards to the value of 18 credits from the Unit standards listed under that specialization so as to attain a minimum of 140 credits for this qualification.

The elective component of the qualification has been divided into four specialisations. The specialisations with their unit standards, as listed in the electives, are:

Dealing:

• Supervise table games.
• Maintain productivity within the tables area.
• Recognise and report staff cheat moves.

Cashiering:

• Monitor credit and cheque cashing facilities, applications and transactions.
• Perform cashiering administration.
• Process financial transactions.
• Implement emergency count procedures.

Slots:

• Maintain a preventative maintenance programme.
• Supervise gaming floor activities.
• Analyse various reports pertaining to the gaming floor.
• Control and order stock.

• Surveillance:

• Initiate, conduct and follow up on surveillance investigations.
• Supervise activities within a surveillance room.

EXIT LEVEL OUTCOMES
1. Ensure Customer satisfaction.

2. Address fraud and compliance issues in a casino context.

3. Supervise staff to ensure productivity.

One of the following depending upon the specialisation chosen:

4. Carry out supervisory functions within the dealing department.

5. Carry out supervisory functions within the cashiering department.

6. Carry out supervisory functions within the slots department.

7. Carry out supervisory functions within the surveillance department.

Critical Cross-Field Outcomes:

Several of the critical cross-field outcomes (CCFOs) have been embedded within each of the unit standards that constitute this qualification As a whole all CCFOs will be addressed in completing this qualification.

Spread of Critical Cross-field Outcomes across the Unit Standards that are classified as Core for the purpose of this Qualification:

Unit Standard Title:

Core:

Demonstrate knowledge and understanding of relevant current occupational health and safety legislation:

• Problem solving.
• Team Work.
• Organisation.
• Information.
• Communication.
• Technology.
• Related systems.

Resolve a gaming dispute:

• Information.
• Communication.

Analyse and understand social issues:

• Team Work.

- Related systems.
- Personal development.

Care for customers:

- Problem solving.
- Organisation.
- Communication.
- Personal development.

Motivate and build a team:

- Problem solving.
- Team Work.
- Organisation.

Plan and conduct a research project:

- Problem solving.
- Team Work.
- Information.
- Communication.
- Technology.

Monitor and supervise legislative compliance in a casino environment:

- Problem solving.
- Organisation.
- Information.

Explain South African money laundering legislation and the implications for accountable institutions in transacting with clients:

- Information.
- Communication.
- Related systems.
- Personal development.

Administer disciplinary and grievance policy and procedure:

- Problem solving.
- Team Work.
- Information.
- Communication.

Conduct a structured meeting:

- Team Work.
- Organisation.
- Information.
- Communication.
- Technology.

Demonstrate and apply understanding of the main issues of responsible tourism:

- Problem solving.
- Organisation.
- Information.

Implement measures to prevent defrauding within the casino:

- Team Work.
- Information.
- Communication.
- Related systems.

Manage individual and team performance:

- Problem solving.
- Organisation.
- Information.
- Communication.
- Technology.

ASSOCIATED ASSESSMENT CRITERIA
Associated Assessment Criteria for Exit Level Outcome 1:

- Staff performance is monitored to ensure good customer service.
- Gaming related disputes are resolved to enhance the entire gaming experience.

Associated Assessment Criteria for Exit Level Outcome 2:

- Legislative compliance in a casino environment is monitored to ensure gaming board regulations are adhered to in operations in own section/department.
- The Finance Intelligence Centre Act, Act 38 of 2001 and its implications for clients and employees are explained in terms of operations in own section/department.
- Operations in own section/department are monitored to ensure compliance with the Finance Intelligence Centre Act.
- Measures to prevent fraud within the casino are implemented according to company policy and procedures.

Associated Assessment Criteria for Exit Level Outcome 3:

- A team is led to increase productivity and enhance job satisfaction.
- Discipline and/or grievance issues are handled with team members.
- Staff performance is monitored to identify training and development needs within a department or section.

