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| Curriculum Document | | | | |  | | |
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| 143101-000-00-01 | Higher Occupational Certificate: Branch Specialist | | | |
| Development Quality Partner | Name | E-mail | | Phone | | | Logo |
| CATHSSETA | Dimpho.phungawo@cathsseta.gov.za | | 011 217 0600 | | | CATHSSETA | |

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QDF Signature Date

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DQP Representative Signature Date

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| Learner QDF Signature |  | Date |

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[1.1 Purpose of the Knowledge Module 11](#_Toc113431526)

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[2. 143101-000-00-01-KM-02 Management and Leadership, NQF level 5, Cr3 16](#_Toc113431530)

[2.1 Purpose of the Knowledge Module 16](#_Toc113431531)

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[3. 143101-000-00-01-KM-03 Basic Accounting and Financial Management, NQF Level 5, Credits 3 20](#_Toc113431535)

[3.1 Purpose of the Knowledge Module 20](#_Toc113431536)

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[3.3 Provider Accreditation Requirements for the Knowledge Module 21](#_Toc113431538)

[3.4 Exemptions 21](#_Toc113431539)

[4. 143101-000-00-01-KM-04, Statutory implications for Betting Management, NQF level 5, Cr2 22](#_Toc113431540)

[4.1 Purpose of the Knowledge Modules 22](#_Toc113431541)

[4.2 Guidelines for Topics 22](#_Toc113431542)

[4.3 Provider Accreditation Requirements for the Knowledge Module 26](#_Toc113431543)

[4.4 Exemptions 26](#_Toc113431544)

[5. 143101-000-00-01-KM-05, Principles of managing a branch, NQF Level 5, Cr10 27](#_Toc113431545)

[5.1 Purpose of the Knowledge Module 27](#_Toc113431546)

[5.2 Guidelines for Topics 27](#_Toc113431547)

[5.3 Provider Accreditation Requirements for the Knowledge Module 32](#_Toc113431548)

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[List of Practical Skill Module Specifications 33](#_Toc113431551)

[1. 143101-000-00-01-PM-01: Manage Strategic Implementation in a betting environment, NQF Level 5, Credit 5 34](#_Toc113431552)

[1.1 Purpose of the Practical Skill Modules 34](#_Toc113431553)

[1.2 Guidelines for Practical Skill 34](#_Toc113431554)

[1.3 Provider Accreditation Requirements for the Module 36](#_Toc113431555)

[1.4 Exemptions 37](#_Toc113431556)

[2. 143101-000-00-01-PM-02: Manage Staff, NQF Level 5, Credit 4 38](#_Toc113431557)

[2.1 Purpose of the Practical Skill Modules 38](#_Toc113431558)

[2.1 Guidelines for Practical Skill 38](#_Toc113431559)

[2.3 Provider Accreditation Requirements for the Module 41](#_Toc113431560)

[2.4 Exemptions 42](#_Toc113431561)

[3. 143101-000-00-01-PM-03: Monitor and manage operations in branch NQF Level 5 Credit 14 43](#_Toc113431562)

[3.1 Purpose of the Practical Skill Modules 43](#_Toc113431563)

[3.2 Guidelines for Practical Skill 43](#_Toc113431564)

[3.3 Provider Accreditation Requirements for the Module 49](#_Toc113431565)

[3.4 Exemptions 49](#_Toc113431566)

[6. 143101-000-00-01-PM-06: Manage Compliance in a betting environment, NQF Level 5, Credit 5 50](#_Toc113431567)

[6.1 Purpose of the Practical Skill Modules 50](#_Toc113431568)

[6.2 Guidelines for Practical Skill 50](#_Toc113431569)

[6.3 Provider Accreditation Requirements for the Module 52](#_Toc113431570)

[6.4 Exemptions 53](#_Toc113431571)

[7. 143102-000-00-00- PM07: Manage Reports on Revenue NQF Level 5 Credit 4 54](#_Toc113431572)

[7.1 Purpose of the Practical Skill Modules 54](#_Toc113431573)

[7.2 Guidelines for Practical Skill 54](#_Toc113431574)

[7.3 Provider Accreditation Requirements for the Module 55](#_Toc113431575)

[7.4 Exemptions 56](#_Toc113431576)

[8. 143101-000-00-01-PM-08: Monitor and Manage Customer Service in Betting environment, NQF 5 Credit 5 57](#_Toc113431577)

[8.1 Purpose of the Practical Skill Modules 57](#_Toc113431578)

[8.2 Guidelines for Practical Skill 57](#_Toc113431579)

[8.3 Provider Accreditation Requirements for the Module 61](#_Toc113431580)

[8.4 Exemptions 61](#_Toc113431581)

[9. 143102-000-00-00-PM09 Monitor and Manage Marketing Events in a betting environment, NQF Level 5 Credit 5 62](#_Toc113431582)

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[1. 143101-000-00-01-WM-01, Process and procedure to manage strategic implementation in a betting environment, NQF Level 5, Credits 5 67](#_Toc113431589)

[1.1 Purpose of the Work Experience Module 67](#_Toc113431590)

[1.2 Guidelines for Work Experiences 67](#_Toc113431591)

[1.3 Contextualized Workplace Knowledge 69](#_Toc113431592)

[1.4 Criteria for Workplace Approval 69](#_Toc113431593)

[1.5 Assignments to be Assessed Externally 70](#_Toc113431594)

[2. 143101-000-00-01-WM-03, Process and procedure to manage staff, NQF Level 5, Credits 4 71](#_Toc113431595)

[2.1 Purpose of the Work Experience Modules 71](#_Toc113431596)

[2.2 Guidelines for Work Experience 71](#_Toc113431597)

[2.3 Contextualised Workplace Knowledge 74](#_Toc113431598)

[2.4 Criteria for Workplace Approval 74](#_Toc113431599)

[2.5 Assignments to be Assessed Externally 74](#_Toc113431600)

[3. 143101-000-00-01-WM-03, Process and procedure to monitor and manage operations in a Branch, NQF Level 5, Credits 14 75](#_Toc113431601)

[3.1 Purpose of the Work Experience Modules 75](#_Toc113431602)

[3.2 Guidelines for Work Experience 75](#_Toc113431603)

[3.3 Contextualised Workplace Knowledge 80](#_Toc113431604)

[3.4 Criteria for Workplace Approval 80](#_Toc113431605)

[3.5 Assignments to be Assessed Externally 80](#_Toc113431606)

[6. 143101-000-00-01-WM-06, Process and procedure to manage compliance in a betting environment, NQF Level 5, Credits 5 81](#_Toc113431607)

[6.1 Purpose of the Work Experience Module s 81](#_Toc113431608)

[6.2 Guidelines for Work Experience 81](#_Toc113431609)

[6.3 Contextualized Workplace Knowledge 83](#_Toc113431610)

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[7.4 Criteria for Workplace Approval 86](#_Toc113431616)

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[6. 143101-000-00-01-WM-08, Processes and procedures to monitor and manage customer service in a betting environment, NQF Level 5, Credits 5 88](#_Toc113431618)

[8.1 Purpose of the Work Experience Modules 88](#_Toc113431619)

[8.2 Guidelines for Work Experience 88](#_Toc113431620)

[8.3 Contextualised Workplace Knowledge 92](#_Toc113431621)

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[7. 143101-000-00-01-WM-09, Process and procedure to monitor and manage marketing events in a betting environment, NQF Level 5 Credit 4 93](#_Toc113431624)

[9.1 Purpose of the Work Experience Modules 93](#_Toc113431625)

[9.2 Guidelines for Work Experience 93](#_Toc113431626)

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# SECTION 1: CURRICULUM SUMMARY

# Occupational Information

### Associated Occupation

143101-000-00-01-Higher Occupational Certificate Branch Specialist

# Occupation or Specialization Addressed by this Curriculum

None

### 1.3 Alternative Titles used by Industry

None

# Curriculum Information

### 2.1 Part Qualification 1: Curriculum Structure

This qualification is made up of the following compulsory Knowledge, Practical Skill and Work Experience Modules:

**Knowledge Modules:**

* 143101-000-00-00-KM-01, Organisational, Management Concepts and Applications, NQF Level 5, Cr3
* 143101-000-00-00-KM-02, Management and Leadership, NQF level 5, Cr3
* 143101-000-00-00-KM-03, Basic Accounting and Financial Management, NQF level 5, Cr3
* 143101-000-00-00-KM-04, Statutory implications for Betting Management, NQF level 5, Cr2
* 143101-000-00-00-KM-05, Principles of managing a branch, NQF level 5, Cr10

**Total number of credits for Knowledge Modules: 21**

**Practical Skill Modules:**

* 143101-000-00-00-PM-01,Manage Strategic Implementation in a betting environment, NQF Level 5, Credits 5
* 143101-000-00-00-PM-02,Manage staff, NQF Level 5, Credits 4
* 143101-000-00-00-PM-03,Monitor and manage operations in branch, NQF Level 5, Credits 14
* 143101-000-00-00-PM-06,Manage compliance in a betting environment, NQF Level 5, Credits 5
* 143101-000-00-00-PM-07, Manage Reports on Revenue, NQF Level 5, Credits 4
* 143101-000-00-00-PM-08,Monitor and Manage Customer Service in a Betting environment, NQF Level 5, Credits 5
* 143101-000-00-00-PM-09, Monitor and Manage Marketing Events in a Betting Environment, NQF Level 5, Credits 5

**Total number of credits for Practical Skill Modules: 42**

**Work Experience Modules:**

* 143101-000-00-00-WM-01, Process and procedure to manage strategic Implementation in a betting environment, NQF Level 5, Credits 5
* 143101-000-00-00-WM-02, Process and procedure to manage staff, NQF Level 5, Credits 4
* 143101-000-00-00-WM-03, Process and procedure to monitor and manage operations in a branch, NQF Level 5, Credits 14
* 143101-000-00-00-WM-06, Process and procedure to manage compliance in a betting environment, NQF Level 5, Credits 5
* 143101-000-00-00-WM-07, Process and procedure on revenue, NQF Level 5, Credits 4
* 143101-000-00-00-WM-08, Process and procedure to monitor and manage Customer service in a Betting environment, NQF Level 5, Credits 5
* 143101-000-00-00-WM-09, Process and procedure to monitor and manage marketing events in a betting environment, NQF Level 5 Credit 5

**Total number of credits for Work Experience Modules: 42**

### 2.2 Entry Requirements

NQF level 4

### 2.3. Assessment Quality Partner Information

Name of body: CATHSSETA

Address of body: 270 George Rd, Noordwyk, Midrand, 1687

Contact person name: Dimpho Phungawo

Contact person work telephone number: [011 217 0600](https://www.google.com/search?gs_ssp=eJzj4tVP1zc0TDItrEgzzqgwYLRSMagwNDGyTDUzsDBIMUtONTO1MqhITTY1STQ1SEk1SjU3MjJN8-JMTizJKC5OLUkEAEVQEsE&q=cathsseta&rlz=1C1CHFX_enZA835ZA835&oq=CATHSSETA&aqs=chrome.2.69i57j35i39j46i39i175i199j0i512l4j69i65.8789j0j7&sourceid=chrome&ie=UTF-8)

# SECTION 2: OCCUPATIONAL PROFILE

## 1. Occupational Purpose

Organises and controls licenced betting process and procedures for on-line, branch and Limited pay-out (LPM) machine operations.

## 2. Occupational Tasks

* Manage Betting Operations (NQF L5)
* Manage compliance to Statutory and Gaming regulations (NQF L5)
* Manage reports on Revenue (NQF L5)
* Manage Customer Relations (NQF Level 5­)

## 3. Occupational Task Details

### 

## 3.1. Manage Betting Operations (NQF Level 5)

Unique Product or Service:

Manage betting operations ensuring smooth running of the betting shop and online business.

Occupational Responsibilities:

* Manage Strategic Implementation in a betting environment
* Manage staff
* Monitor and manage Operations in a Branch

Occupational Contexts:

* Process and procedure to manage strategic Implementation in a betting environment
* Process and procedure to manage staff
* Process and procedure to monitor and manage operations in a branch

## 3.2. Manage compliance to statutory and gaming regulations **(NQF L5)**

Unique Product or Service:

Legally compliant business

Occupational Responsibilities:

* Manage compliance in a betting environment

Occupational Contexts:

* Process and procedure to manage compliance in a betting environment

## 3.3. Manage and Monitor Reports on Revenue (Level 5)

Unique Product or Service:

Compliance with the companies on act on reporting on revenue in a Betting Environment

Occupational Responsibilities:

* Manage Reports on Revenue

Occupational Contexts:

Process and procedure to manage reports on revenue

## 3.4­­­­­­­­­­­­­­­­­­­­­­­­­­­ Manage Customer Relations (NQF Level 5­)

Unique Product or Service:

Customer relations management in a betting environment

Occupational Responsibilities:

* Monitor and Manage Customer service in a Betting environment
* Monitor and Manage Marketing Events in a Betting Environment

Occupational Contexts: Workplace

* Processes and procedures of monitoring and managing customer service delivery in a betting environment

# SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

# SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

# List of Knowledge Modules for which Specifications are included

* 143101-000-00-00-KM-01, Organisational, Management Concepts and Applications, NQF Level 5, Cr3
* 143101-000-00-00-KM-02, Management and Leadership, NQF level 5, Cr3
* 143101-000-00-00-KM-03, Basic Accounting and Financial Management, NQF level 5, Cr3
* 143101-000-00-00-KM-04, Statutory implications for Betting Management, NQF level 5, Cr2
* 143101-000-00-00-KM-05, Principles of managing a branch, NQF level 5, Cr10

# 143101-000-00-00-KM-01, Organizational, Management Concepts and Applications, NQF level 5, Cr3

## 1.1 Purpose of the Knowledge Module

The main focus of the learning in this knowledge module is to build an understanding of the organisation, management concepts and application. The knowledge acquired will enable the learner to demonstrate an understanding of product knowledge, business ethics, customer management, organisational communication, information technology and basic emotional intelligence (EQ/EI).

*The learning contact time, which is the time that reflects the required duration of enrolment for this module, is at least 3,75 days.*

The learning will enable learners to demonstrating an understanding of:

* + - KM01-KT01 Concepts and principles of business ethics in a professional environment (10%)
    - KM01-KT02 Customer Management (25%)
    - KM01-KT03 Organisational Communication (20%)
    - KM01-KT04 Information technology and communication (20%)
    - KM01-KT05 Basic emotional intelligence (25%)

## 1.2 Guidelines for Topics

**1.2.1. KM-01-KT01: Concepts and principles of business ethics in a professional environment (10%)**

***Topic elements to be covered include:***

* KT0101 Concepts and definitions of business ethics and the importance in the Betting environment
* KT0102 Organisational and Professional Code of conduct
* KT0103 Gifts and bribes
* KT0104 Declarations
* KT0105 Business moral and social responsibilities
* KT0106 The law and ethics
* KT0107 The importance of confidentiality of business and personal information

***Internal Assessment Criteria and Weight***

* IAC0101 Explain the concepts and definitions of business ethics and the importance in the gambling environment
* IAC0102 Identify the Organisational and Professional Code of conduct and explain how it applies in your role
* IAC0103 Discuss ethical conduct in relation to disclosures/ declarations of gifts and bribes
* IAC0104 Explain the use and application of a code of conduct to the normal operations of the corporate or business
* IAC0105 Explain business moral and social responsibility
* IAC0106 Explain the link between ethics and gambling board regulations

***(Weight 10%)***

**1.2.2. KM-01-KT02: Customer management (25%)**

***Topic elements to be covered include:***

* KT0201 Concepts and definition
* KT0202 Principles of customer management
* KT0203 Business strategy to increase customer data base
* KT0204 Customer profiling
* KT0205 Basic sales and marketing relationship
* KT0206 Technique for building and maintaining customers
* KT0207 Customer management health and wellbeing and responsible gambling
* KT0208 Impact of underage gamblers

***Internal Assessment Criteria and Weight***

* IAC0201 List concepts and definition of Customer management
* IAC0202 Discuss customer profiling in terms of different customer expectations and organisational management thereof
* IAC0203 Discuss critical elements of customer business strategy
* IAC0204 Explain the link between basic sales and the impact from marketing
* IAC0205 Describe the technique for building and maintaining customer relations
* IAC0206 List the signs of a problem gambler
* IAC0207 Explain the policy and procedures for managing problem gamblers
* IAC0208 Identify the rules for underage gamblers and explain the impact on the organisation

***(Weight 25%)***

**KM-01-KT0****3: Organisational Communication (20%)**

***Topic elements to be covered include:***

* KT0301 Formal and informal communication.
* KT0302 Directional communication.
* KT0303 Internal and external communication.
* KT0304 Oral and written communication.
* KT0305 Social media influence and brand reputation
* KT0306 The importance of communication networks in a betting environment.

