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| **Class 4 Gambling Harm Lvl 4** | | **Monitor and maintain customer safety hospitality establishments that provide Class 4 Gambling** |
| **Kaupae |** Level | | 4 | | |
| **Whiwhinga |** Credit | | 5 | | |
| **Whāinga |** Purpose | | To provide the hospitality sector in Aotearoa New Zealand with staff trained to monitor staff recognition of the signs of potential problem gambling, and maintain minimisation and prevention of harm through responsible and appropriate action. To train staff working in supervisory roles in the hospitality sector to support other staff to recognise signs of gambling harm and apply strategies to prevent and reduce gambling harm | | |
| **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 with the Kaupapa of performing, receiving feedback and incrementally improving performance. | |
| **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. monitor potential harms and maintain staff awareness of risk and risky behaviour in a Class 4 Gambling venue | Recognise and respond to situations of gambling harm either directly or through supporting staff to do this:   * emotional or psychological distress * spiritual harm * financial harm * reduced performance at work or education * relationship disruption, conflict or breakdown * gambling related offending   You will be able to support staff to be aware of harms in Class 4 Gambling.  Signs of risk you will maintain staff awareness of 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 5 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 be observed monitoring staff and ensuring they maintain awareness of a minimum of five of these behaviours or signs of likelihood of gambling addiction in Class 4 gaming. |
| 1. monitor and maintain staff application of responsibilities in a Class 4 gambling venue | Ensure staff are competent in application of responsibilities in relation to gambling harm in a Class 4 gambling venue.  You will be able to monitor and support staff as they apply the following actions and you will ensure staff competence:   * 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.   You will be able to assist staff in carrying out interventions in accordance with legislation and current industry practice. Qualities of the intervention include:   * minimising harm * being discreet * being kind * offering support. |
| 1. monitor and maintain the use of exclusions for a Class 4 Gambling venue | Exclusions include:   * self-exclusion * venue-initiated exclusion. |
| 1. ensure appropriate records are made and maintained in a Class 4 gambling venue | You will be able to monitor and check the keeping of records of excluded persons under exclusion orders. |
| **Whakatauira |** Example activities | |
| [This content is to be developed.] | |

**Pārongo aromatawai |** Assessment information

*Assessment specifications*

To complete this standard, you must be an employee or intending to work 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: Methods of minimising and alleviating potential harms that may result from excessive use of gaming machines by individuals, including:

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

You will also learn about the signs in individuals that they are at experiencing gambling harm

You will learn about the obligations and responsibilities of people in a supervisory role working in the hospitality industry where there is Class 4 Gambling to minimise and prevent harm to patrons.

You will learn about advising staff on suitable and appropriate ways for you to help with 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.

*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.