One of the following depending upon the specialisation chosen:

Associated Assessment Criteria for Exit Level Outcome 4:

- Table games are supervised to ensure the efficient operation of the tables area.
- Productivity in tables area is maintained to increase turnover for the casino.
- Staff cheat moves are recognised and reported to prevent loss of revenue to the casino.

Associated Assessment Criteria for Exit Level Outcome 5:

- Basic financial statements are interpreted to enable effective fulfilment of job duties.

• Credit applications and transactions are monitored, and emergency count procedures implemented, to prevent fraudulent activity, enhance security and prevent loss of revenue.
• Cashiering administration is performed and financial transactions processed to ensure accuracy and accountability.

Associated Assessment Criteria for Exit Level Outcome 6:

• A preventative maintenance programme is implemented to ensure effective operation of slot machines.
• Gaming floor activities are supervised closely to ensure the smooth operation of the gaming floor.
• Various reports pertaining to the gaming floor are analysed to ensure that variances are evaluated and responded to.

Associated Assessment Criteria for Exit Level Outcome 7:

• Surveillance investigations are conducted in line with company procedures.
• Activities within the surveillance room are monitored following company procedures.

Integrated Assessment:

Integrated assessment at this level will evaluate the learner's ability to combine actions and ideas across a range of activities and knowledge areas. The integrated assessment must specifically assess the learner's ability to:

• Demonstrate competence by means of the practical application of the embedded knowledge in a manner that meets the required performance standards.
• Illustrate a clear understanding of the concepts, theory and principles that underpin the practical action taken.

The assessment will require assessment methods, which measure and evaluate evidence generated during workplace-based activities into account. Because assessment practices must be open, transparent, fair, valid and reliable, ensuring that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working or will work. Where it is not possible to assess the learner in the workplace simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term "integrated assessment" implies that theoretical and practical components should be assessed together. Whenever possible the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated and, during integrated assessment, the assessor should make use of a range of formative and summative assessment tools and methods. Combinations of practical, applied, foundational and reflexive competencies should be assessed. Assessment should further ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated in an integrated way.

Assessors must assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience as the assessment process is capable of being applied to the Recognition of Prior Learning (RPL), subject to the rules and criteria of the relevant Education and Training Quality Assurance body (ETQA).

INTERNATIONAL COMPARABILITY

When researching this Further Education and Training Certificate: Gaming Supervision, it becomes apparent that it would be virtually impossible to compare this qualification with training in emerging markets. This is mainly due to the fact that gaming establishments are not recognised in all markets and that most training is conducted in-house and the detail thereof is thus not readily available to the general public.

It is however widely recognised that best practice for formally organised gaming in casino environments is in the United States of America (USA). This can be seen in:

• The professional status given to gaming staff.
• The number of casinos.
• The widespread, public marketing of these gaming environments.
• The huge turnover in American casinos.
• The number of US gaming TV shows.
• The tourist population drawn to these destinations.

When comparing this Certificate against training offered in the United States of America, it becomes evident that, at this level, the training offered through this Qualification compares well with training offered in the USA, especially in terms of the supervisorylinter-personal skills included in the Qualification. This can be illustrated by comparing the core competencies of this FETC with the outcomes of the Gaming-Casino Management Program (Code 101097) offered by the Northeast Wisconsin Technical College, namely:

• Communicate effectively in written and verbal forms.
• Value diversity in the workplace.
• Perform mathematical calculations for business applications.
• Apply management processes and techniques to the gaming industry, including: planning, organizing, staffing, budgeting, controlling and evaluation.
• Integrate responsibility, accountability, and authority in human resource issues.
• Analyze current business practiceslissues and their application to gaming industry.
• Demonstrate positive workplace attributes for personal/career success.
• Ensure gaming regulations are adhered to, followed, and reported.
• Apply legal and ethical principles to personal and professional behaviors.

In addition the FET Certificate: Gaming Supervision addresses the competencies identified by the US Occupational Information Network for Gaming Supervisors.