***Internal Assessment Criteria and Weight***

* IAC0301 Provide communication processes within your organisation
* IAC0302 Explain the difference between informal and formal communication and when you must move from informal to formal
* IAC0303 Explain the types of communication and the direction within the organisation
* IAC0304 Explain what internal and external communication is required within the role of manager
* IAC0305 Explain the standards for oral and written communication.
* IAC0306 Discuss the do and don’ts of social media in a professional environment
* IAC0307 Identify the networks required and explain the importance of a network of relationships in the workplace

***(Weight 20%)***

**1.2.4 KM-01-KT04: Information technology and communication (25%)**

***Topic elements to be covered include:***

* KT0401 Computer knowledge and company systems (tote, fixed odds etc) of the organisation
* KT0402 Impact of betting on on-line platforms
* KT0403 Intranet and internet (on-line) file technology (cloud technology)
* KT0404 Workplace and social media
* KT0405 Dos and don’ts of information technology

***Internal Assessment Criteria and Weight***

* IAC0401 Explain the possible areas to trouble shoot with the different betting technology devices
* IAC0402 Discuss implications of virtual communication to business functioning
* IAC0403 Discuss the do and don’ts of social media in professional environment
* IAC0404 Explain the different betting platforms available for customers

***(Weight 25%)***

**1.2.6 KM-01-KT05: Basic Emotional Intelligence (EQ) (10%)**

* KT0501 Concepts and definitions of EQ and link to leadership
* KT0502 Role of EQ in communication
* KT0503 Importance of Self-awareness
* KT0504 Importance of Interpersonal skill
* KT0505 Importance of Self-management for growth
* KT0506 Empathy and relationships with others in the role of manager
* KT0507 Importance, resilience, and motivation in a betting environment
* KT0508 EQ in an organisation and impact on company culture
* KT0509 Using EQ in teamwork, communication with customers and managing conflict
* KT0510 Using EQ to manage time and stress levels in a management role

***Internal Assessment Criteria and Weight***

* IAC0501 Discuss the concepts emotional intelligence, explain the implications for

interpersonal skills within a business environment and the impact on leadership

* IAC0502 Explain the impact of EQ communication in dispute handling in a betting

environment

* IAC0503 Explain the importance of self-awareness, interpersonal skills, self-management for growth
* IAC0504 Explain the role of empathy and the impact of relationships in the role a manager
* IAC0505 Explain the importance of resilience and motivation in a betting environment
* IAC0506 Explain how EQ is displayed in an organisation and the impact on company culture
* IAC0507 Explain how to use EQ in teamwork, communication with customers and managing conflict
* IAC0508 Explain how to use EQ to manage time and stress levels in a management role

***(Weight 10%)***

### 1.3 Provider Programme Accreditation Criteria

***Physical Requirements:***

* Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
* Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
* All learning materials, workbooks, assessment guides to cover the related topics
* Record keeping systems to capture learner data and issue a statement of results

***Human Resource Requirements:***

* Facilitator (Lecturer) should have an NQF Level 6 qualification or proven experience of at least 5 years related to the qualification
* Facilitator/learner ratio 1: maximum 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 1.4 Exemptions

None

# 143101-000-00-01-KM-02 Management and Leadership, NQF level 5, Cr3

## 2.1 Purpose of the Knowledge Module

The main focus of the learning in this knowledge module is to build an understanding of management and leadership. The knowledge acquired will enable the learner to demonstrate an understanding of strategic management functions, management theories and approaches, principle of coaching and mentoring, basic project management and fundamentals of teams and teamwork.

The learning contact time, which is the time that reflects the required duration of enrolment for this module, is at least 3,75 days.

,

The learning will enable learners to demonstrate an understanding of:

* KM-02-KT01: Strategic management functions (20%)
* KM-02-KT02: Management approaches (15%)
* KM-02-KT03: Principle of coaching, mentoring and performance management (25%)
* KM-02-KT04: Basic project management (25%)
* KM-02-KT05: Teamwork and networking (15%)

### 2.2 Guidelines for Topics

**2.2.1 KM-02-KT01: Strategic Management Functions (20%)**

***Topic elements to be covered include:***

* KT0101 Role of organisational objectives and impact on the department deliverables
* KT0102 Aligning resources to drive strategic objectives
* KT0103 Source and develop staff to drive strategy
* KT0104 Report on achievement of strategic goals
* KT0105 Implement the strategic plan given into the team performance objectives

***Internal Assessment Criteria and Weight***

* IAC0101 Explain the role of organisation objectives and impact on the department deliverables
* IAC0102 Explain how to align resources to drive strategic objectives
* IAC0103 Explain how to source and develop staff to drive strategy
* IAC0104 Explain how to report on achievement of strategic goals
* IAC0105 Explain how to implement the strategic plan given into the team performance objectives

***(Weight 20%)***

**2.2.2 KM-02-KT02: Management Approaches (15%)**

***Topic elements to be covered include:***

* KT0201 Management and leadership
* KT0202 The 5 management theories (Human relations theory, Systems Management theory, Contingency Management theory, Theory X and Y and Drotters leadership pipeline).
* KT0203 Delegation process
* KT0204 Participate and conduct meetings

***Internal Assessment Criteria and Weight***

* IAC0201 Discuss the difference and impact of the management styles verses leadership styles
* IAC0202 Identify and discuss the 4 management theories and how they can be applied in your job role
* IAC0203 Explain importance of delegation, how to delegate and follow up on tasks allocated
* IAC0204 Explain how to set up a meeting, conduct and participate in meetings

***(Weight 15%)***

**2.2.3 KM-02-KT03: Principle of coaching, mentoring and performance management (25%)**

***Topic elements to be covered include:***

* KT0301 Concepts and definition
* KT0302 Leadership and coaching (situational leadership), mentorship
* KT0303 Building and managing personal performance
* KT0304 Performance assessment and feedback
* KT0305 Delegation in working environment
* KT0306 Setting performance objectives

***Internal Assessment Criteria and Weight***

* IAC0301 Discuss the concepts of leadership, coaching and mentorship
* IAC0302 Discuss how individual performance planning is derived and managed
* IAC0303 Discuss management of personal performance within an organisation
* IAC0304 Discuss delegation within organisation
* IAC0305 Explain the company performance management system and discuss how performance objectives contribute to strategy
* IAC0306 Explain the components of Specific, Measurable, Achievable, Realistic, and Timely (SMART) objectives and the impact if the objectives are not SMART

***(Weight 25%)***

**2.2.4 KM-02-KT04: Basic project management (25%)**

***Topic elements to be covered include:***

* KT0401 Concepts and definitions
* KT0402 Basic Project planning
* KT0403 Assignment of roles to team members
* KT0404 Project implementation
* KT0405 Methods to monitor project management
* KT0406 Process to close out and review project implementation

***Internal Assessment Criteria and Weight***

* IAC0401 Explain different concepts used in project management
* IAC0402 Discuss project structure and role assignment
* IAC0403 Discuss critical elements of a project
* IAC0404 Read the components of a Work breakdown structure and explain how they will be used in a project
* IAC0405 Read the components of a project plan (for example Gantt Charts) and explain how they will be used in a project
* IAC0406 Explain how to close out and review project implementation

***(Weight 25%)***

**2.2.5 KM-02-KT05: Teamwork and networking (15%)**

***Topic elements to be covered include:***

* KT0501 Types of work teams (virtual and a traditional team)
* KT0502 Develop and building team effectiveness (cooperation, trust, and cohesiveness)
* KT0503 Types of networks of customers and third parties required to manage a branch

***Internal Assessment Criteria and Weight***

* IAC0501 Explain the different types of teams and identify the types of teams in their organisation
* IAC0502 Explain the benefits of teamwork and describe the components of an effective team
* IAC0503 Explain the dynamics of a team to work in a betting environment
* IAC0504 Identify the different personality types within a team and how they contribute to team dynamics
* IAC0505 Explain how to develop team dynamics
* IAC0506 Identify the network required and the roles of the individuals within the network

***(Weight 15%)***

### 2.3 Provider Programme Accreditation Criteria

***Physical Requirements:***

* Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
* Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
* All learning materials, workbooks, assessment guides to cover the related topics
* Record keeping systems to capture learner data and issue a statement of results

***Human Resource Requirements:***

* Facilitator (Lecturer) should have an NQF Level 6 qualification or proven experience of at least 5 years related to the qualification
* Facilitator/learner ratio 1: maximum 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 2.4 Exemptions

* None

# 3. 143101-000-00-01-KM-03 Basic Accounting and Financial Management, NQF Level 5, Credits 3

## 3.1 Purpose of the Knowledge Module

The main focus of the learning in this knowledge module is to build an understanding basic accounting and financial management. The knowledge acquired will enable the learner to demonstrate an understanding of introduction to budget management, interpreting financial statements, basic financial record keeping.

The learning contact time, which is the time that reflects the required duration of enrolment for this module, is at 3,75 days.

The learning will enable learners to demonstrate an understanding of:

* KM-03-KT01 Introduction to budget management (60%)
* KM-03-KT02 Interpreting financial statements (40%)

## 3.2 Guidelines for Topics

**3.2.1 KM-03-KT01: Introduction to budget management (60%)**

***Topic elements to be covered include:***

* KT0101 Budget concepts
* KT0102 Elements of a Budget
* KT0103 Types of budgets
* KT0104 Budget interpretation
* KT0105 Budget management
* KT0106 Different accounting lines for department
* KT0107 Identify the causes of variances in the budget and reporting of variance
* KT0108 Action and report

***Internal Assessment Criteria and Weight***

* IAC0101 Explain different concepts and terms used in budgeting
* IAC0102 Discuss budget interpretation and the importance of identifying variances
* IAC0103 Explain the process of reporting on a budget and the monthly budget review
* IAC0104 List the accounting lines for the department’s budget
* IAC0105 Explain the possible causes and reason for variances in the budget
* IAC0106 Explain what action is required, who the variance should be reported to and the consequences of the variance

***(Weight* (60*%)***

**3.2.2 KM-03-KT02: Interpreting financial statements (40%)**

***Topic elements to be covered include:***

* KT0201 Basic financial terms
* KT0202 Basic Financial Statement

***Internal Assessment Criteria and Weight***

* IAC0201 Explain the financial terms used in the department’s monthly statements
* IAC0202 Identify and explain the monthly financial statement structure
* IAC0203 Explain the month end reports and the year-to-date comparisons

***(Weight* (40%)**

## 

## 3.3 Provider Accreditation Requirements for the Knowledge Module

***Physical Requirements:***

* Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
* Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
* All learning materials, workbooks, assessment guides to cover the related topics
* Record keeping systems to capture learner data and issue a statement of results

***Human Resource Requirements:***

* Facilitator (Lecturer) should have an NQF Level 6 qualification or proven experience of at least 5 years related to the qualification
* Facilitator/learner ratio 1: maximum 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 3.4 Exemptions

None

## 143101-000-00-01-KM-04, Statutory implications for Betting Management, NQF level 5, Cr2

### 4.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of statuary implications for betting management. The knowledge acquired will enable the learner to demonstrate an understanding of relevant legislation, theories and principles of Occupational, health safety and environment (OHS&E), Financial Intelligence Centre Act **(**FICA), gambling legislation and Protection of Personal Information Act (POPIA) as well as safety and security measures and compliance requirements.

The learning contact time, which is the time that reflects the required duration of enrolment for this module, is at 2,5 days.

The learning will enable learners to demonstrate an understanding of:

* KM04-KT01 Theories and principles of relevant labour legislation (20%)
* KM04-KT02 Theories and principles of OHS&E (10%)
* KM04-KT03 Theories and principles of Financial Intelligence Centre Act **(**FICA)

(10%)

* KM04-KT04 Theories and principles of Gaming Legislation (20%)
* KM04-KT05 Theories and principles of Protection of Personal Information Act (POPIA) (10%)
* KM04-KT06 Betting safety and security measures (10%)
* KM04-KT07 Compliance requirements report on problem areas (risk reporting) (20%)

### 

### 4.2 Guidelines for Topics

4.2.1. KM-04-KT01: Theories and principles of relevant labour legislation (20%)

Topic elements to be covered include:

* KT0101 Understanding all the different legislation applicable to the betting industry
* KT0102 The importance of maintaining the awareness of the latest legislation
* KT0103 Understanding the link to the Standard Operation Procedures (SOP’s) to legislation
* KT0104 Consequences of non-compliance

Internal Assessment Criteria and Weight

* IAC0101 Identify the various legislation
* IAC0102 Identify and explain the process to create and maintain awareness of the latest legislation
* IAC0103 Discuss and explain the SOPs in relation to the legislation
* IAC0104 Explain the consequences of non-compliance and the impact on business and individuals gambling licence

(Weight 20%)

4.2.2. KM-04-KT02: Theories and principles of OHS&E (10%)

Topic elements to be covered include:

* KT0201 Elements of the specific Regulations applicable to health and safety
* KT0202 Aspects of the Occupational Health and Safety Act (OHS) applicable to the betting environment
* KT0203 Hazard identification and risk assessment principles in the environment
* KT0204 Identify theories and principles of OHS&E

Internal Assessment Criteria and Weight

* IAC0201 Identify and explain the health and safety regulations required in a betting environment
* IAC0202 Explain the aspects of the Occupational Health and Safety Act applicable to the betting environment
* IAC0203 Describe hazard identification and risk assessment principles in the environment
* IAC0204 Explain the importance of maintaining risk awareness

(Weight 10%)

4.2.3. KM-04-KT03: Theories and principles FICA (10%)

* KT0301 Elements of the specific Regulations applicable FICA
* KT0302 Aspects of the FICA Act applicable to betting environment
* KT0303 Identify the risk factors of FICA on the betting industry
* KT0304 Identify theories and principles of FICA
* KT0305 FICA risk management forms

Internal Assessment Criteria and Weight

* IAC0301 Identify and explain the FICA principals
* IAC0302 Explain the aspects of FICA applicable to the betting environment
* IAC0303 Identify the policies and procedures driving FICA in the organisations
* IAC0304 Explain the risk management forms for FICA and where they should be submitted

(Weight 10%)

4.2.5. KM-04-KT04: **Theories and principles Gaming Legislation** (**20**%)

* KT0401 Elements of the specific National and Provincial Gaming Board Regulations applicable to the Betting environment
* KT0402 Elements of the specific Regulations applicable Gambling licencing for the organisation and the individual
* KT0403 Identify the risk factors of Gambling legislation on the betting industry
* KT0404 Impact of the gambling legislation on managing a betting outlet.
* KT0405 Gambling board audits and reports

Internal Assessment Criteria and Weight

* IAC0401 Identify and explain the Gambling legislation regulations applicable to betting environment
* IAC0402 Explain the difference between organisation and individual gambling licence and the renewal period
* IAC0403 Identify and explain the policies and procedures driving Gambling legislation in the organisations
* IAC0404 Explain the gambling board audit process and how to action the report

(Weight 20%)

4.2.6. KM-04-KT05: **Theories and principles POPIA (10%)**

* KT0501 Identify theories and principles of Protection of Personal Information Act (POPIA)
* KT0502 Elements of the POPIA regulations applicable to gaming
* KT0503 Identify the risk factors of POPIA on the gaming industry
* KT0504 Reporting requirements to Gaming Board
* KT0505 Consequence of non-compliance

**Internal Assessment Criteria and Weight**

* IAC0501 Identify and explain the POPIA principals
* IAC0502 Explain the aspects of POPIA applicable to the gaming environment
* IAC0503 Identify the policies and procedures driving POPIA in the organisations
* IAC0504 Explain factors that create non-compliance with POPIA
* IAC0505 Explain the consequence of non-compliance and the procedure to report
* IAC0506 Identify the impact of POPIA on managing customer data

(Weight 10%)

4.2.6. KM-04-KT06: **Betting safety and security measures** **(10%)**

Topic elements to be covered include:

* KT0601 Security systems and maintenance of safety measures
* KT0602 Departmental risk assessment procedure
* KT0603 Risk awareness of the team and ongoing education
* KT0604 Safety and security procedures
* KT0605 Evacuation procedures for staff and customers
* KT0606 Emergency close procedures

