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City & Guilds

501/0897/9 Level 2 NVQ Diploma in Gambling Operations

OVERVIEW

- What does this qualification cover?

This qualification covers all the skills and underpinning knowledge that you would need in order to work proficiently within the gaming industry.

Achieving this qualification will provide you with the skills to enter employment within the gaming sector, whether in the Casino, Bingo, Betting or Gaming Machine area.

You must complete all required mandatory units, which can be found within our handbook, link below, and the relevant optional units for each of the pathways, identified above, to complete the qualification, example topics are identified below.

<http://www.cityandguilds.com/qualifications-and-apprenticeships/travel-tourism-and-aviation/gambling/5874-gambling-operations#tab=documents>

- IT communication fundamentals
- Recognise and deal with customer queries, requests and problems
- Support the protection of children and vulnerable people from gambling related harm
- Give customers a positive impression of yourself and your organisation
- Settle bets
- Facilitate play of gaming machines
- Monitor security in a licensed gambling venue
- Control, process and account for betting transactions
- Collect and record gaming machine takings
- Reconcile gaming machine takings and recorded information
- Provide change for customers in a licensed gambling venue
- Receive and set up gaming machines
- Install and set up gaming machines
- Facilitate the operation of the game within a casino environment
- Work effectively in a licensed gambling venue
- Work with others to improve customer service



This is a Framework qualification.

- Who could take this qualification?

This qualification is stand alone and not part of any current apprenticeship, so is available for those who wish to work within the gaming industry. The qualification has four pathways: Casino, Gaming Machine, Bingo and Betting.

The qualification is available to be delivered within an FE setting to allow students over the age of 18 to gain the skills and knowledge they would need to enter into employment within the gaming industry.

- What could this qualification lead to?

Outcomes for learners are very good and they are likely to secure full time employment within one of the area's they have studied in.

Students achieving this qualification are qualified to gain employment as a:

- Trainee croupier
- Gaming machine attendant

The learner would progress into employment in roles as identified as above.

Alternatively, learners might wish to continue on to further learning, but this would be in an area outside of this industry or into more generic supervisory qualifications.

- Who supports this qualification?

Trade Association

- National Casino Forum

Employers

- Grosvenor Casinos
- Aspers Casinos
- Crown Leisure Arcades
- Rainbow Casino

Further Education Colleges;

- Blackpool and the Fylde College
- Greenwich Community College
- North Warwickshire & Hinckley College