These competencies include:

• Monitor game operations to ensure that house rules are followed, that tribal, state, and federal regulations are adhered to, and that employees provide prompt and courteous service.
• Observe gamblers' behavior for signs of cheating such as marking, switching, or counting cards; notify security staff of suspected cheating.
• Maintain familiarity with the games at a facility, and with strategies and tricks used by cheaters at such games.
• Perform paperwork required for monetary transactions.
• Resolve customer and employee complaints.
• Greet customers and ask about the quality of service they are receiving.
• Establish and maintain banks and table limits for each game.
• Monitor stations and games, and move dealers from game to game to ensure adequate staffing.
• Report customer-related incidents occurring in gaming areas to supervisors.
• Explain and interpret house rules, such as game rules and betting limits, for patrons.

However, as the gaming industry is not restricted to the USA, comparability also included other regions.

In terms of competencies specific to Gaming as part of the Hospitality Industry, this qualification, while taking cognisance of South African realities, shares many of the core competencies found in the New Zealand National Certificate in Hospitality (Level 4), which under the Gaming Strand includes the following competencies:

• Control money and handle cash in a gaming machine environment.
• Demonstrate knowledge of and produce a Weekly Gaming Machine Profit Return.
• Provide gaming machine information to customers.
• Deal with customer disputes in gaming machine areas.
• Demonstrate knowledge of legislation, licence conditions, and taxation related to gaming machines.
• Demonstrate knowledge of and supervise jackpot systems for gaming machines.

In the New Zealand National Certificate in Casino Gaming (Level 4), many core competencies again reflect those developed through the FET Certificate: Gaming Supervision, including:

• Use a casino management system.
• Demonstrate knowledge of legislation that impacts upon the operation of casinos.
• Deal with complaints and irreqularlties in a casino.
• Supervise electronic gaming machines in a casino.
• Ensure gaming machine customer service is monitored and maintained in a casino.
• Ensure security and safety of gaming machines and personnel is maintained in a casino.
• Ensure compliance with the procedures for electronic gaming machines.
• Ensure compliance in financial transactions in a gaming machine area.

However the New Zealand (NZ) gaming qualification places much greater emphasis on ensuring compliance with the rules and procedures of specific games. So much so, that the NZ qualification includes 13 separate standards, each addressing the rules and procedures of a specific game. Within the context of this qualification it was however decided not to follow this example as the emphasis of the Certificate: Gaming Supervision is on the skill of ensuring compliance, rather than the detail of each specific game as per the NZ Qualification.

Conclusion:

Given the above, together with the fact that this qualification has been developed with the assistance of stakeholders who operate at an international level or have ties with international organisations, it can be deduced that the Further Education and Training Certificate: Gaming Supervision compares favourably with international training in terms of core competencies developed. This is borne out by the large proportion of similar or overlapping competencies required in the foreign qualifications comparison, and although this qualification does not cover all the areas which foreign qualifications do, it does include important, relevant and appropriate areas related to the local environment and context.

ARTICULATION OPTIONS
This qualification provides the following articulation opportunities:

Vertical articulation:

• ID 24493: National Certificate: Management, NQF Level 5.

Horizontal articulation:

• ID 57712: Further Education and Training Certificate: Generic Management, NQF Level 4.

MODERATION OPTIONS

• Anyone moderating assessment of a learner against this qualification must be registered as a moderator with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding (MOU) with the relevant ETQA.

• Any institution offering learning that may enable the achievement of this qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has an MOU with the relevant ETQA.

• Assessment, and moderation of assessment, may be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQAs (including professional bodies), and in terms of the moderation guideline detailed immediately below.

• Moderation must include both internal and external moderation of assessments at all exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competencies described both in individual unit standards as well as the integrated competence described in the exit level outcomes of the qualification.

• Anyone wishing to be assessed against this qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has a MOU with the relevant ETQA.   .

CRITERIA FOR THE REG/STRATION OF ASSESSORS
Anyone assessing a learner against this qualification must:

• Be registered as an assessor with the relevant ETQA.
• Be in possession of a relevant qualification at NQF Level 5 or higher.
• Have a minimum of three years practical and relevant occupational experience.