Internal Assessment Criteria and Weight

* IAC0601 Explain the security systems and maintenance of safety measures
* IAC0602 Explain the risk assessment procedures for the department
* IAC0603 Explain how team commitment to risk awareness is maintained through ongoing education
* IAC0604 Identify the safety and security procedures in your department required of management
* IAC0605 Explain the role of managers during evacuation procedures for customer and staff.
* IAC0606 Explain the role of managers in different emergency close procedures and when they may occur

(Weight 10%)

4.2.7. KM-04-KT07: **Compliance requirements report on problem areas (risk reporting)** **(20%)**

Topic elements to be covered include:

* KT0701 Gambling Board self-banning reports
* KT0702 Self exclusion process procedure
* KT0703 Implementing gambling audit reports
* KT0704 Supplying the regional manage with compliance reports
* KT0705 Reports on underage gambling
* KT0706 Levels of problem gambling and management techniques

Internal Assessment Criteria and Weight

* IAC0701 Explain how gaming board self-banning orders are implemented.
* IAC0702 Explain how a customer completes the self-exclusion process and how it is reported to the Gaming board
* IAC0703 Explain how frequently the gaming board conducts audits and how the information is shared with the company
* IAC0704 Explain the various compliance management reports
* IAC0705 Explain the requirements for reporting on underage gambling
* IAC0706 Explain the different levels of problem gambling and the methods to manage the relationship with the customer

(Weight 20 %)

### 4.3 Provider Accreditation Requirements for the Knowledge Module

***Physical Requirements:***

* Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
* Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
* All learning materials, workbooks, assessment guides to cover the related topics
* Record keeping systems to capture learner data and issue a statement of results

***Human Resource Requirements:***

* Facilitator (Lecturer) should have an NQF Level 6 qualification or proven experience of at least 5 years related to the qualification
* Facilitator/learner ratio 1: maximum 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 4.4 Exemptions

None

## 143101-000-00-01-KM-05, Principles of managing a branch, NQF Level 5, Cr10

## Purpose of the Knowledge Module

The main focus of the learning in this knowledge module is to build an understanding of the principles of managing a branch. The knowledge acquired will enable the learner to demonstrate an understanding of product knowledge, basic financial record keeping, daily pre-opening procedure of opening of a branch, monitoring of the operations productivity, manage the betting information, daily closing procedure, daily allocation of resources, monitor cash management, and monitor general housekeeping and maintenance

*The learning contact time, which is the time that reflects the required duration of enrolment for this module, is at least 12,5 days.*

The learning will enable learners to demonstrate an understanding of:

* KM-05-KT01: Product knowledge (10%)
* KM-05-KT02: Basic financial record keeping (30%)
* KM-05-KT03: Daily pre-opening procedure of opening of a branch (10%)
* KM-05-KT04:Monitoring of the operations productivity (20%)
* KM-05-KT05: Manage the betting information for branch (10%)
* KM-05-KT06: Daily closing procedure of a branch (5%)
* KM-05-KT07: Daily allocation of resources (5%)
* KM-05-KT08: Monitor cash management (5%)
* KM-05-KT09: Monitor general housekeeping and maintenance (5%)

## 5.2 Guidelines for Topics

**5.2.1 KM-05-KT01: Product knowledge** **(10%)**

* KT0101 Product knowledge of all sports
* KT0102 Product knowledge of lottery betting (lucky numbers)
* KT0103 Product knowledge of horseracing
* KT0104 Product knowledge of Betting trends
* KT0105 Product knowledge of live dealer and random number generated games
* KT0106 Introduction to gaming statistics and probabilities
* KT0107 Pricing a market and odds compilation
* KT0108 Virtual and e-sports

***Internal Assessment Criteria and Weight***

* IAC0101 Explain and describe product knowledge of all bet types
* IAC0102 Explain and describe the different calculations and costings of different bet types
* IAC0103 Identity and explain the latest betting trends
* IAC0104 Explain the different rules on bet types

***(Weight 10%)***

**5.2.2 KM-05-KT02: Basic financial record keeping (30%)**

***Topic elements to be covered include:***

* KT0201 Inventory control change to reconciliation of payments, payment methods etc
* KT0202 Bank reconciliations
* KT0203 Tracking revenue and reporting discrepancies
* KT0204 Track man hours and report for salaries
* KT0205 Cash control and daily balancing

***Internal Assessment Criteria and Weight***

* IAC0201 Discuss procedures for inventory control
* IAC0202 Explain the procedures for bank reconciliation procedures
* IAC0203 Explain the procedures for Tracking revenue and reporting discrepancies
* IAC0204 Explain the procedures for Track man hours and report for salaries
* IAC0205 Explain the procedures for Cash control and daily balancing

***(Weight 30%)***

**5.2.3 KM-05-KT03: Daily pre-opening procedure of opening of a branch** **(5%)**

***Topic elements to be covered include:***

* KT0301 Business operating hours
* KT0302 Pre-opening key control requirements
* KT0303 Cash float review
* KT0304 Stock levels of stationery and betting information
* KT0305 Reviewing daily targets
* KT0306 Staff attendance and re-allocating of resources
* KT0307 Review events for the day
* KT0308 Preparation for staff briefings
* KT0309 Security checks
* KT0310 Check on legislative requirements

***Internal Assessment Criteria and Weight***

* IAC0301 Explain the process and procedures for business operating hours
* IAC0302 Explain the process and procedures for pre-opening key control requirements
* IAC0303 Explain the process and procedures for cash float review
* IAC0304 Explain the process and procedures for stock levels of stationery and

betting information

* IAC0305 Explain the process and procedures for reviewing daily targets
* IAC0306 Explain the process and procedures for staff attendance and re-allocating

of resources

* IAC03107 Explain the process and procedures for review events for the day
* IAC0308 Explain the process and procedures for preparation for staff briefings
* IAC0309 Explain the process and procedures for safety and security

**(Weight 5%)**

**5.2.4 KM-05-KT04: Monitoring of the operations productivity (20%)**

***Topic elements to be covered include:***

* KT0401 Review and report on revenue according to company procedure
* KT0402 Monitor the quality of interaction of staff with customers
* KT0403 Monitor transactions/bets per staff member for accuracy and speed
* KT0404 Monitor the cash float levels for top-ups and removing excess

***Internal Assessment Criteria and Weight***

* IAC0401 Explain the review and report on revenue according to company procedure
* IAC0402 Explain how to monitor the quality of interaction of staff with customers
* IAC0403 Explain how to monitor transactions/bets per staff member for accuracy

and speed

* IAC0404 Explain the procedure for monitoring the cash float levels for top-ups and

removing excess

***(Weight 20%)***

**5.2.5 KM-05-KT05: Manage the betting information for a branch** **(10%)**

***Topic elements to be covered include***

* KT0501 Ensure wagering systems have the necessary life cycle of events loaded

from suppliers or via manual capture

* KT0502 Ensure betting information is printed and available for customers.
* KT0503 Manage events and betting information availability.
* KT0504 Manage the full spectrum of products

***Internal Assessment Criteria and Weight***

* IAC0501 Explain the process and procedures in evaluating the system having the necessary information for trading purposes.
* IAC0502 Explain the process and procedure for checking that the customer information is printed and available
* IAC0503 Check the betting information for accuracy and availability to customers.
* IAC0504 Check the full spectrum of products

***(Weight 10%)***

**5.2.6 KM-05-KT06: Daily closing procedure** **(5%)**

***Topic elements to be covered include:***

* KT0601 Business operating hours
* KT0602 Closing key control requirements
* KT0603 Cash float reconciliation
* KT0604 Staff attendance and re-allocating for the next day
* KT0605 Procedure for making the cash safe
* KT0606 Procedure for lock-up and alarm activation at the branch/outlet

***Internal Assessment Criteria and Weight***

* IAC0601 Explain the process and procedures for business operating hours
* IAC0602 Explain the process and procedures for closing key control requirements
* IAC0603 Explain the process and procedures for cash float reconciliation
* IAC0604 Explain the process for staff attendance and re-allocating for the next day
* IAC0605 Explain the process and procedure for making the cash safe
* IAC0606 Explain the process and procedure for lock-up and alarm activation at the

branch/outlet

**(Weight 5%)**

**5.2.7 KM-05-KT07: Daily allocation of resources (5%)**

***Topic elements to be covered include:***

* KT0701 Allocation of staff to different services offered in the branch
* KT0702 Allocation of stationery
* KT0703 Allocation of the actual float to staff member

***Internal Assessment Criteria and Weight***

* IAC0701 Explain the process for allocation of staff
* IAC0702 Explain the process for allocation of stationery
* IAC0703 Explain the procedure for allocation of float

***(Weight 5%)***

**5.2.8 KM-05-KT08: Monitor cash management** **(5%)**

***Topic elements to be covered include:***

* KT0801 Monitor the float levels in the safe
* KT0802 Identify banking opportunities
* KT0803 Procedure for dealing with fraudulent bank notes
* KT0804 Organise cash collections

***Internal Assessment Criteria and Weight***

* IAC0801 Explain the process of monitoring the float levels in the safe
* IAC0802 Explain when banking needs to take place
* IAC0803 Explain the procedure for dealing with fraudulent bank notes
* IAC0804 Explain the procedure for organise cash collections

***(Weight 5%)***

**5.2.9 KM-05-KT09: Monitor general housekeeping and maintenance (5%)**

***Topic elements to be covered include***

* KT0901 Ensure legal notices for rules and betting limits are displayed.
* KT0902 Ensure responsible gambling information is available to customers
* KT0903 Ensure banning order information is up to date for staff management to

enforce exclusions.

* KT0904 Ensure overall cleanliness of the retail outlet including the rest rooms.
* KT0905 Monitor and manage maintenance requirements in outlet

***Internal Assessment Criteria and Weight***

* IAC0901 Explain the processes and procedures to ensure legal notices for rules

and betting limits are displayed.

* IAC0902 Explain the processes and procedures to ensure responsible gambling

information is available to customers

* IAC0903 Explain the processes and procedures ensure banning order information

is up to date for staff to enforce exclusions.

* IAC0904 Explain the processes and procedures ensure overall cleanliness of the

retail outlet including the rest rooms Monitor and manage maintenance

requirements in outlet

***(Weight 5 %)***

### 5.3 Provider Accreditation Requirements for the Knowledge Module

***Physical Requirements:***

* Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
* Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
* All learning materials, workbooks, assessment guides to cover the related topics
* Record keeping systems to capture learner data and issue a statement of results

***Human Resource Requirements:***

* Facilitator (Lecturer) should have an NQF Level 6 qualification or proven experience of at least 5 years related to the qualification
* Facilitator/learner ratio 1: maximum 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 5.4 Exemptions

None

# SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

# List of Practical Skill Module Specifications

* 143101-000-00-01-PM-01,Manage Strategic Implementation in a betting environment, NQF Level 5, Credits 5
* 143101-000-00-01-PM-02,Manage staff, NQF Level 5, Credits 4
* 143101-000-00-01-PM-03,Monitor and manage operations in Branch, NQF Level 5, Credits 14
* 143101-000-00-01-PM-06,Manage compliance in a betting environment, NQF Level 5, Credits 5
* 143101-000-00-01-PM-07,Manage Reports on Revenue, NQF Level 5, Credits 4
* 143101-000-00-01-PM-08,Monitor and Manage Customer Service in a Betting environment, NQF Level 5, Credits 5
* ·143101-000-00-01-PM-09, Monitor and Manage Marketing Events in a Betting Environment, NQF Level 5, Credits 5

# 143101-000-00-01-PM-01: Manage Strategic Implementation in a betting environment, NQF Level 5, Credit 5

### 1.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to manage strategic implementation in a betting environment within a simulated or working environment. Learners will also be practising skills related in identifying strategic goals and action plans to implement strategic goals in a betting environment, implementing action plans to implement strategic goals, rereview progress to strategic goals an area for remedial action and report on strategic progress.

The learning contact time, which is the time that reflects the required duration of enrolment for this module, is at least 6,25 days.

The learner will be required to:

* PM-01-PS01 Identify strategic goals and action plans to implement strategic goals in betting environment (20%)
* PM-01-PS02 Implement action plans to implement strategic goals in betting environment (40%)
* PM-01-PS03 Review progress to strategic goals an area for remedial action (30%)
* PM-01-PS04 Report on strategic progress (10%)

### 1.2 Guidelines for Practical Skill

**1.2.1 PM-01-PS01**: **Identify strategic goals and action plans to implement strategic goals in betting environment** **(20%)**

**Scope of Practical Skill**

Given a case study, company goals and objectives, action plan the learner must be able to:

* PA0101 Examine company strategic goals and identify goals for implementation
* PA0102 Draw up operational objectives to meet the strategic goals
* PA0103 Draw up an action plan to implement operational objectives

**Applied Knowledge**

* AK0101 Conducting environmental scan
* AK0102 Conducting a SWOT analysis
* AK103 SMART objectives
* AK104 Types of grand strategies such as product development, market penetration
* AK105 Levels of strategy, corporate, business unit and departmental implementation
* AK106 Gaming board licence requirements
* AK107 Decision making tools

**Internal Assessment Criteria**

* IAC0101 Company strategic goals are identified and implemented
* IAC0102 Operational objectives are identified and aligned to strategic goals
* IAC0103 An action plan is drafted, and operational plans are implemented

**(Weight 20%)**

**1.2.2 PM-01-PS02:** **Implement action plans to implement strategic goals in betting environment (40%)**

**Scope of Practical Skill**

Given a case study, work breakdown structure, gnat charts, action plan. learner must be able to:

* PA0201 Draw up a work break down structure and a Gantt Chart for the action plan to implement the operational goal
* PA0202 Identify key stake holders to help drive the action plan
* PA0203 Draw up monitoring and feedback process for action plan

**Applied Knowledge**

* AK0201 Project management process and principles
* AK0202 Company historic strategic implementation.
* AK0203 Change management process
* AK0204 Decision making techniques

**Internal Assessment Criteria**

* IAC0201 A work breakdown structure and Gantt Chart is drafted, and an action plan is implemented to meet operational goals
* IAC0202 Key stakeholders are identified to assist with the action plan
* IAC0203 Monitoring and feedback plan is drawn up to assist the action plan

**(Weight 40%)**

**1.2.3 PM-01-PS03:** **Review progress to strategic goals and areas for remedial action (30%)**

**Scope of Practical Skill**

Given a case study, remedial action plan, Gannt chart, work break down structure templates, the learner must be able to:

* PA0301 Examine project progress and draw up remedial action if required
* PA0302 Compile a report to report on project progress
* PA0303 Demonstrate updating the Gannt chart and reviewing the Work Breakdown Structure to update changes to project implementation

**Applied Knowledge**

* AK0301 Corporate strategic goals
* AK0302 Project evaluation methods
* AK0303 Change management process
* AK0304 Reviewing decision making methods

**Internal Assessment Criteria**

* IAC0301 A remedial action drafted, project progress is reviewed and redial action plan implemented if required
* IAC0302 A report is compiled on project progress
* IAC0303 Updating the Gannt and review the work breakdown structure following the SOP

**(Weight 30%)**

**1.2.4 PM-01-PS04:** **Report on strategic progress (10%)**

**Scope of Practical Skill**

Given a case study, project start and end date, strategic goals and reports the learner must be able to:

* PA0401 Examine project end date and report on completion
* PA0402 Draw up project close out report for key stakeholders
* PA0403 Review impact of operational objectives towards strategic goals provide conclusions and recommendations.

**Applied Knowledge**

* AK0401 Project close out report

**Internal Assessment Criteria**

* IAC0401 Report on project end date and report on completion is as per SOP
* IAC0402 Compile report for stakeholders
* IAC0403 Review impact of operational objectives towards strategic goals provide conclusions and recommendations.as per strategic goals

**(Weight 10%)**

### 1.3 Provider Accreditation Requirements for the Module

***Physical Requirements:***

* Contact learning: standard facilities for classroom training including desks, white boards, projectors, ventilation, lamination.
* Online: Online capabilities including computer, virtual software, access to network and
* Learning Material aligned to the curriculum.

***Human Resource Requirements:***

* Facilitator with minimum relevant NQF Level 6 qualification or 5 years proven industry experience.
* Facilitator/learner ratio 1 to 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 1.4 Exemptions

* None

# 143101-000-00-01-PM-02: Manage Staff, NQF Level 5, Credit 4

### 2.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to manage staff within a simulated or working environment. Learners will also be practising skills related to tracking and managing staff, establish performance objectives to drive strategic and operational requirements, review performance objectives and manage disciplinary/grievance procedures.

