

10th March 2015

Re: Gambling Operations Diploma Level 2 City and Guilds registered, 501/0897/9. Level 2 NVQ Diploma in Gambling Operations (QCF)

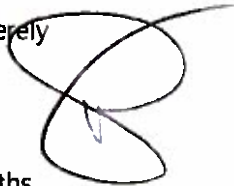
To whom it may concern,

I am writing to confirm that through using the national gaming academy we have had approximately 20 staff trained to our expectations, ready to be taken on in the role of Trainee Croupier. The training they receive, gives them a grounding in the areas of Customer Service, Security, H&S, Social responsibility and the technical skills to deal American Roulette, Blackjack and Poker. These are vital to become successful in the casino industry as they allow the individual to become familiar with the type of work and as a result progress far quicker. Having the ability to select candidates in this manner has brought down the recruitment costs normally involved and resulted in lower turnover as individuals have already got an understanding of the work prior to starting.

The programme assists our business needs as it promotes opportunities within the Casino Industry, therefore attracting applicants normally difficult to find. Ensuring that staff have undergone this training gives them the benefit not only the opportunity to gain a recognised qualification but to continue their learning to develop further.

We consent to our name and logo being publicly available on the City & Guilds website.

Yours sincerely



Allan Griffiths
General Manager