NOTES
N/A

UNIT STANDARDS

	10	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	*246740*	Care for customers	Level 4	3
Core	242816	Conduct a structured meeting	Level 4	5
Core	246758	Demonstrate and apply understanding of the main issues of responsible tourism	Level 4	5
Core	*120344*	Demonstrate knowledge and understanding of relevant current occupational health and safety legislation	Level 4	4
Core	242593	Explain South African money laundering legislation and the implications for accountable institutions in transacting with clients	Level 4	3
Core	246752	Implement measures to prevent defrauding within the casino	Level 4	3
Core	11473	Manaae individual and team pertormance	Level 4	8
Core	242819	Motivate and Build a Team	Level 4	10
Core	246746	Resolve a camino dispute	Level 4	4
Core	120476	Adhere to professional conduct and orcanisational ethics	Level 5	4
Core	246744	Administer disciplinary and grievance policy and procedure	Level 5	8
Core	246766	Monitor and supervise legislative compliance in a casino environment	Level 5	9
Elective	246742	Analyse various reports pertaininc to the garninq floor	Level 4	8
Elective	246750	Control and order stock	Level 4	6
Elective	246741	Implement emeroencv count procedures	Level 4	3
Elective	246754	Initiate, conduct and follow up on surveillance investiaations	Level 4	7
Elective	243950	Maintain a preventative maintenance nronrarnme	Level 4	3
Elective	246753	Maintain productivity within the tables area	Level 4	4

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	246755	Monitor credit and cheque cashing facilities, applications and transactions	Level 4	6
Elective	246763	Perform cashierina administration	Level 4	8
Elective	246743	Process financial transactions in a qarning environment	Level 4	8
Elective	246757	Recoqnise and report staff cheat moves	Level 4	3
Elective	246749	Supervise activities within a surveillance room	Leve/4	12
Elective	246747	Supervise aaming floor activities	Level 4	9
Elective	246745	Supervise table carnes	Level 4	11
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Fundamental	119457	Interoret and use information from texts	Level 3	5
Fundamental	119467	Use language and communication in occupational tearmnq orourarrnes	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamentai	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/slqned texts	Level 4	5
Fundamental	119469	Read/view. analyse and respond to a varietv of texts	Level 4	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 4	4
Fundamental	119471	Use language and communication in occupational /earnina proqrarnrnes	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	119459	Write/present/sian for a wide ranee of contexts	Level 4	5

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Care for customers

SAQA USID	1 UNIT STANDARD TITLE	
246740	ı Care for customers	
ORIGINATOR		**PROVIDER**
8GB Hospitality, Gamino & Leisure		
FIELD		**SUBFIELD**
11 - 5ervices		Hospitality, Tourism, Travel, Gaming and Leisure
ABET BAND	1 *UNIT STANDARD TYPE*	*NQFLEVEL* ı *CREDITS*
Undefined	1 Reaular	Level 4 13

SPECIFIC OUTCOME 1
Identify customer needs and expectations.

SPECIFIC OUTCOME 2
Recognise customer dissatisfaction and take action to resolve the situation.

SPECIFIC OUTCOME 3
Identify and use opportunities to enhance the quality of customer service.

SPECIFIC OUTCOME 4
Communicate with all customers in a friendly and courteous manner.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Implement emergency count procedures

SAQA USID	UNIT STANDARD TITLE		
246741	Implement erneroencv count procedures		
ORIGINATOR		PROVIDER	
SGB Hospitality, Gamino & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	13

SPECIFIC OUTCOME 1
Follow appropriate procedures when implementing emergency count.

SPECIFIC OUTCOME 2
Follow appropriate process when conducting emergency count.

SPECIFIC OUTCOME 3
Accept emergency count into cash desk.