The learning contact time, which is the time that reflects the required duration of enrolment for this module, is at least 3,75 days

The learner will be required to:

* PM-02-PS01 Track and manage staff work rosters, attendance, leave and sick requirements (40%)
* PM-02-PS02 Establish performance objectives to drive strategic and operational requirements (20%)
* PM-02-PS03 Review performance objectives and achievement of strategic and operational requirements (20%)
* PM-02-PS04 Manage disciplinary/grievance processes and procedures where required (20%)

### Guidelines for Practical Skill

**2.2.1 PM-02-PS01: Track and manage staff work rosters, attendance, leave and sick requirements (40%)**

Given a case study, staff rosters, attendance registers, leave rosters, and headcounts the learner must be able to:

* PA0101 Allocate staff to roster monthly
* PA0102 Allocate leave and training requirements to roster
* PA0103 Track attendance and compile required reports for payroll
* PA0104 Track all types of leave (i.e. sick, compassionate, maternity) and compile report for HR requirements
* PA0105 Identify short fall in headcount requirements and submit a budget motivation to increase/decrease headcount required

**Applied Knowledge**

* AK0101 Company policy and procedure for staff time and attendance
* AK0102 Company leave policy and procedure
* AK0103 Company head count requirements

**Internal Assessment Criteria**

* IAC0101 Staff are assigned to a monthly roster as per SOP
* IAC0102 Staff leave allocation and training is allocated as per the monthly roster
* IAC0103 Staff attendance is recorded and submitted to payroll as per the SOP
* IAC0104 All types of leave (i.e. sick, compassionate, maternity) are tracked and recorded in an HR re5ort
* IAC0105 A budget and motivation report is submitted indicting an increase/decrease in headcount

***(Weight 40 %)***

**2.2.2 PM-02-PS02: Establish performance objectives to drive strategic and operational requirements (20%)**

***Scope of Practical Skill***

Given the assignment, case studies, templates, standard company procedures the learner must be able to:

* PA0201 Examine the job description against the strategic goals for the department
* PA0202 Identify performance objectives to drive the strategic goals and maintain operational requirements
* PA0203 Discuss and agree performance objectives with team member, identify evidence to be used to measure achievement of objectives

**Applied Knowledge**

* AK0201 SMART performance objectives
* AK0202 Company SOP requirements per job
* AK0203 Company job description format
* AK0204 Department strategic objectives

**Internal Assessment Criteria**

* IAC0201 Job descriptions are compared to the strategic goals per department
* IAC0202 Performance objectives are identified and designed to maintain operational requirements
* IAC0203 Conduct performance meeting to discuss and agree performance objectives with team member and evidence used to measure achievement.

***(Weight 20 %)***

**2.2.3 PM-02-PS03:** **Review performance objectives and achievement of strategic and operational requirements** **(20%)**

***Scope of Practical Skill***

Given a case study, minutes of meetings, performance reviews, performance ratings development plans the learner must be able to:

* PA0301 Organise performance review meeting, prepare team member to review performance
* PA0302 Conduct meeting to discuss performance and review evidence collated against objectives set
* PA0303 Discuss and agree achievement and performance rating
* PA0304 Review and agree on development needs, set up development plans
* PA0305 Discuss and agree on next performance objectives
* PA0306 Identify and conduct on job training required

**Applied Knowledge**

* AK0301 Company performance review policy and procedures
* AK0302 Company performance review system
* AK0303 Department strategic objectives

**Internal Assessment Criteria**

* IAC0301 Demonstrate reviewing evidence against performance objectives discussing and agreeing on results based on evidence provided
* IAC0302 Demonstrate agreeing on performance rating, identifying development needs and setting up development plans
* IAC0303 Provide evidence of reviewed new objectives and next review date
* IAC0304 Prepare and conduct on job training review performance against training objective

***(Weight 20 %)***

**2.2.4 PM-02-PS04: Manage disciplinary/grievance processes and procedures where required (20%)**

***Scope of Practical Skill***

Given a case study, code of conduct, grievance procedures, charge sheet, the learner must be able to:

* PA0401 Identify organisation policy and procedure for disciplinary and grievance procedures
* PA0402 Describe what must be disciplined and the possible charge
* PA0403 Describe the difference between formal and informal discipline.
* PA0404 Demonstrate steps to investigate conduct, draw conclusions based on investigation
* PA0405 Draw up charge and invite to disciplinary hearing
* PA0406 Present findings at disciplinary hearing
* PA0407 List possible outcomes of disciplinary
* PA0408 List the reasons for an appeal and why an outcome may be changed as a result of an appeal
* PA0409 List the reasons for a grievance to be laid
* PA0410 List the steps to laying a grievance
* PA0411 List the possible outcome of a grievance procedure

**Applied Knowledge**

* AK0401 Company disciplinary policy and procedures
* AK0402 Company grievance policy and procedures
* AK0403 Company policies and procedures for incapacity
* AK0404 LRA requirements

**Internal Assessment Criteria**

* IAC0401 Using the case study and a role play conduct and chair the disciplinaries when required according to the disciplinary codes
* IAC0402 Using the case study and a role play investigate and charge an individual for a disciplinary according to the disciplinary code of conduct
* IAC0403 Using the case study and a role play manage a grievance procedure according to the disciplinary code of conduct
* IAC0404 Using the case study and a role play participate in recruiting and selecting staff following company procedures
* IAC0405 Using the case study and a role play Investigate and conduct an incapacity hearing/meeting according to the disciplinary code of conduct

***(Weight 20 %)***

### 2.3 Provider Accreditation Requirements for the Module

***Physical Requirements:***

* Contact learning: standard facilities for classroom training including desks, white boards, projectors, ventilation, lamination.
* Online: Online capabilities including computer, virtual software, access to network and
* Learning Material aligned to the curriculum.

***Human Resource Requirements:***

* Facilitator with minimum relevant NQF Level 6 qualification or 5 years proven industry experience.
* Facilitator/learner ratio 1 to 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 2.4 Exemptions

* None

# 143101-000-00-01-PM-03: **Monitor and manage operations in branch** NQF Level 5 Credit 14

## 3.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to monitor and manage operations in branch within a simulated or working environment. The learners will be practicing skills related to managing operations, cash handing of a branch, manage safety and security, opening and closing of a branch, daily betting activities, monitor compliance of gaming board reports and communicate all sports, racing and lotto events to team.

The learning contact time, which is the time that reflects the required duration of enrolment for this module, is at least 17,5 days

The learner will be required to:

* + PM-03-PS01 Monitor and manage operations in branch (10%)
  + PM-03-PS02 Manage cash handling of a branch (10%)
  + PM-03-PS03 Manage safety and security at a branch (10%)
  + PM-03-PS04 Manage process and procedures to open and close a branch (10%)
  + PM-03-PS05 Manage daily betting activities (15%)
  + PM-03-PS06 Monitor compliance and follow up on Gaming Board Reports (10%)
  + PM-03-PS07 Manage daily housekeeping and cleanliness of branch (10%)
  + PM-03-PS08 Manage and communicate all sports, racing and lotto events to team (20%)
  + PM-03-PS09 Collate, and complete daily and weekly reports required (5%)

## 3.2 Guidelines for Practical Skill

**3.2.1 PM-03-PS01:** Monitor and manage operations in branch **(10%)**

Given a case study, budgets, daily sales, cancelled slips, sales figures, revenue targets and weekly targets the learner must be able to:

* PA0101 Implement and review budget
* PA0102 Track and store cancelled slips
* PA0103 Track daily sales
* PA0104 Complete daily balance
* PA0105 Monitor weekly revenue targets
* PA0106 Monitor expenditure against budget

***Applied Knowledge***

* AK0101 Company weekly and daily revenue requirements
* AK0102 Location of revenue reports on system

***Internal Assessment Criteria***

* IAC0101 Using simulated data a budget is planned and reviewed
* IAC0102 Using simulated data slips are tracked and cancelled slips stored
* IAC0103 Using simulated data daily sales are tracked
* IAC0104 using simulated data weekly revenue targets are reviewed

***(Weight 10 %)***

**3.2.2 PM-03-PS02:** **Manage cash handling of a branch (10%)**

**Scope of Practical Skill**

Given the case study, operating procedures, pay-outs, customer accounts, float, and shift balance of floats, the learner must be able to:

* PA0201 Cash security and operating procedures
* PA0202 Monitoring daily expenses and petty cash requirements
* PA0203 Managing pay-outs or winnings
* PA0204 Maintaining customer accounts
* PA0205 Manage daily issuing of the float and float levels
* PA0206 Coordinate the collection of cash and drop off when required.
* PA0207 Complete spot checks and end of shift balance of floats.
* PA0208 Set time lock on safe

**Applied Knowledge**

* AK0201 Company policy and procedures for cash handling
* AK0202 Optimum balance requirements for day-to-day operations
* AK0203 Procedures for preparing and processing cash collection
* AK0204 Procedure for managing client credit limits.
* AK0205 Rules and regulations of FICA

**Internal Assessment Criteria**

* IAC0201 Cash securing requirements and operating procedures for securing cash are according to SOP
* IAC0202 Analysis of daily expenses and petty cash requirements are according to SOP
* IAC0203 Completing pay-outs are in accordance with company procedure.
* IAC0204 Using simulated data, customer accounts and withdrawal or payment is conducted as per company procedures
* IAC0205 Daily issue of the float and management of float levels are according to SOP
* IAC0206 Compile a FICA report on a non-compliant transaction

***(Weight 10 %)***

**3.2.3 PM-03-PS03** **Manage safety and security at a branch (10%)**

***Scope of Practical Skill***

Given the simulated data, a case study, policies and procedures, access control, verification of personnel, key control registers and shift change over procedures the learner must be able to:

* PA0301 Anti-virus software
* PA0302 Monitor and manage access control (username and password)
* PA0303 Protection of personal information
* PA0304 Liaising with external and internal security
* PA0305 Verify the security personnel
* PA0306 Check that all the systems are in working order
* PA0307 Verification of access control systems (Staff, patrons, Security personnel etc)
* PA0308 Machine access policy
* PA0309 Key control register
* PA0310 Shift change over procedures

**Applied Knowledge**

* AK0301 Company IT policy and procedures
* AK0302 Company safety and security policy and procedures
* AK0303 Company POPI policy and procedure
* AK0304 Content of outsourced SLA
* AK0305 Security systems layout
* AK0306 Understand security systems
* AK0307 Emergency procedures

***Internal Assessment Criteria***

* IAC0301 Using the case study explain the importance of an anti-virus software and latest firewall and operating system
* IAC0302 Using a case study explain the rights of an employee their personal information protected
* IAC0303 Using a case study identify the procedures to report a problem wit the firewall and IT related problem.
* IAC0304 Using the case study to evaluate different scenarios, determine the appropriate emergency procedures to be followed
* IAC0305 Using the case study to plan the security layout for the branch
* IAC0306 Using the case study identify and explain the purpose of the key control register as per the SOP

***(Weight 10 %)***

**3.2.4 PM-03-PS04** **Manage process and procedures to open and close a branch (10%)**

***Scope of Practical Skill***

Given the simulated data, case study, standard operating procedures, daily targets and audit requirements the learner must be able to:

* PA0401 Complete pre-opening procedure for key control and store checks
* PA0402 Check stock and float levels ready for issue
* PA0403 Check staff and security attendance and allocate staff for role for the day
* PA0404 Conduct morning briefing session clarifying daily targets and key events.
* PA0405 Follow up on any procedural breaches or audit requirements to ensure adherence

**Applied Knowledge**

* AK0401 Company Operating Procedures
* AK0402 Gambling Board Requirements

***Internal Assessment Criteria***

* IAC0401 Using a case study plan the opening and closing procedures required
* IAC0402 Using a case study and simulated data check and plan the float levels required to be issued.
* IAC403 Using a case study and simulated data check staffing levels and prepare and conduct a morning briefing session discussing daily targets and breaches in procedure that need to be achieved.

***(Weight 10 %)***

**3.2.5 PM-03-PS05** **Manage daily betting activities (15%)**

***Scope of Practical Skill***

Given the case study with simulated data of betting activities and events, communication brief and revenue the learner must be able to:

* PA0501 Brief team on daily betting activities
* PA0502 Communicate daily events
* PA0503 Review revenue and take up of daily events
* PA0504 Compare daily betting activities to previous day’s activities for trends

**Applied Knowledge**

* AK0501 Gaming board rules and regulations on marketing events

***Internal Assessment Criteria***

* IAC0501 Using a case study prepare a briefing session to inform a team about daily activities.
* IAC0502 Using a case study and simulated data review the event and identify the difference in revenue from day to a day to examine the difference on different days of the week.

***(Weight 15 %)***

**3.2.6 PM-03-PS06** **Monitor compliance and follow up on Gaming Board Reports (10%)**

***Scope of Practical Skill***

Given the case study with simulated data, gaming board regulations, and remedial action plan the learner must be able to:

* PA0601 Examine daily performance for any breach of gaming board regulations
* PA0602 Examine latest gaming board report for remedial action
* PA0603 Implement remedial action from latest gaming board report

**Applied Knowledge**

* AK0601 Gaming board audit requirements

***Internal Assessment Criteria***

* IAC0601 Using the case study on an gaming board audit examine the and identify areas for remedial action and draw up an implementation plan that will remedy the requirements requested by the Gaming Board.

***(Weight 10 %)***

**3.2.7 PM-03-PS07** **Manage daily housekeeping and cleanliness of branch (10%)**

***Scope of Practical Skill***

Given the case study with simulated data, standard operating procedures, maintenance requirements and reports the learner must be able to:

* PA0701 Check facilities for housekeeping requirements and cleanliness
* PA0702 Allocate cleaning duties
* PA0703 Monitor cleaning activities
* PA0704 Report maintenance requirements

**Applied Knowledge**

* AK0701 Organisation SOP’s
* AK0702 OHS requirements

***Internal Assessment Criteria***

* IAC0701 Using the case study examine the SOP’s and identify the gaps in the standard required and draw up a maintenance report meeting OHS requirements.

***(Weight 15 %)***

**3.2.8 PM-03-PS08** **Manage and communicate all sports, racing and lotto events to teams (20%)**

***Scope of Practical Skill***

Given the simulated data, betting activities, communication, revenue and trends the learner must be able to:

* PA0801 Brief team on daily sports, racing and lotto betting activities
* PA0802 Communicate special daily events
* PA0803 Review revenue and take up of special events
* PA0804 Compare daily betting activities to previous day’s activities for trends

**Applied Knowledge**

* AK0801 Gaming board rules and regulations on marketing events

***Internal Assessment Criteria***

* IAC0801 Using a case study prepare a briefing session to inform a team about special events, sports, racing and lotto events.
* IAC0802 Using a case study and simulated data review the event and identify the difference in revenue from day to a day to examine the difference on different days of the week.

***(Weight 20 %)***

**3.2.9 PM-03-PS09** **Collate, and complete daily and weekly reports required (5%)**

***Scope of Practical Skill***

Given the simulated data, source data, daily and weekly reports, the learner must be able to:

* PA0901 Identify source of data for daily and weekly reports
* PA0902 Pull data required for daily and weekly reports
* PA0903 Analyse data for daily and weekly reports
* PA0904 Compile a report for daily and weekly reports
* PA0905 Submit daily and weekly reports to management

**Applied Knowledge**

* AK0901 Electronic Gaming System used to track data
* AK0902 Company daily and weekly reporting policy and procedures

***Internal Assessment Criteria***

* IAC0901 Using simulated data identify the sources and compile a daily and weekly report meeting organisation requirement for reporting
* ***(Weight 5 %)***

## 3.3 Provider Accreditation Requirements for the Module

***Physical Requirements:***

* Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
* Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
* All learning materials, workbooks, assessment guides to cover the related topics
* Record keeping systems to capture learner data and issue a statement of results

***Human Resource Requirements:***

* Facilitator (Lecturer) should have an NQF Level 6 qualification or proven experience of at least 5 years related to the qualification
* Facilitator/learner ratio 1: maximum 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 3.4 Exemptions

* None

# 143101-000-00-01-PM-06: Manage Compliance in a betting environment, NQF Level 5, Credit 5

### 

### 6.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to manage compliance in a betting environment within a simulated or working environment. Learners will also be practising skills related to ensuring compliance with legislation and industry requirements, managing operational excellence and procedures with gaming regulations, maintaining audits, and monitoring and managing gaming licence

The learning contact time, which is the time that reflects the required duration of enrolment for this module, is at least 6,25 days.

