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| **Class 4 Gambling Harm Lvl 3** | | **Minimise harm to clients in hospitality establishments that provide Class 4 Gambling** |
| **Kaupae |** Level | | 3 | | |
| **Whiwhinga |** Credit | | 5 | | |
| **Whāinga |** Purpose | | To provide the hospitality sector in Aotearoa New Zealand with staff trained to recognise the signs of potential problem gambling, and to minimise or prevent harm through responsible and appropriate action. | | |
| **Whakaakoranga me mātua oti |**  Pre-requisites | | Not applicable | | |
| **Te ara ako |** Learning Pathway | | This skill standard can be used in programmes leading to *Hospitality Microcredential of some description* | | |

**Hua o te ako me Paearu aromatawai |** Learning outcomes and assessment guidance

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| **Kaupapa |** Principle | |
| The principles of manaakitanga, whanaungatanga and kotahitanga must support all learning in this skill standard. Manaakitanga, whanaungatanga and kotahitanga are under the rangatiratanga of mana whenua.  The following learning outcomes are established within the kaupapa of seeking clarification and learning - actively receiving and responding to instruction. | |
| **Hua o te ako |** Learning outcomes You will be able to: | **Paearu aromatawai |** Assessment guidance You will meet these conditions for the performance of your assessment tasks: |
| 1. recognise potential harms of Class 4 Gambling | Evidence is required of negative impact on wellbeing, for example:   * emotional or psychological distress * spiritual harm * financial harm * reduced performance at work or education * impact on whānau * gambling related offending   You will be able to describe a minimum of four of these harms in relation to how and why Class 4 gambling is particularly addictive in terms of human psychology. |
| 1. describe indicators of risk and risky behaviour associated with Class 4 Gambling | Signs of risk you will be able to recognise are:   * spending longer than 60 minutes in a single session gambling on Electronic Gaming Machines (EGMs or ‘pokies’) * gambling on continuous activities (such as pokies or casino table games where winnings can be immediately invested in further gambling) * gambling weekly or more often * experiencing five or more levels of deprivation, e.g., employment, crime, income, housing, health, education, access. * having severe or high levels of psychological distress * having higher rates of tobacco, alcohol, and substance (drug) use.   You will describe a minimum of five of these behaviours or signs of likelihood of gambling addiction and why they indicate risk in relation to class 4 gaming. |
| 1. carry out the responsibilities of staff of a hospitality organisation with Class 4 Gambling | You will be able to do the following and explain the reasons for each action:   * getting to know your customers who gamble * being observant during sweeps of the gambling area * recording signs in your workplace’s logbook or incident register * sharing concerns with fellow staff * considering the number of withdrawals customers are making and limiting the number of transactions per customer. |
| 1. apply strategies to assist people experiencing gambling harm in a Class 4 Gambling venue | You will be able to carry out interventions in accordance with legislation and current industry practice. Qualities of the intervention include:   * minimising harm * being discreet * being kind * offering support. |
| 1. explain types of exclusion from the gaming area of a Class 4 Gambling venue | You will be able to define and explain:   * self-exclusion * venue-initiated exclusion. |
| **Whakatauira |** Example activities | |
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**Pārongo aromatawai |** Assessment information

*Assessment specifications*

To complete this standard, you must be an employee or work in team leader or supervisory role in a hospitality business providing Class 4 Gaming -- any activity that involves the use of a gaming machine outside a casino.

Regulations relevant to this skills standard includes Gambling (Harm Prevention and Minimisation) Regulations 2004.

It is not always appropriate or possible to demonstrate the knowledge and skills for gambling harm prevention in actual situations. Therefore, realistic scenario enactments or discussion of scenarios may be used for assessment.

**Ngā momo whiwhinga |** Grades available Achieved.

**Ihirangi waitohu |** Indicative content

You will learn about: Potential harms that may result from excessive use of gaming machines by individuals, including:

* social impacts on them, whānau, and hapori
* economic impacts on them, whānau, and hapori
* health impacts on them, whānau, and hapori.

You will be able to identify behaviours in individuals that indicate that they are at risk of gambling harm by their use of gaming machines.

You will Learn about the obligations and responsibilities of people working in the hospitality industry where there is Class 4 Gambling to minimise and prevent harm to customers.

You will learn about suitable and appropriate ways for you to help minimise harm from problem gambling when you see it.

**Rauemi |** Resources

Legislation relevant to this skill standard includes but is not limited to: Gambling Act 2003, Health and Safety at Work Act 2015, Food Act 2014, New Zealand. Ministry of Health. (2022)*.*

*Other resources*

Te Tari Taiwhenua Department of Internal Affairs [*Gambling Harm Prevention and Minimisation Guidelines*](https://www.dia.govt.nz/diawebsite.nsf/wpg_URL/Services-Casino-and-Non-Casino-Gaming-Gambling-Harm-Prevention-and-Minimisation-Guidelines)

Any instructions, policies or standards whether written or unwritten that are standard and applied in the workplace.

**Pārongo Whakaū Kounga |** Quality assurance information

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| **Ngā rōpū whakatau-paerewa |**  Standard Setting Body | Ringa Hora Services Workforce Development Council |
| **Whakaritenga Rārangi Paetae Aromatawai |** DASS classification | Service Sector > Hospitality > Hospitality -- Gambling |
| **Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te**  **Whakaōritenga |** CMR | 0112  This CMR can be accessed at: <https://www.nzqa.govt.nz/nqfdocs/maps/pdf/0112.pdf> |

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| **Hātepe |** Process | **Putanga |** Version | **Rā whakaputa |**  Review Date | **Rā whakamutunga mō te aromatawai |** Last date for assessment |
| **Rēhitatanga |**  Registration | 1 | dd mm yyyy | dd mm yyyy |
| **Rā arotake |** Planned review date | dd mm yyyy | | |

Please contact Ringa Hora Services WDC at [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this skill standard.