SPECIFIC OUTCOME 4
Develop a plan to avoid emergency count.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Analyse various reports pertaining to the gaming floor

SAQA US ID	⏐ *UNIT STANDARD TITLE*		
246742	⏐ Analvse various reports certainino to the carninc floor		
ORIGINATOR		*PROVIDER*	
SGB Hospitality, Gaming & Leisure			
FIELD		*SUBFIELD*	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	⏐ *UNIT STANDARD TYPE*	*NQF LEVEL*	⏐ *CREDITS*
Undefined	⏐ Reoular	Level 4	18

SPECIFIC OUTCOME 1
Draw and interpret a variety of gaming area reports.

SPECIFIC OUTCOME 2
Explain how specific reports are formulated or constructed.

SPECIFIC OUTCOME 3
Analyse reports.

SPECIFIC OUTCOME 4
Comment on notable conclusions from the analysis.

SPECIFIC OUTCOME 5
Forward recommendations to appropriate personnel.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Process financial transactions in a gaming environment

SAQA US/D	UNIT STANDARD TITLE		
246743	Process financial transactions in a camino environment		
ORIGINATOR		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	18

SPECIFIC OUTCOME 1
Complete financial transactions.

SPECIFIC OUTCOME 2
Explain and apply the reserve bank rules on foreign currency formalities.

SPECIFIC OUTCOME 3
Accept counts for verification.

SPECIFIC OUTCOME 4
Complete relevant paperwork.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Administer disciplinary and grievance policy and procedure

SAQA USID	UNIT STANDARD TITLE		
246744	Administer disciplinary and grievance policy and procedure		
ORIGINATOR		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FJELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQFLEVEL	CREDITS
Undefined	Regular	Level 5	18

SPECIFIC OUTCOME 1
Identify and explain an organisation's policy related to grievance and disciplinary measures.

SPECIFIC OUTCOME 2
Identify and classify an alleged transgression or grievance.

SPECIFIC OUTCOME 3
Institute disciplinary procedure relevant to a non-dismissible offence.

SPECIFIC OUTCOME 4
Institute disciplinary procedure relevant to a dismissible offence.

SPECIFIC OUTCOME 5
Institute a grievance procedure.

SPECIFIC OUTCOME6
Ensure the appropriate procedure is correctly administered.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Supervise table games

SAQA USID	I UNIT STANDARD TITLE		
246745	\ Supervise table carnes		
ORIGINATOR		PROVIDER	
SGB Hospitality, Gamino & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	I UNIT STANDARD TYPE	NQFLEVEL	I CREDITS
Undefined	I Reqular	Level 4	I 11

SPECIFIC OUTCOME 1
Demonstrate an understanding of internal and external legislation impacting on dealing supervision.

SPECIFIC OUTCOME 2
Perform administrative duties pertaining to individual tables.

SPECIFIC OUTCOME 3
Demonstrate table awareness.

SPECIFIC OUTCOME 4
Deal effectively with subordinates.

SPECIFIC OUTCOME 5
Deal effectively with senior staff.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Resolve a gaming dispute

SAQA USID	UNIT STANDARD TITLE		
246746	Resolve a gaming dispute		
ORIGINATOR		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABETBAND	UNIT STANDARD TYPE	NQFLEVEL	CREDITS
Undefined	Regular	Level 4	14

SPECIFIC OUTCOME 1
Identify and explore the parameters and legal implications of a gaming related dispute,

SPECIFIC OUTCOME 2
Liaise with the relevant casino department, section or division,

SPECIFIC OUTCOME 3
Negotiate between parties involved in the gaming dispute,

SPECIFIC OUTCOME 4
Achieve resolution of the gaming dispute,

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Supervise gaming floor activities

SAQA US ID	UNIT STANDARD TITLE		
246747	Suoervise gaminq floor activities		
ORIGINATOR		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	UNIT STANDARD TYPE	NQFLEVEL	CREDITS
Undefined	Regular	Level 4	19

SPECIFIC OUTCOME 1
Ensure compliance with appropriate legislation, regulations, policy and procedure.