The learner will be required to:

* PM-06-PS01 Ensure compliance with Legislation and Industry requirements (40%)
* PM-06-PS02 Manage operational excellence and procedures with gaming regulations (30%)
* PM-06-PS03 Maintain Audits (20%)
* PM-06-PS04 Monitor and Manage gaming licence requirements (10%)

### 6.2 Guidelines for Practical Skill

**6.1 PM-06-PS01**: **Ensure compliance with legislation and industry requirements** **(40%)**

**Scope of Practical Skill**

Given a case study, audit reports, ACTS, security SOPs, the learner must be able to:

* PA0101 Conduct an audit into staff awareness of compliance requirements for job
* PA0102 Investigate how the company implements POPIA
* PA0103 Explain how the company implements FICA
* PA0104 Identify the safety and security measures used in the operation
* PA0105 Identify 5 key SOPs that demonstrate the implementation of the Gaming legislation

**Applied Knowledge**

* AK0101 POPIA rules and regulations.
* AK0102 Rules and regulations of FICA
* AK103 Gaming Regulations

**Internal Assessment Criteria**

* IAC0101 Staff awareness audits are conducted
* IAC0102 Compliance to POPIA and FICA are investigated and implemented
* IAC0103 Safety and security measures are implemented as per SOP

**(Weight 40%)**

**6.2.2 PM-06-PS02: Manage operational excellence and procedures with gaming regulations (30%)**

**Scope of Practical Skill**

Given a case study, simulated data, policy and procedures, learner must be able to:

* PA0201 Opening and closing procedure meet gaming regulations
* PA0202 Monitor revenue in relation to gaming regulations
* PA0203 Identify the policy and procedures for upholding OHS&E in the operation
* PA0204 Identify the most important compliance requirements for the operation and why they are the most import policies.

**Applied Knowledge**

* AK0201 Company SOP
* AK0202 Gaming Board Rules and Regulations
* AK0203 Company health and safety policies and procedures

**Internal Assessment Criteria**

* IAC0201 Opening and closing procedure meet gaming regulations as per
* IAC0202 Monitor revenue as per SOP and gaming regulations
* IAC0203 OHS&E of the operation is maintained as per the policy and procedure
* IAC0204 Compliance requirements are identified and explained as per the SOP **(Weight 40%)**

**6.2.3 PM-06-PS03:** **Maintain Audits (20%)**

**Scope of Practical Skill**

Given a case study, audit report, policies and procedures, templates, action plan, the learner must be able to:

* PA0301 Read and interpret and audit report; identify the breach of compliance
* PA0302 Identify areas for remedial action to ensure compliance is upheld
* PA0303 Draw up an action plan to rectify the breach in compliance
* PA0304 Monitor implementation of action plan to rectify breach in compliance
* PA0305 Report on resolution and close out of action plan
* PA0306 Follow up and report on following audit to ensure breach rectified.

**Applied Knowledge**

* AK0301 Gaming Board Rules and Regulations
* AK0302 Company SOP

**Internal Assessment Criteria**

* IAC0301 An audit report is compiled and breach in compliance is identified, and a remedial action plan is drafted to ensure compliance.
* IAC0302 An action plan is drafted to rectify the breach in compliance

**(Weight 20%)**

**6.2.4 PM-06-PS04:** **Monitor and Manage gaming licence requirements (10%)**

**Scope of Practical Skill**

Given a case study, gaming licence, templates the learner must be able to:

* PA0401 Identify the types of gaming license required for the operation
* PA0402 Identify the type of gaming license required for staff and self and why the license is required
* PA0403 Identify who does not require a gaming license
* PA0404 Explain how the gaming license is used during work and the consequence of not having the license on hand

**Applied Knowledge**

* AK0401 Gaming Board Rules and Regulations
* AK0402 Company SOP

**Internal Assessment Criteria**

* IAC0401 Types of gaming licenses are identified and the consequences for not having a gaming license explained.
* IAC0402 **(Weight 10%)**

### 6.3 Provider Accreditation Requirements for the Module

***Physical Requirements:***

* Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
* Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
* All learning materials, workbooks, assessment guides to cover the related topics
* Record keeping systems to capture learner data and issue a statement of results

***Human Resource Requirements:***

* Facilitator (Lecturer) should have an NQF Level 6 qualification or proven experience of at least 5 years related to the qualification
* Facilitator/learner ratio 1: maximum 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 6.4 Exemptions

* None

# 143102-000-00-00- PM07: Manage Reports on Revenue NQF Level 5 Credit 4

### 7.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to manage reports on revenue within a simulated or working environment. Learners will also be practising skills related end of shift reports and month end reports

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 5 days

The learner will be required to:

* PM-07-PS01 End of month reports (70%)
* PM-07-PS02 Review Month End Report and Compile a Profit Improvement Plan (30%)

### 7.2 Guidelines for Practical Skill

**7.2.1 PM-07-PS01:** **End of month reports (60%)**

**Scope of Practical Skill**

Given data on previous promotion events and simulated data of an incentive scheme learner must be able to:

* PA0101 Compile Financial section of month end report
* PA0102 Compile Operational section of month end report
* PA0103 Compile HR section of month end report
* PA0104 Compile Marketing section of month end report
* PA0105 Compile Compliance section of month end report
* PA0106 Compare variances in monthly budget and explain reasons for the variances
* PA0107 Submit consolidated month end report to Head of Department

***Applied Knowledge***

* AK0101 Location of Financial data
* AK0102 Location for Operational data
* AK0103 Locations for HR data
* AK0104 Location of Marketing data
* AK0105 Location for Compliance
* AK0106 Format and layout of departmental Income Statement

***Internal Assessment Criteria***

* IAC0101 The data hygiene of the report meets company SOP’s
* IAC0102 The report meets business communication reporting standards

***(Weight 60%)***

**7.2.2 PM-07-PS02: Review Month End Report and Compile a Profit Improvement Plan (30%)**

**Scope of Practical Skill**

Given a consolidated month end report and placed in a case study the learner must be able to:

* PA0201 Analyse Financial sections of month end report and compare against Year to Date to identify: overspend, underspend, revenue areas where targets not achieved
* PA0202 Analyse Operational sections of month end report and compare against Year to Date to identify areas to improve productivity and revenue
* PA0203 Analyse HR sections of month end report and compare against Year to Date to identify areas; Sick, Leave, Absenteeism, Compassionate (SLAC) and use of Permanent and *Hourly staff;* against budget
* PA0204 Analyse Marketing sections of month end report and compare against Year to Date to identify actual versus projected footfall and actual against projected revenue
* PA0205 Analyse Compliance sections of month end report and compare against Year to Date to identify incidents creating overpayments and underpayments
* PA0206 Compile a Profit Improvement Plan and submit for consideration

**Applied Knowledge**

* AK0201 Graphs, formulas, pivot Tables for excel spreadsheet
* AK0202 Formatting requirements for professional word documents

**Internal Assessment Criteria**

* IAC0201 Using the simulated data a threshold events report is compiled
* IAC0202 Using simulated data identify the impact of an emergency on revenue

**(Weight 30 %)**

### 7.3 Provider Accreditation Requirements for the Module

***Physical Requirements:***

* Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
* Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
* All learning materials, workbooks, assessment guides to cover the related topics
* Record keeping systems to capture learner data and issue a statement of results

***Human Resource Requirements:***

* Facilitator (Lecturer) should have an NQF Level 6 qualification or proven experience of at least 5 years related to the qualification
* Facilitator/learner ratio 1: maximum 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 7.4 Exemptions

* None

# 143101-000-00-01-PM-08: Monitor and Manage Customer Service in Betting environment, NQF 5 Credit 5

## 8.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to monitor and manage the customer service delivery in a betting environment in a simulated or working environment. Learners will also be practising skills related to identify and track customers game play, identify VIP customers and manger service delivery, monitor staff interactions with customers, identify and resolve disputes, monitor and prevent cheap moves and monitor customer satisfaction

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 25 days.

The learner will be required to:

* PM-08-PS01 Identify and track customers betting trends(20%)
* PM-08-PS02 Identify VIP customers and manage service delivery (20%)
* PM-08-PS03 Monitor staff interaction with customers against organisational standards (10 %)
* PM-08-PS04 Identify and resolve disputes (15%)
* PM-08-PS05 Monitor and prevent suspicious transactions and fraudulent behaviour in the betting environment (10%)
* PM-08-PS06 Monitor customer satisfaction levels (20%)
* PM-08-PS07 Retention of current customers base and attracting new customers (5%)

### 8.2 Guidelines for Practical Skill

**8.2.1 PM-08-PS01: Identify and track customers betting trends (20%)**

***Scope of Practical Skill***

Given simulated data a learner must be able to:

* PA0101 Track customer betting trends calculating average bet, and win/loss amounts and ratios
* PA0102 Identify different styles of game play
* PA0103 Identify customers preferred games and average spend

***Applied Knowledge***

* AK0101 Method to calculate average bet
* AK0102 Maximums, payouts procedures for managing maximums and call bets allowed by company

***Internal Assessment Criteria***

* IAC0101 Using simulated data calculate the average bet and identify winners and losers on different games.
* IAC0102 Using simulated data identify winners and losers for a pre-determined period
* IAC0103 Using simulated data identify different preferred styles of customer betting and preferred games.

***(Weight 20%)***

**8.2.2 PM-08-PS02: Identify VIP customers and manage service delivery (20%)**

***Scope of Practical Skill***

Given simulated data pulled from the betting system of a customer data base and VIP customers the learner must be able to:

* PA0201 Identify the classification of VIP categories of customers
* PA0202 Identify company approach to service delivery for VIP levels
* PA0203 Interaction required with hospitality and marketing departments to enhance service delivered to VIP customers
* PA0204 Identify link of service delivery to VIP customers and company strategic plans

***Applied Knowledge***

* AK0201 Services offered to VIP customers
* AK0202 Organisation categories of VIP customers

***Internal Assessment Criteria***

* IAC0201Using a case study and simulated data identify VIP customer levels and services offered
* IAC0202 Using a case study identify services to be provided and departments to liaise with to enhance service delivered.

***(Weight 20 %)***

**8.2.3 PM-08-PS03: Monitor and manage staff interaction with customers against organisational standards (10%)**

***Scope of Practical Skill***

Given a case study and a role play learner must be able to:

* PA0301 Monitor and managing interaction of betting staff with customers
* PA0302 Monitor response time to customer request
* PA0303 Identify areas for service improvement and implement a plan of remedial action
* PA0304 Managing customer feedback and identify opportunities for continuous improvements

***Applied Knowledge***

* AK0301 Company operational standards for customer service

***Internal Assessment Criteria***

* IAC0301 The monitoring and managing of staff interaction with customers is demonstrated using a role play for betting
* IAC0302 Using a case study identify the problem with service standards and draw up plan to improve service delivery

***(Weight 10 %)***

**8.2.4 PM-08-PS04: Identify and resolve disputes (15%)**

***Scope of Practical Skill***

Given a case study, role-play of types of disputes on tables and a simulated role play learner must be able to:

* PA0401 Identify different types of disputes
* PA0402 Procedure for reporting and resolving disputes
* PA0403 Identify disputes that would be reported to the Gaming Board
* PA0404 Initiate investigation to resolve dispute
* PA0405 Conduct a review to resolve dispute
* PA0406 Record and report dispute resolution

***Applied Knowledge***

* AK0401 Policy and procedures for resolving customer disputes
* AK0402 Types of disputes in a betting environment
* AK0403 Procedure for investigation a dispute
* AK0404 Gaming Board regulations regarding betting disputes
* AK0405 Management of EQ when dealing with irate customers

***Internal Assessment Criteria***

* IAC0401 Demonstrate identifying and resolving a dispute in a simulated role play compile a report with the dispute and resolution

***(Weight 15 %)***

**8.2.5 PM-08-PS05: Monitor and prevent suspicious transactions and fraudulent behaviour in the betting environment (10%)**

***Scope of Practical Skill***

Given a case study and role-play the learner must be able to:

* PA0501 Identify the fraudulent activities that take place in a betting environment
* PA0502 Identify the fraudulent activities that take place in the LPM area
* PA0503 Initiate investigation to resolve disputes
* PA0504 Conduct an investigation on disputes/ fraudulent activity
* PA0505 Report fraudulent activity gaming board
* PA0506 Identify signs of money laundering.

***Applied Knowledge***

* AK0501 Types of fraudulent behaviour/ suspicious transactions performed by staff
* AK0502 Types of fraudulent behaviour/ suspicious transactions in collusion with customers
* AK0503 Types of fraudulent behaviour/ suspicious transactions in collusion between staff in different departments
* AK0504 Types of fraudulent behaviour/ suspicious transactions by customers
* AK0505 Company policy and procedures for managing and preventing fraudulent behaviour/ suspicious transactions.
* AK0506 FICA and money laundering legislation

**Internal Assessment Criteria**

* IAC0501 Using simulated information identify fraudulent behaviour/ suspicious transactions for staff, customers and explain the procedure for managing incident.
* IAC0502 Using simulated evidence and role-play identify fraudulent behaviour/ suspicious transactions on the different games, identify the procedure that should be followed.
* IA0503 Using a case study identify the signs of money laundering.

***(Weight 10 %)***

**8.2.6 PM-08-PS06: Monitor customer satisfaction level (20%)**

***Scope of Practical Skill***

Given customer satisfaction level reports learner must be able to:

* PA0601 Identify tools to monitor customer satisfaction levels
* PA0602 Analyse results in customer satisfaction levels report
* PA0603 Identify areas for improvement to increase satisfaction levels
* PA0604 Retention of current customers base and attracting new customers

***Applied Knowledge***

* AK0601 Company systems to monitor customer satisfaction levels
* AK0602 Company SOP on managing customer satisfaction levels.
* AK0603 Company customer retention and acquisition strategy

***Internal Assessment Criteria***

* IAC0601 Using simulated data from a customer satisfaction report analyse the customer satisfaction levels
* IAC0602 Using a case study identify areas for improvement to increase customer satisfaction levels
* IAC0603 Using a case study and simulated data identify areas of opportunity for customer retention and customer acquisition

***(Weight 20 %)***

## 8.3 Provider Accreditation Requirements for the Module

***Physical Requirements:***

* Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
* Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
* All learning materials, workbooks, assessment guides to cover the related topics
* Record keeping systems to capture learner data and issue a statement of results

***Human Resource Requirements:***

* Facilitator (Lecturer) should have an NQF Level 6 qualification or proven experience of at least 5 years related to the qualification
* Facilitator/learner ratio 1: maximum 15

***Legal Requirements:***

* Compliance with National and Regional Gaming Board requirements
* Compliance with Skills Development Act
* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws
* Compliance with POPI Act

### 8.4 Exemptions

* None

# 143102-000-00-00-PM09 Monitor and Manage Marketing Events in a betting environment, NQF Level 5 Credit 5

### 9.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to driving utilization of the organisations reward systems within a simulated or working environment. Learners will also be practising skills related identifying and propose ideas for promotion of incentives, examine promotions/event for viability and create awareness of promotions/event with staff and customers

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 3,75 days

The learner will be required to:

* PM-09-PS01 Identify and propose ideas for promotion of incentives scheme (15%)
* PM-09-PS02 Examine promotion/event for viability and impact (20%)
* PM-09-PS03 Create awareness of promotions/event with staff and customers (20%)
* PM-09-PS04 Monitor preparation of event or promotion (20%)
* PM-09-PS05 Manage event and results issuing winnings according to procedure (25%)

### 9.2 Guidelines for Practical Skill

**9.2.1 PM-09-PS01:** **Identify and propose ideas for promotion of incentives scheme (5%)**

**Scope of Practical Skill**

Given data on previous promotion events and simulated data of an incentive scheme learner must be able to:

* PA0101 Review previous promotions and propose a new event
* PA0102 Examine promotion and identify how to use a promotion to promote incentive scheme
* PA0103 Plan and propose a budget for the promotional idea
* PA0104 Complete a promotional project plan for implementation of promotion

***Applied Knowledge***

* AK0101 Structure and pricing for a promotion
* AK0102 Organization incentive scheme
* AK0103 Basic project management

***Internal Assessment Criteria***

* IAC0101 Using data from a previous promotion identify and plan a new promotional event
* IAC0102 Using data and an incentive scheme identify how to promote an incentive scheme through a promotion
* IAC0103 Using data and previous promotion information plan the costing and detail for a promotion.
* IAC0104 Using the data and previous promotion information draw up a project plan to implement an event that promotes the company incentive scheme

***(Weight 5 %)***

**9.2.2 PM-09-PS02:** **Examine promotion/event for viability and impact (10%)**

**Scope of Practical Skill**

Given using a case study of a promotional event the learner must be able to:

* PA0201 Examine the components of the promotional event
* PA0202 Examine factors in the event that are or are not viable
* PA0203 Examine the promotional event and identify the impact of the event

***Applied Knowledge***

* AK0201 Structure of a promotional event
* AK0202 Factors that make an event viable
* AK0203 Factors that might make the event not viable

***Internal Assessment Criteria***

* IAC0201 Using a case study identify the components of the promotional event and what factors make the event viable and explain the impact of the event.
* IAC0202 Using a case study identify the components of the promotional event and what factors make the even unviable.

***(Weight 10 %)***

**9.2.3 PM-09-PS03:** **Create awareness of promotions/event with staff and customers (20%)**

**Scope of Practical Skill**

Given a case study on a promotional event learner must be able to:

* PA0301 Identify promotion requirements
* PA0302 Conduct staff briefing on promotional event
* PA0303 Communicate promotional event to customer
* PA0304 Awareness of the event is checked prior to the event taking place to monitor effectiveness of the communication process with staff and customers

***Applied Knowledge***

* AK0301 Methods to communicate event to customer
* AK0302 Format and components of a promotional event

***Internal Assessment Criteria***

* IAC0301 using a case study the briefing of staff on a promotional event is planned
* IAC0302 using a case study the communication with the customer is planned
* IAC0303 using a case study design tools to check the impact of the communication.

***(Weight 20 %)***

**9.2.4 PM-09-PS04:** **Monitor preparation of event or promotion** **(10%)**

***Scope of Practical Skill***

Given a case study and a sample promotional event learner must be able to:

* PA0401 Meeting requirements with marketing team
* PA0402 Event scope and purpose
* PA0403 Identify prizes and winning criteria of event
* PA0404 Identification of customers targeted by event
* PA0405 Manage invitation of customers to event

***Applied Knowledge***

* AK0401 Format and requirements of event scope
* AK0402 Methods to invite customers to event
* AK0403 Role of marketing in preparation of event

***Internal Assessment Criteria***

* IAC0401 Using a case study identify the scope and purpose of the event
* IAC0402 Using a case study identify the prizes and criteria for winning.

***(Weight 10 %)***

**9.2.5 PM-09-PS05:** **Manage event and results issuing winnings according to procedure** **(25%)**

***Scope of Practical Skill***

Given a case study on a promotional event learner must be able to:

* PA0501 Identify winnings and criteria required to issue winnings
* PA0502 Demonstrate issuing winnings
* PA0503 Demonstrate tracking and communicating event results

***Applied Knowledge***

* AK0501 Policy and procedure for managing and issuing winnings for an event
* AK0502 Gaming board requirements for managing issuing event winnings

***Internal Assessment Criteria***

* IAC0501 Using simulated data demonstrate identifying and issuing winnings for an event
* IAC0502 Using simulated data demonstrate the reports and communication required for the event.

***(Weight 25 %)***

### 9.3 Provider Accreditation Requirements for the Module

***Physical Requirements:***

* Contact learning: standard facilities for classroom training including desks, white boards, projectors, ventilation, lamination.
* Online: Online capabilities including computer, virtual software, access to network and
* Learning Material aligned to the curriculum.

***Human Resource Requirements:***

* Facilitator with minimum relevant NQF Level 6 qualification or 5 years proven industry experience.
* Facilitator/learner ratio 1 to 20

***Legal Requirements:***

* Compliance to Safety Health Environmental Risk and Quality (SHERQ)
* Compliance to OHS Act and relevant labour legislation laws

### 9.4 Exemptions

* None

## SECTION 3B: WORK EXPERIENCE MODULE SPECIFICATIONS

### List of Work Experience Module Specifications

* 143101-000-00-01-WM-01, Process and procedure to manage strategic Implementation in a betting environment, NQF Level 5, Credits 5
* 143101-000-00-01-WM-02, Process and procedure to manage staff, NQF Level 5, Credits 4
* 143101-000-00-01-WM-03, Process and procedure to monitor and manage operations in a branch, NQF Level 5, Credits 14
* 143101-000-00-01-WM-06, Process and procedure to manage compliance in a betting environment, NQF Level 5, Credits 5
* 143101-000-00-01-WM-07, Process and procedure to manage reports on revenue, NQF Level 5, Credits 4
* 143101-000-00-01-WM-08, Process and procedure to monitor and manage Customer service in a Betting environment, NQF Level 5, Credits 5
* 143101-000-00-01-WM-09, Process and procedure to monitor and manage marketing events in a betting environment, NQF Level 5 Credit 5

# 143101-000-00-01-WM-01, Process and procedure to **manage strategic implementation in a betting environment, NQF Level 5, Credits 5**

### 1.1 Purpose of the Work Experience Module

The focus of the work experience is on providing the learner an opportunity to gain real work exposure in the process and procedure to manage strategic Implementation in a betting environment. The learner will be required to successfully complete each work experience under supervision and independently for a minimum five times within a period of 3 months.

Learning contact time - the total amount of time during which the learner needs to have access to workplace to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments, and research (if any) is 6,25 days. The Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-01-WE01 Identify strategic goals and action plans to implement strategic goals in betting environment
* WM-01-WE02 Implement action plans to implement strategic goals in betting environment
* WM-01-WE03 Review progress to strategic goals an area for remedial action
* WM-01-WE04 Report on strategic progress

### 1.2 Guidelines for Work Experiences

**1.2.1 WM-01-WE01: Identify strategic goals and action plans to implement strategic goals in betting environment**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0101 Examine company strategic goals and identify goals for implementation
* WA0102 Draw up operational objectives to meet the strategic goals
* WA0103 Draw up an action plan to implement operational objectives

**Supporting Evidence**

* SE0101 Signed attendance registers by employee and the supervisor
* SE0102 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0103 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**1.2.2 WM-01-WE02: Implement action plans to implement strategic goals in betting environment**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0201 Draw up a work break down structure and a Gantt Chart for the action plan to implement the operational goal
* WA0202 Identify key stake holders to help drive the action plan
* WA0203 Draw up monitoring and feedback process for action plan

**Supporting Evidence**

* SE0201 Signed attendance registers by employee and the supervisor
* SE0202 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0203 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**1.2.3 WM-01-WE03: Review progress to strategic goals and areas for remedial action**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0301 Examine project progress and draw up remedial action if required
* WA0302 Compile a report to report on project progress
* WA0303 Demonstrate updating the Gannt chart and reviewing the Work Breakdown Structure to update changes to project implementation

**Supporting Evidence**

* SE0301 Signed attendance registers by employee and the supervisor
* SE0302 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, and other applicable evidence
* SE0303 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**1.2.4 WM-01-WE04: Report on strategic progress**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0401 Examine project end date and report on completion
* WA0402 Draw up project close out report for key stakeholders
* WA0403 Review impact of operational objectives towards strategic goals provide conclusions and recommendations.

**Supporting Evidence**

* SE0301 Signed attendance registers by employee and the supervisor
* SE0302 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, and other applicable evidence
* SE0303 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

## 1.3 Contextualized Workplace Knowledge

* Company health safety policy and procedures
* Standard operating procedures
* Company inventory management and control procedures
* Company communication policy

## 

## 1.4 Criteria for Workplace Approval

**Physical Requirements:**

* Access to suitable operational and logistical resources
* A workplace environment that permits learners to operate under the command and guidance of an experienced Supervisor/Mentor/Coach
* Logbooks to capture learner progress against the work activities as per curriculum
* Log sheets for daily activities

**Human Resource Requirements:**

* Mentor/Learner ratio must not exceed 1:8
* Relevant workplace and or industry experience of no less than 10 years
* Mentor refers to Supervisor, Operator and or Coach at the workplace
* Supervisor/mentor should have a NQF Level 6 related qualification and/or minimum relevant work experience of at least 10 years

**Legal Requirements:**

* Compliance with all relevant sections of applicable legislation
* Work environment that meets minimum labour legislation compliance
* Compliant and current health and safety audit report

## 

## 1.5 Assignments to be Assessed Externally

* None

# 143101-000-00-01-WM-03, Process and procedure to **manage staff, NQF Level 5, Credits 4**

### 2.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to gain real work exposure in the process and procedure to manage staff. The learner will be required to successfully complete each work experience under supervision and independently for a minimum five times within a period of 3 months

Learning contact time - the total amount of time during which the learner needs to have access to workplace to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments, and research (if any) is 3,75 days. The Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-02-WE01 Track and manage staff work rosters, attendance, leave and sick requirements
* WM-02-WE02 Establish performance objectives to drive strategic and operational requirements
* WM-02-WE03 Review performance objectives and achievement of strategic and operational requirements
* WM-02-WE04 Manage disciplinary/grievance processes and procedures where required

### 2.2 Guidelines for Work Experience

**2.2.1 WM-02-WE01: Track and manage staff work rosters, attendance, leave and sick requirements**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0101 Allocate staff to roster monthly
* WA0102 Allocate leave and training requirements to roster
* WA0103 Track attendance and compile required reports for payroll
* WA0104 Track all types of leave (i.e. sick, compassionate, maternity) and compile report for HR requirements
* WA0105 Identify short fall in headcount requirements and submit a budget motivation to increase/decrease headcount required

***Supporting Evidence***

* SE0101 Signed attendance registers by employee and the supervisor
* SE0102 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0103 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**2.2.2 WM-02-WE02: Establish performance objectives to drive strategic and operational requirements**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0201 Examine the job description against the strategic goals for the department
* WA0202 Identify performance objectives to drive the strategic goals and maintain operational requirements
* WA0203 Discuss and agree performance objectives with team member, identify evidence to be used to measure achievement of objectives

**Supporting Evidence**

* SE0201 Signed attendance registers by employee and the supervisor
* SE0202 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0203 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**2.2.3 WM-02WE03: Review performance objectives and achievement of strategic and operational requirements**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0301 Organise performance review meeting, prepare team member to review performance
* WA0302 Conduct meeting to discuss performance and review evidence collated against objectives set
* WA0303 Discuss and agree achievement and performance rating
* WA0304 Review and agree on development needs, set up development plans
* WA0305 Discuss and agree on next performance objectives
* WA0306 Identify and conduct on job training required

**Supporting Evidence**

* SE0301 Signed attendance registers by employee and the supervisor
* SE0302 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0303 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**2.2.4 WM-02-WE04: Manage disciplinary/grievance processes and procedures where required**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0401 Identify organisation policy and procedure for disciplinary and grievance procedures
* WA0402 Describe what must be disciplined and the possible charge
* WA0403 Describe the difference between formal and informal discipline.
* WA0404 Demonstrate steps to investigate conduct, draw conclusions based on investigation
* WA0405 Draw up charge and invite to disciplinary hearing
* WA0406 Present findings at disciplinary hearing
* WPA0407 List possible outcomes of disciplinary
* WA0408 List the reasons for an appeal and why an outcome may be changed as a result of an appeal
* WA0409 List the reasons for a grievance to be laid
* WA0410 List the steps to laying a grievance
* WA0411 List the possible outcome of a grievance procedure

**Supporting Evidence**

* SE0401 Signed attendance registers by employee and the supervisor
* SE0402 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0403 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

### **2.3 Contextualised Workplace Knowledge**

* Company policies and procedures
* Standard operating procedures
* Company communication policy

## 2.4 Criteria for Workplace Approval

**Physical Requirements:**

* Access to suitable operational and logistical resources
* A workplace environment that permits learners to operate under the command and guidance of an experienced Supervisor/Mentor/Coach
* Logbooks to capture learner progress against the work activities as per curriculum
* Log sheets for daily activities

**Human Resource Requirements:**

* Mentor/Learner ratio must not exceed 1:8
* Relevant workplace and or industry experience of no less than 10 years
* Mentor refers to Supervisor, Operator and or Coach at the workplace
* Supervisor/mentor should have a NQF Level 6 related qualification and/or minimum relevant work experience of at least 10 years

**Legal Requirements:**

* Compliance with all relevant sections of applicable legislation
* Work environment that meets minimum labour legislation compliance
* Compliant and current health and safety audit report

## 2.5 Assignments to be Assessed Externally

* None

# 3. 143101-000-00-01-WM-03, Process and procedure to **monitor and manage operations in a Branch, NQF Level 5, Credits 14**

### 3.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to gain real work exposure in the process and procedure to monitor and manage operations in a branch. The learner will be required to successfully complete each work experience under supervision and independently for a minimum five times within a period of 3 months

Learning contact time - the total amount of time during which the learner needs to have access to workplace to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments, and research (if any) is 17,5 days. The Work Experience modules can be completed at the same time.

The learner will be required to:

* + WM-08-WES01 Monitor and manage operations in branch
  + WM-08-WE02 Manage cash handling of a branch
  + WM-08-WE03 Manage safety and security at a branch
  + WM-08-WE04 Manage process and procedures to open and close a branch
  + WM-08-WE05 Manage daily betting activities
  + WM-08-WE06 Monitor compliance and follow up on Gaming Board Reports
  + WM-08-WE07 Manage daily housekeeping and cleanliness of branch
  + WM-08-WE08 Manage and communicate all sports, racing and lotto events to team
  + WM-08-WE09 Collate, and complete daily and weekly reports required

### 3.2 Guidelines for Work Experience

**3.2.1 WM-08-WE01:** Monitor and manage operations in branch

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0101 Implement and review budget
* WA0102 Track and store cancelled slips
* WA0103 Track daily sales
* WA0104 Complete daily balance
* WA0105 Monitor weekly revenue targets
* WA0106 Monitor expenditure against budget

***Supporting Evidence***

* SE0101 Signed attendance registers by employee and the supervisor
* SE0102 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0103 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**3.2.2 WM-08-WE02: Manage cash handling of a branch**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0201 Cash security and operating procedures
* WA0202 Monitoring daily expenses and petty cash requirements
* WA0203 Managing pay-outs or winnings
* WA0204 Maintaining customer accounts
* WA0205 Manage daily issuing of the float and float levels
* WA0206 Coordinate the collection of cash and drop off when required.
* WA0207 Complete spot checks and end of shift balance of floats.
* WA0208 Set time lock on safe

**Supporting Evidence**

* SE0201 Signed attendance registers by employee and the supervisor
* SE0202 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0203 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**3.2.3 WM-08-WE03: Manage safety and security at a branch**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0301 Anti-virus software
* WA0302 Monitor and manage access control (username and password)
* WA0303 Protection of personal information
* WA0304 Liaising with external and internal security
* WA0305 Verify the security personnel
* WA0306 Check that all the systems are in working order
* WA0307 Verification of access control systems (Staff, patrons, Security personnel etc)
* WA0308 Machine access policy
* WA0309 Key control register
* WA0310 Shift change over procedures

**Supporting Evidence**

* SE0301 Signed attendance registers by employee and the supervisor
* SE0302 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0203 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**3.2.4 WM-08-WE04: Manage process and procedures to open and close a branch**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0401 Complete pre-opening procedure for key control and store checks
* WA0402 Check stock and float levels ready for issue
* WA0403 Check staff and security attendance and allocate staff for role for the day
* WA0404 Conduct morning briefing session clarifying daily targets and key events.
* WA0405 Follow up on any procedural breaches or audit requirements to ensure adherence

**Supporting Evidence**

* SE0401 Signed attendance registers by employee and the supervisor
* SE0402 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0403 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**3.2.5 WM-08-WE05: Manage daily betting activities**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0501 Brief team on daily betting activities
* WA0502 Communicate special daily events
* WA0503 Review revenue and take up of special events
* WA0504 Compare daily betting activities to previous day’s activities for trends

**Supporting Evidence**

* SE0501 Signed attendance registers by employee and the supervisor
* SE0502 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0503 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**3.2.6 WM-08-WE06: Monitor compliance and follow up on Gaming Board Reports *Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0601 Examine daily performance for any breach of gaming board regulations
* WA0602 Examine latest gaming board report for remedial action
* WA0603 Implement remedial action from latest gaming board report

**Supporting Evidence**

* SE0601 Signed attendance registers by employee and the supervisor
* SE0602 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0603 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**3.2.7 WM-08-WE07: Manage daily housekeeping and cleanliness of branch**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0701 Check facilities for housekeeping requirements and cleanliness
* WA0702 Allocate cleaning duties
* WA0703 Monitor cleaning activities
* WA0704 Report maintenance requirements

**Supporting Evidence**

* SE0701 Signed attendance registers by employee and the supervisor
* SE0702 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0703 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**3.2.8 WM-08-WE08: Manage and communicate all sports, racing and lotto events to teams**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0801 Brief team on daily betting activities
* WA0802 Communicate special daily events
* WA0803 Review revenue and take up of special events
* WA0804 Compare daily betting activities to previous day’s activities for trends

**Supporting Evidence**

* SE0801 Signed attendance registers by employee and the supervisor
* SE0802 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0803 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**3.2.9 WM-08-WE09: Collate, and complete daily and weekly reports require**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0901 Identify source of data for daily and weekly reports
* WA0902 Pull data required for daily and weekly reports
* WA0903 Analyse data for daily and weekly reports
* WA0904 Compile a report for daily and weekly reports
* WA0905 Submit daily and weekly reports to management

**Supporting Evidence**

* SE0901 Signed attendance registers by employee and the supervisor
* SE0902 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0903 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

### **3.3 Contextualised Workplace Knowledge**

* Company policies and procedures
* Standard operating procedures
* Company communication policy

## 3.4 Criteria for Workplace Approval

**Physical Requirements:**

* Access to suitable operational and logistical resources
* A workplace environment that permits learners to operate under the command and guidance of an experienced Supervisor/Mentor/Coach
* Logbooks to capture learner progress against the work activities as per curriculum
* Log sheets for daily activities

**Human Resource Requirements:**

* Mentor/Learner ratio must not exceed 1:8
* Relevant workplace and or industry experience of no less than 10 years
* Mentor refers to Supervisor, Operator and or Coach at the workplace
* Supervisor/mentor should have a NQF Level 6 related qualification and/or minimum relevant work experience of at least 10 years

**Legal Requirements:**

* Compliance with all relevant sections of applicable legislation
* Work environment that meets minimum labour legislation compliance
* Compliant and current health and safety audit report

## 3.5 Assignments to be Assessed Externally

* None

# 6. 143101-000-00-01-WM-06, Process and procedure to m**anage compliance in a betting environment, NQF Level 5, Credits 5**

### 6.1 Purpose of the Work Experience Module s

The focus of the work experience is on providing the learner an opportunity to gain real work exposure in the process and procedure to manage compliance in a betting environment The learner will be required to successfully complete each work experience under supervision and independently for a minimum five times within a period of 3 months.