SPECIFIC OUTCOME 2
Monitor team members, equipment, clients and events on the gaming floor area.

SPECIFIC OUTCOME 3
Investigate and respond to irregular events and activities.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Supervise activities within a surveillance room

SAQA US ID	UNIT STANDARD TITLE		
246749	Supervise activities within a surveillance room		
ORIGINATOR		**PROVIDER**	
SGB Hospitality, Gamino & Leisure			
FIELD		**SUBFIELD**	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
Undefined	Regular	Level 4	12

SPECIFIC OUTCOME 1
Demonstrate an in depth understanding of internal and external legislation pertaining to surveillance requirements.

SPECIFIC OUTCOME 2
Carry out shift supervisory duties within a surveillance room.

SPECIFIC OUTCOME 3
Investigate irregular activities.

SPECIFIC OUTCOME 4
Adhere to logistical requirements within the surveillance room.

SPECIFIC OUTCOME 5
Compile shift and daily reports.

SPECIFIC OUTCOME 6
Conduct quality control checks.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Control and order stock

SAQA USID	*UNIT STANDARD TITLE*		
246750	Control and order stock		
ORIGINATOR		*PROVIDER*	
SGB Hospitality, Gaming & Leisure			
FIELD		*SUB FIELD*	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
Undefined	Regular	Level 4	16

SPECIFIC OUTCOME 1
Maintain optimum stock range and levels.

SPECIFIC OUTCOME 2
Implement ordering procedures.

SPECIFIC OUTCOME 3
Monitor stock storage and movement.

SPECIFIC OUTCOME 4
Make appropriate use of documentation.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Implement measures to prevent defrauding within the casino

SAQA US ID	UNIT STANDARD TITLE		
246752	Implement measures to prevent defraudina within the casino		
ORIGINATOR		PROVIDER	
SGB Hospitality, Gaming & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABETBAND	UNIT STANDARD TYPE	NQFLEVEL	CREDITS
Undefined	Regular	Level 4	13

SPECIFIC OUTCOME 1
Regulate staff activities in the prevention of fraud.

SPECIFIC OUTCOME 2
Identify syndicate operations.

SPECIFIC OUTCOME 3
Monitor financial transactions.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Maintain productivity within the tables area

SAQA US 10	1 *UNIT STANDARD TITLE*		
246753	1 Maintain productivity within the tables area		
ORIGINATOR		*PROVIDER*	
SGB Hospitality, Gamino & Leisure			
FIELD		*SUBFIELD*	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	1 *UNIT STANDARD TYPE*	*NQF LEVEL*	1 *CREDITS*
Undefined	1 Regular	Level 4	14

SPECIFIC OUTCOME 1
Observe, monitor and intervene when necessary in relation to game control.

SPECIFIC OUTCOME 2
Verify payouts.

SPECIFIC OUTCOME 3
Manage float levels to meet business demands.

SPECIFIC OUTCOME 4
Locate and deal with financial variances.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Initiate, conduct and follow up on surveillance investigations

SAQA USID	ı UNIT STANDARD TITLE		
246754	I Initiate, conduct and follow up on surveillance investigations		
ORIGINATOR		**PROVIDER**	
SGB Hospitality, Gamino & Leisure			
FIELD		**SUBFIELD**	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	ı *UNIT STANDARD TYPE*	*NQF LEVEL*	I *CREDITS*
Undefined	ı Regular	Level 4	17

SPECIFIC OUTCOME 1

Identify risks and contraventions of legislation or regulations within a casino environment.

SPECIFIC OUTCOME 2

Conduct investigations within the casino.

SPECIFIC OUTCOME 3

Report findings on investigations to relevant personnel or department.

SPECIFIC OUTCOME 4

Follow up on all findings pertaining to investigation.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Monitor credit and cheque cashing facilities, applications and transactions

SAQA USID	UNIT STANDARD TITLE		
246755	Monitor credit and cheque cashina facilities, applications and transactions		
ORIGINATOR		*PROVIDER*	
SGB Hospitality, Gaming & Leisure			
FIELD		*SUBFIELD*	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
Undefined	Regular	Level 4	16

SPECIFIC OUTCOME 1
Apply gaming board and in-house regulations maintaining confidentiality.