Learning contact time - the total amount of time during which the learner needs to have access to workplace to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments, and research (if any) is 6,25 days. The Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-06-WE01 Ensure compliance with Legislation and Industry requirements
* WM-06-WE02 Manage operational excellence and procedures with gaming regulations
* WM-06-WE03 Maintain Audits
* WM-06-WE04 Monitor and Manage gaming licence requirements

### 6.2 Guidelines for Work Experience

**6.2.1 WM-06-WE01: Ensure compliance with legislation and industry requirement**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0101 Conduct an audit into staff awareness of compliance requirements for job
* WA0102 Investigate how the company implements POPIA
* WA0103 Explain how the company implements FICA
* WA0104 Identify the safety and security measures used in the operation
* WA0104 Identify 5 key SOPs that demonstrate the implementation of the Gaming legislation

**Supporting Evidence**

* SE0101 Signed attendance registers by employee and the supervisor
* SE0102 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0103 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**6.2.2 WM-06-WE02: Manage operational excellence and procedures with gaming regulations**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0201 Opening and closing procedure meet gaming regulations
* WA0202 Monitor revenue in relation to gaming regulations
* WA0203 Identify the policy and procedures for upholding OHS&E in the operation
* WA0204 Identify the most important compliance requirements for the operation and why they are the most import policies

**Supporting Evidence**

* SE0201 Signed attendance registers by employee and the supervisor
* SE0202 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0203 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**6.2.3 WM-06-WE03: Maintain Audits**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0301 Read and interpret and audit report; identify the breach of compliance
* WA0302 Identify areas for remedial action to ensure compliance is upheld
* WA0303 Draw up an action plan to rectify the breach in compliance
* WA0304 Monitor implementation of action plan to rectify breach in compliance
* WA0305 Report on resolution and close out of action plan
* WA0306 Follow up and report on following audit to ensure breach rectified.

**Supporting Evidence**

* SE0301 Signed attendance registers by employee and the supervisor
* SE0302 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0303 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**6.2.4 WM-06-WE04: Monitor and Manage gaming licence requirements**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0401 Identify the types of gaming license required for the operation
* WA0402 Identify the type of gaming license required for staff and self and why the license is required
* WA0403 Identify who does not require a gaming license
* WA0404 Explain how the gaming license is used during work and the consequence of not having the license on hand

**Supporting Evidence**

* SE0401 Signed attendance registers by employee and the supervisor
* SE0402 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0403 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

## 6.3 Contextualized Workplace Knowledge

* Company health safety policy and procedures
* Standard operating procedures
* Company inventory management and control procedures
* Company communication policy

## 6.4 Criteria for Workplace Approval

**Physical Requirements:**

* Access to suitable operational and logistical resources
* A workplace environment that permits learners to operate under the command and guidance of an experienced Supervisor/Mentor/Coach
* Logbooks to capture learner progress against the work activities as per curriculum
* Log sheets for daily activities

**Human Resource Requirements:**

* Mentor/Learner ratio must not exceed 1:8
* Relevant workplace and or industry experience of no less than 10 years
* Mentor refers to Supervisor, Operator and or Coach at the workplace
* Supervisor/mentor should have a NQF Level 6 related qualification and/or minimum relevant work experience of at least 10 years

**Legal Requirements:**

* Compliance with all relevant sections of applicable legislation
* Work environment that meets minimum labour legislation compliance
* Compliant and current health and safety audit report

## 6.5 Assignments to be Assessed Externally

* None

**7. 143101-000-00-01-WM-07, Process and procedure on Revenue, NQF Level 5, Credits 4**

### 7.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to gain real work exposure in the processing and procedure to monitor and manage operations in a branch. The learner will be required to successfully complete each work experience under supervision and independently for a minimum five times within a period of 3 months

Learning contact time - the total amount of time during which the learner needs to have access to workplace to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments, and research (if any) is 5 days. The Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-07-WE01 End of month reports
* WM-07-WE02 Review Month End Report and Compile a Profit Improvement Plan

### 7.2 Guidelines for Work Experience

**7.2.1 WM-07-WE01: End of month reports**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0101 Compile Financial section of month end report
* WA0102 Compile Operational section of month end report
* WA0103 Compile HR section of month end report
* WA0104 Compile Marketing section of month end report
* WA0105 Compile Compliance section of month end report
* WA0106 Compare variances in monthly budget and explain reasons for the variances
* WA0107 Submit consolidated month end report to Head of Department

***Supporting Evidence***

* SE0101 Signed attendance registers by employee and the supervisor
* SE0102 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0103 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**7.2.2 WM-07-WE02: Review Month End Report and Compile a Profit Improvement Plan**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0201 Analyse Financial sections of month end report and compare against Year to Date to identify: overspend, underspend, revenue areas where targets not achieved
* WA0202 Analyse Operational sections of month end report and compare against Year to Date to identify areas to improve productivity and revenue
* WA0203 Analyse HR sections of month end report and compare against Year to Date to identify areas; Sick, Leave, Absenteeism, Compassionate (SLAC) and use of Permanent and Hourly staff; against budget
* WA0204 Analyse Marketing sections of month end report and compare against Year to Date to identify actual versus projected footfall and actual against projected revenue
* WA0205 Analyse Compliance sections of month end report and compare against Year to Date to identify incidents creating overpayments and underpayments
* WA0206 Compile a Profit Improvement Plan and submit for consideration

**Supporting Evidence**

* SE0201 Signed attendance registers by employee and the supervisor
* SE0202 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0203 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

### **7.3 Contextualised Workplace Knowledge**

* Company policies and procedures
* Standard operating procedures
* Company communication policy

## 7.4 Criteria for Workplace Approval

**Physical Requirements:**

* Access to suitable operational and logistical resources
* A workplace environment that permits learners to operate under the command and guidance of an experienced Supervisor/Mentor/Coach
* Logbooks to capture learner progress against the work activities as per curriculum
* Log sheets for daily activities

**Human Resource Requirements:**

* Mentor/Learner ratio must not exceed 1:8
* Relevant workplace and or industry experience of no less than 10 years
* Mentor refers to Supervisor, Operator and or Coach at the workplace
* Supervisor/mentor should have a NQF Level 6 related qualification and/or minimum relevant work experience of at least 10 years

**Legal Requirements:**

* Compliance with all relevant sections of applicable legislation
* Work environment that meets minimum labour legislation compliance
* Compliant and current health and safety audit report

## 7.5 Assignments to be Assessed Externally

* None

# 143101-000-00-01-WM-08, Processes and procedures to monitor and manage customer service in a betting environment, NQF Level 5, Credits 5

### 8.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to gain real work exposure in the process and procedure to monitor and manage customer service in a Betting environment. The learner will be required to successfully complete each work experience under supervision and independently for a minimum five times within a period of 3 months

Learning contact time - the total amount of time during which the learner needs to have access to workplace to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments, and research (if any) is 3,75 days. The Work Experience modules can be completed at the same time.

The learner will be required to:

* + WM-08-WE01 Identify and track customers betting trends
  + WM-08-WE02 Identify VIP customers and manage service delivery
  + WM-08-WE03 Monitor staff interaction with customers against organisational
  + WM-08-WE04 Identify and resolve disputes
  + WM-08-WE05 Monitor and prevent suspicious transactions and fraudulent behaviour in the betting environment
  + WM-08-WE06 Monitor customer satisfaction levels
  + WM-08-WE07 Retention of current customers base and attracting new customers

### 8.2 Guidelines for Work Experience

**8.2.1 WM-08-WE01: Identify and track customers betting trends**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0101 Track customer betting trends calculating average bet, and win/loss amounts and ratios
* WA0102 Identify different styles of game play
* WA0103 Identify areas of short fall and solutions for customer service delivery
* WA0104 Identify customers preferred games and average spend

***Supporting Evidence***

* SE0101 Signed attendance registers by employee and the supervisor
* SE0102 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0103 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**8.2.2 WM-08-WE02: Identify VIP customers and manage service delivery**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0201 Identify the classification of VIP categories of customers
* WA0202 Identify company approach to service delivery for VIP levels
* WA0203 Interaction required with hospitality and marketing departments to enhance service delivered to VIP customers
* WA0204 Identify link of service delivery to VIP customers and company strategic plans

**Supporting Evidence**

* SE0201 Signed attendance registers by employee and the supervisor
* SE0202 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0203 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**8.2.3 WM-08-WE03: Monitor and manage staff interaction with customers against organisational standards**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0301 Monitor and managing interaction of betting staff with customers
* WA0302 Monitor response time to customer request
* WA0303 Identify areas for service improvement and implement a plan of remedial action
* WA0304 Managing customer feedback and identify opportunities for continuous improvements

**Supporting Evidence**

* SE0301 Signed attendance registers by employee and the supervisor
* SE0302 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0303 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**8.2.4 WM-08-WE04: Identify and resolve disputes**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0401 Identify different types of disputes
* WA0402 Procedure for reporting and resolving disputes
* WA0403 Identify disputes that would be reported to the Gaming Board
* WA0404 Initiate investigation to resolve dispute
* WA0405 Conduct a review to resolve dispute
* WA0406 Record and report dispute resolution

**Supporting Evidence**

* SE0401 Signed attendance registers by employee and the supervisor
* SE0402 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0403 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**8.2.5 WM-08-WE05: Monitor and prevent suspicious transactions and fraudulent behaviour in the betting environment**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0501 Identify the fraudulent activities that take place in a betting environment
* WA0502 Identify the fraudulent activities that take place in the LPM area
* WA0503 Initiate investigation to resolve disputes
* WA0504 Conduct an investigation on disputes/ fraudulent activity
* WA0505 Report fraudulent activity gaming board
* WA0506 Identify signs of money laundering

**Supporting Evidence**

* SE0501 Signed attendance registers by employee and the supervisor
* SE0502 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0503 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**8.2.6 WM-08-WE06: Monitor customer satisfaction level**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0601 Identify tools to monitor customer satisfaction levels
* WA0602 Analyse results in customer satisfaction levels report
* WA0603 Identify areas for improvement to increase satisfaction levels
* WA0604 Retention of current customers base and attracting new customers

**Supporting Evidence**

* SE0601 Signed attendance registers by employee and the supervisor
* SE0602 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0603 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**8.2.7 WM-08-WE07: Identify and track customers betting trends**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0701 Track customer betting trends calculating average bet, and win/loss amounts and ratios
* WA0702 Identify different styles of game play
* WA0703 Identify areas of short fall and solutions for customer

**Supporting Evidence**

* SE0701 Signed attendance registers by employee and the supervisor
* SE0702 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0703 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

### **8.3 Contextualised Workplace Knowledge**

* Company policies and procedures
* Standard operating procedures
* Company communication policy

## 8.4 Criteria for Workplace Approval

**Physical Requirements:**

* Access to suitable operational and logistical resources
* A workplace environment that permits learners to operate under the command and guidance of an experienced Supervisor/Mentor/Coach
* Logbooks to capture learner progress against the work activities as per curriculum
* Log sheets for daily activities

**Human Resource Requirements:**

* Mentor/Learner ratio must not exceed 1:8
* Relevant workplace and or industry experience of no less than 10 years
* Mentor refers to Supervisor, Operator and or Coach at the workplace
* Supervisor/mentor should have a NQF Level 6 related qualification and/or minimum relevant work experience of at least 10 years

**Legal Requirements:**

* Compliance with all relevant sections of applicable legislation
* Work environment that meets minimum labour legislation compliance
* Compliant and current health and safety audit report

## 8.5 Assignments to be Assessed Externally

* None

# 143101-000-00-01-WM-09, Process and procedure to **monitor and manage marketing events in a betting environment,** NQF Level 5 Credit 4

### 9.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to gain real work exposure in the process and procedure to monitor and manage marketing events in a betting environment. The learner will be required to successfully complete each work experience under supervision and independently for a minimum five times within a period of 3 months

Learning contact time - the total amount of time during which the learner needs to have access to workplace to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments, and research (if any) is 5 days. The Work Experience modules can be completed at the same time.