SPECIFIC OUTCOME 2
Process credit applications.

SPECIFIC OUTCOME 3
Supervise a crediUcheque cashing facility.

SPECIFIC OUTCOME 4
Control customer credit.

SPECIFIC OUTCOME 5
Adhere to proper procedure in monitoring and reporting issues relating to credit applications and transactions.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Recognise and report staff cheat moves

SAQA US ID	UNIT STANDARD TITLE		
246757	Recognise and report staff cheat moves		
ORIGINATOR		*PROVIDER*	
5GB Hospitality, Gaming & Leisure			
FIELD		*SUBFIELD*	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
Undefined	Regular	Level 4	13

SPECIFIC OUTCOME 1

Identify and describe potential areas for individual staff cheating.

SPECIFIC OUTCOME 2

Identify and describe potential areas for staff and customers to cheat as a team.

SPECIFIC OUTCOME 3

Describe ways of combating cheat moves.

SPECIFIC OUTCOME 4

Follow appropriate procedures when dealing with and reporting cheat moves.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Demonstrate and apply understanding of the main issues of responsible tourism

SAQA USID	UNIT STANDARD TITLE		
246758	Demonstrate and apply understanding of the main issues of responsible tourism		
ORIGINATOR		PROVIDER	
SGB Hospitality, Gamino & Leisure			
FIELD		SUBFIELD	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABETBAND	UNIT STANDARD TYPE	NQFLEVEL	CREDITS
Undefined	Reoular	Level 4	15

SPECIFIC OUTCOME 1
Understand and apply social and cultural guidelines in the context of responsible tourism.

SPECIFIC OUTCOME 2
Understand and apply economic guidelines in the context of responsible tourism.

SPECIFIC OUTCOME 3
Understand and apply environmental guidelines in the context of responsible tourism

SPECIFIC OUTCOME 4
Assist in the promotion of positive attitudes toward responsible tourism.

SPECIFIC OUTCOME 5
Identify and apply the business motives for promoting responsible tourism.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Perform cashiering administration

SAQA USID	UNIT STANDARD TITLE		
246763	Perform cashiering administration		
ORIGINATOR		*PROVIDER*	
SGB Hospitality, Gamino & Leisure			
FIELD		*SUBFIELD*	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
Undefined	Regular	Level 4	18

SPECIFIC OUTCOME 1

State Gaming Board Requirements pertaining to cashiering administration.

SPECIFIC OUTCOME 2

Perform cashiering administration.

SPECIFIC OUTCOME 3

Maintain accuracy and efficiency when cashiering.

SPECIFIC OUTCOME 4

Demonstrate efficiency in appropriate manual and computer systems.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Monitor and supervise legislative compliance in a ***casino environment***

SAQA USID	ǀ *UNIT STANDARD TITLE*		
246766	ǀ Monitor and supervise legislative compliance in a casino environment		
ORIGINATOR		*PROVIDER*	
SGB Hospitality, Gaming & Leisure			
FIELD		*SUBFIELD*	
11 - Services		Hospitality, Tourism, Travel, Gaming and Leisure	
ABET BAND	1 *UNIT STANDARD TYPE*	*NQF LEVEL*	1 *CREDITS*
Undefined	1 Regular	Level 5	19

SPECIFIC OUTCOME 1
Outline the general obligations imposed on the organisation by conditions of licensing.

SPECIFIC OUTCOME 2
Analyse, interpret and apply specific gaming legislation.

SPECIFIC OUTCOME 3
Apply organisational policy for exclusion.

SPECIFIC OUTCOME 4
Identify, interpret and apply legislation relating to fraudulent acts.

SPECIFIC OUTCOME 5
Describe the principles of corporate governance and its implication to the gaming industry.

SPECIFIC OUTCOME 6
Monitor and manage compliance in a gaming environment.