The learner will be required to:

* + WM-09-WE01 Identify and propose ideas for promotion of incentives scheme
  + WM-09-WE02 Examine promotion/event for viability and impact
  + WM-09-WE03 Create awareness of promotions/event with staff and customers
  + WM-09-WE04 Monitor preparation of event or promotion
  + WM-09-WE05 Manage event and results issuing winnings according to procedure

### 9.2 Guidelines for Work Experience

**9.2.1 WM-09-WE01: Identify and propose ideas for promotion of incentives scheme**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0101 Review previous promotions and propose a new event
* WA0102 Examine promotion and identify how to use a promotion to promote incentive scheme
* WA0103 Plan and propose a budget for the promotional idea
* WA0104 Complete a promotional project plan for implementation of promotion

***Supporting Evidence***

* SE0101 Signed attendance registers by employee and the supervisor
* SE0102 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0103 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**9.2.2 WM-09-WE02: Examine promotion/event for viability and impact**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0201 Examine the components of the promotional event
* WA0202 Examine factors in the event that are or are not viable
* WA0203 Examine the promotional event and identify the impact of the event

***Supporting Evidence***

* SE0201 Signed attendance registers by employee and the supervisor
* SE0202 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0203 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**9.2.3 WM-09-WE03: Create awareness of promotions/event with staff and customers**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0301 Identify promotion requirements
* WA0302 Conduct staff briefing on promotional event
* WA0303 Communicate promotional event to customer
* WA0304 Awareness of the event is checked prior to the event taking place to monitor effectiveness of the communication process with staff and customers

**Supporting Evidence**

* SE0301 Signed attendance registers by employee and the supervisor
* SE0302 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0303 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**9.2.4 WM-09-WE04: Monitor preparation of event or promotion**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0401 Meeting requirements with marketing team
* WA0402 Event scope and purpose
* WA0403 Identify prizes and winning criteria of event
* WA0404 Identification of customers targeted by event
* WA0405 Manage invitation of customers to event
* WA0406 Check event meets gaming board regulations

***Supporting Evidence***

* SE0401 Signed attendance registers by employee and the supervisor
* SE0402 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0403 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

**9.2.5 WM-09-WE05: Manage event and results issuing winnings according to procedure**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0501 Identify winnings and criteria required to issue winnings
* WA0502 Demonstrate issuing winnings
* WA0503 Demonstrate tracking and communicating event results

**Supporting Evidence**

* SE0501 Signed attendance registers by employee and the supervisor
* SE0502 Compiled portfolio of evidence completed by the learner and signed off by a Supervisor/Coach/Mentor (in collaboration with a training provider). Evidence includes logbooks, written reports, feedback session notes, performance journals, and photographs and videos and other applicable evidence
* SE0503 An exit interview to confirm authenticity of Workplace Experience by the Mentor (in collaboration with a training provider)

## 9.3 Contextualised Workplace Knowledge

* Company policies and procedures
* Standard operating procedures
* Company communication policy

## 9.4 Criteria for Workplace Approval

**Physical Requirements:**

* Access to suitable operational and logistical resources
* A workplace environment that permits learners to operate under the command and guidance of an experienced Supervisor/Mentor/Coach
* Logbooks to capture learner progress against the work activities as per curriculum
* Log sheets for daily activities

**Human Resource Requirements:**

* Mentor/Learner ratio must not exceed 1:8
* Relevant workplace and or industry experience of no less than 10 years
* Mentor refers to Supervisor, Operator and or Coach at the workplace
* Supervisor/mentor should have a NQF Level 6 related qualification and/or minimum relevant work experience of at least 10 years

**Legal Requirements:**

* Compliance with all relevant sections of applicable legislation
* Work environment that meets minimum labour legislation compliance
* Compliant and current health and safety audit report

## 9.5 Assignments to be Assessed Externally

* None

# SECTION 4: STATEMENT OF WORK EXPERIENCE

|  |  |
| --- | --- |
| Curriculum Number: | 143101-000-00-01 |
| Curriculum Title: | Higher Occupational Certificate: Branch Specialist |

|  |
| --- |
| Learner Details |
| Name: |  |
| ID Number: |  |

|  |
| --- |
| Employer Details |
| Company Name: |  |
| Address: |  |
| Supervisor Name: |  |
| Work Telephone: |  |
| E-Mail: |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **143101-000-00-01-WM-01, Process and procedure to** manage strategic implementation in a betting environment, NQF Level 5, Credits 5 **(Learning contract time 6,25 days)** | | | | |
| **Work experience** | **Work activity** | **Learner**  **Signature** | **Supervisor Signature** | **Date** |
| **WM-01-WE01: Identify strategic goals and action plans to implement strategic goals in betting environment** | WA0101 Examine company strategic goals and identify goals for implementation |  |  |  |
| WA0102 Draw up operational objectives to meet the strategic goals |  |  |  |
| WA0103 Draw up an action plan to implement operational objectives |  |  |  |
| **Implement action plans to implement strategic goals in betting environment** | WA0201 Draw up a work break down structure and a Gantt Chart for the action plan to implement the operational goal |  |  |  |
| WA0202 Identify key stake holders to help drive the action plan |  |  |  |
| WA0203 Draw up monitoring and feedback process for action plan |  |  |  |
| **WM-01-WE03: Review progress to strategic goals and areas for remedial action** | WA0301 Examine project progress and draw up remedial action if required |  |  |  |
| WA0302 Compile a report to report on project progress |  |  |  |
| WA0303 Demonstrate updating the Gannt chart and reviewing the Work Breakdown Structure to update changes to project implementation |  |  |  |
| **1.2.4 WM-01-WE04: Report on strategic progress** | WA0401 Examine project end date and report on completion |  |  |  |
| WA0402 Draw up project close out report for key stakeholders |  |  |  |
| WA0403 Review impact of operational objectives towards strategic goals provide conclusions and recommendations. |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Contextualised Workplace Knowledge** | **Date** | **Signature** |
| 1 | Company health safety policy and procedures |  |  |
| 2 | Standard operating procedures |  |  |
| 3 | Company inventory management and control procedures |  |  |
| 4 | Company communication policy |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Additional Assignments to be Assessed Externally | Date | Signature |
| 1 | NONE |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **143101-000-00-01-WM-02, Process and procedure to** manage staff, NQF Level 5, **Credits 3** **(Learning contract time 3,75 days)** | | | | |
| **Work experience** | **Work activity** | **Learner**  **Signature** | **Supervisor Signature** | **Date** |
| **WM-02-WE01: Track and manage staff work rosters, attendance, leave and sick requirements** | WA0101 Allocate staff to roster monthly |  |  |  |
| WA0102 Allocate leave and training requirements to roster |  |  |  |
| WA0103 Track attendance and compile required reports for payroll |  |  |  |
| WA0104 Track all types of leave (i.e. sick, compassionate, maternity) and compile report for HR requirements |  |  |  |
| WA0105 Identify short fall in headcount requirements and submit a budget motivation to increase/decrease headcount required |  |  |  |
| **WM-02-WE02: Establish performance objectives to drive strategic and operational requirements** | WA0201 Examine the job description against the strategic goals for the department |  |  |  |
| WA0202 Identify performance objectives to drive the strategic goals and maintain operational requirements |  |  |  |
| WA0203 Discuss and agree performance objectives with team member, identify evidence to be used to measure achievement of objectives |  |  |  |
| **WM-02-WE03: Review performance objectives and achievement of strategic and operational requirements** | WA0301 Organise performance review meeting, prepare team member to review performance |  |  |  |
| WA0302 Conduct meeting to discuss performance and review evidence collated against objectives set |  |  |  |
| WA0303 Discuss and agree achievement and performance rating |  |  |  |
| WA0304 Review and agree on development needs, set up development plans |  |  |  |
| WA0305 Discuss and agree on next performance objectives |  |  |  |
|  | WA0306 Identify and conduct on job training required |  |  |  |
| **WM-02-WE04: Manage disciplinary/grievance processes and procedures where required** | WA0401 Identify organisation policy and procedure for disciplinary and grievance procedures |  |  |  |
| WA0402 Describe what must be disciplined and the possible charge |  |  |  |
| WA0403 Describe the difference between formal and informal discipline. |  |  |  |
| WA0404 Demonstrate steps to investigate conduct, draw conclusions based on investigation |  |  |  |
| WA0405 Draw up charge and invite to disciplinary hearing |  |  |  |
| WA0406 Present findings at disciplinary hearing |  |  |  |
| WPA0407 List possible outcomes of disciplinary |  |  |  |
| WA0408 List the reasons for an appeal and why an outcome may be changed as a result of an appeal |  |  |  |
| WA0409 List the reasons for a grievance to be laid |  |  |  |
| WA0410 List the steps to laying a grievance |  |  |  |
| WA0411 List the possible outcome of a grievance procedure |  |  |  |

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| **143101-000-00-01-WM-03, Process and procedure to** monitor and manage operations in an Branch, NQF Level 5, Credits 14 **(Learning contract time 17,5 days)** | | | | |
| **Work experience** | **Work activity** | **Learner**  **Signature** | **Supervisor Signature** | **Date** |
| **WM-03-WE01:** Monitor and manage operations in branch | WA0101 Implement and review budget |  |  |  |
| WA0102 Track and store cancelled slips |  |  |  |
| WA0103 Track daily sales |  |  |  |
| WA0104 Complete daily balance |  |  |  |
| WA0105 Monitor weekly revenue targets |  |  |  |
| WA0106 Monitor expenditure against budget |  |  |  |
| **WM-03-WE02: Manage cash handling of a branch** | WA0201 Cash security and operating procedures |  |  |  |
| WA0202 Monitoring daily expenses and petty cash requirements |  |  |  |
| WA0203 Managing pay-outs or winnings |  |  |  |
| WA0204 Maintaining customer accounts |  |  |  |
| WA0205 Manage daily issuing of the float and float levels |  |  |  |
| WA0206 Coordinate the collection of cash and drop off when required. |  |  |  |
| WA0207 Complete spot checks and end of shift balance of floats. |  |  |  |
| WA0208 Set time lock on safe |  |  |  |
| **WM-03-WE03: Manage safety and security at a branch** | WA0301 Anti-virus software |  |  |  |
| WA0302 Monitor and manage access control (username and password) |  |  |  |
| WA0303 Protection of personal information |  |  |  |
| WA0304 Liaising with external and internal security |  |  |  |
| WA0305 Verify the security personnel |  |  |  |
| WA0306 Check that all the systems are in working order |  |  |  |
| WA0307 Verification of access control systems (Staff, patrons, Security personnel etc) |  |  |  |
| WA0308 Machine access policy |  |  |  |
| WA0309 Key control register |  |  |  |
| WA0310 Shift change over procedures |  |  |  |
| **WM-03-WE04: Manage process and procedures to open and close a branch** | WA0401 Complete pre-opening procedure for key control and store checks |  |  |  |
| WA0402 Check stock and float levels ready for issue |  |  |  |
| WA0403 Check staff and security attendance and allocate staff for role for the day |  |  |  |
| WA0404 Conduct morning briefing session clarifying daily targets and key events. |  |  |  |
|  | WA0405 Follow up on any procedural breaches or audit requirements to ensure adherence |  |  |  |
| **WM-03-WE05: Manage daily betting activities** | WA0501 Brief team on daily betting activities |  |  |  |
| WA0502 Communicate special daily events |  |  |  |
| WA0503 Review revenue and take up of special events |  |  |  |
| WA0504 Compare daily betting activities to previous day’s activities for trends |  |  |  |
| **WM-03-WE06: Monitor compliance and follow up on Gaming Board Reports** | WA0601 Examine daily performance for any breach of gaming board regulations |  |  |  |
| WA0602 Examine latest gaming board report for remedial action |  |  |  |
| WA0603 Implement remedial action from latest gaming board report |  |  |  |
| **WM-03-WE07: Manage daily housekeeping and cleanliness of branch** | WA0701 Check facilities for housekeeping requirements and cleanliness |  |  |  |
| WA0702 Allocate cleaning duties |  |  |  |
| WA0703 Monitor cleaning activities |  |  |  |
| WA0704 Report maintenance requirements |  |  |  |
| **WM-03-WE08: Manage and communicate all sports, racing and lotto events to teams** | WA0801 Brief team on daily betting activities |  |  |  |
| WA0802 Communicate special daily events |  |  |  |
| WA0803 Review revenue and take up of special events |  |  |  |
| WA0804 Compare daily betting activities to previous day’s activities for trends |  |  |  |
| **WM-03WE09: Collate, and complete daily and weekly reports require** | WA0901 Identify source of data for daily and weekly reports |  |  |  |
| WA0902 Pull data required for daily and weekly reports |  |  |  |
| WA0903 Analyse data for daily and weekly reports |  |  |  |
| WA0904 Compile a report for daily and weekly reports |  |  |  |
| WA0905 Submit daily and weekly reports to management |  |  |  |

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|  | Additional Assignments to be Assessed Externally | Date | Signature |
| 1 | NONE |  |  |

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| **143101-000-00-01-WM-06, Process and procedure to manage compliance in a betting environment, NQF Level 5, Credits 5 (Learning contract time 6,25 days)** | | | | |
| **Work experience** | **Work activity** | **Learner**  **Signature** | **Supervisor Signature** | **Date** |
| **WM-06-WE01: Ensure compliance with legislation and industry requirement** | WA0101 Conduct an audit into staff awareness of compliance requirements for job |  |  |  |
| WA0102 Investigate how the company implements POPIA |  |  |  |
| WA0103 Explain how the company implements FICA |  |  |  |
| WA0104 Identify the safety and security measures used in the operation |  |  |  |
| **WM-06-WE02: Manage operational excellence and procedures with gaming regulations** | WA0201 Opening and closing procedure meet gaming regulations |  |  |  |
| WA0202 Monitor revenue in relation to gaming regulations |  |  |  |
| WA0203 Identify the policy and procedures for upholding OHS&E in the operation |  |  |  |
| WA0204 Identify the most important compliance requirements for the operation and why they are the most import policies |  |  |  |
| **WM-06-WE03: Maintain Audits** | WA0301 Read and interpret and audit report; identify the breach of compliance |  |  |  |
| WPA0302 Identify areas for remedial action to ensure compliance is upheld |  |  |  |
| WA0303 Draw up an action plan to rectify the breach in compliance |  |  |  |
| WA0304 Monitor implementation of action plan to rectify breach in compliance |  |  |  |
| WA0305 Report on resolution and close out of action plan |  |  |  |
| WA0306 Follow up and report on following audit to ensure breach rectified |  |  |  |
| **WM-06-WE04: Monitor and Manage gaming licence requirements** | WA0401 Identify the types of gaming license required for the operation |  |  |  |
| WA0402 Identify the type of gaming license required for staff and self and why the license is required |  |  |  |
| WA0403 Identify who does not require a gaming license |  |  |  |
| WA0404 Explain how the gaming license is used during work and the consequence of not having the license on hand |  |  |  |

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| **143101-000-00-01-WM-07, Process and procedure on revenue, NQF Level 5, Credits** 4 **(Learning contract time 5 days)** | | | | |
| **Work experience** | **Work activity** | **Learner**  **Signature** | **Supervisor Signature** | **Date** |
| **WM-07-WE01: End of month reports** | WA0101 Compile Financial section of month end report |  |  |  |
|  | WA0102 Compile Operational section of month end report |  |  |  |
|  | WA0103 Compile HR section of month end report |  |  |  |
|  | WA0104 Compile Marketing section of month end report |  |  |  |
|  | WA0105 Compile Compliance section of month end report |  |  |  |
|  | WA0106 Compare variances in monthly budget and explain reasons for the variances |  |  |  |
|  | WA0107 Submit consolidated month end report to Head of Department |  |  |  |
| **WM-07-WE02:** Review Month End Report and Compile a Profit Improvement Plan | WA0201 Analyse Financial sections of month end report and compare against Year to Date to identify: overspend, underspend, revenue areas where targets not achieved |  |  |  |
| WA0202 Analyse Operational sections of month end report and compare against Year to Date to identify areas to improve productivity and revenue |  |  |  |
| WA0203 Analyse HR sections of month end report and compare against Year to Date to identify areas; Sick, Leave, Absenteeism, Compassionate (SLAC) and use of Permanent and *Hourly staff;* against budget |  |  |  |
| WA0204 Analyse Marketing sections of month end report and compare against Year to Date to identify actual versus projected footfall and actual against projected revenue |  |  |  |
| WA0205 Analyse Compliance sections of month end report and compare against Year to Date to identify incidents creating overpayments and underpayments |  |  |  |
| WA0206 Compile a Profit Improvement Plan and submit for consideration |  |  |  |

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| **143101-000-00-01-WM-08, Process and procedure to monitor and manage customer service in a Betting environment**, **NQF Level 5, Credits 5 (Learning contract time 6,75 days)** | | | | |
| **Work experience** | **Work activity** | **Learner**  **Signature** | **6,25Supervisor Signature** | **Date** |
| **WM-08-WE01: Identify and track customers betting trends** | WA0101 Track customer betting trends calculating average bet, and win/loss amounts and ratios |  |  |  |
| WA0102 Identify different styles of game play |  |  |  |
| WA0103 Identify areas of short fall and solutions for customer service delivery |  |  |  |
| WA0104 Identify customers preferred games and average spend |  |  |  |
| **WM-08-WE02: Identify VIP customers and manage service delivery** | WA0201 Identify the classification of VIP categories of customers |  |  |  |
| WA0202 Identify company approach to service delivery for VIP levels |  |  |  |
| WA0203 Interaction required with hospitality and marketing departments to enhance service delivered to VIP customers |  |  |  |
| WA0204 Identify link of service delivery to VIP customers and company strategic plans |  |  |  |
| **WM-08-WE03: Monitor and manage staff interaction with customers against organisational standards** | WA0301 Monitor and managing interaction of betting staff with customers |  |  |  |
| WA0302 Monitor response time to customer request |  |  |  |
| WA0303 Identify areas for service improvement and implement a plan of remedial action |  |  |  |
| WA0304 Managing customer feedback and identify opportunities for continuous improvements |  |  |  |
| **WM-08-WE04: Identify and resolve disputes** | WA0401 Identify different types of disputes |  |  |  |
| WA0402 Procedure for reporting and resolving disputes |  |  |  |
| WA0403 Identify disputes that would be reported to the Gaming Board |  |  |  |
| WA0404 Initiate investigation to resolve dispute |  |  |  |
| WA0405 Conduct a review to resolve dispute |  |  |  |
| WA0406 Record and report dispute resolution |  |  |  |
| **WM-08-WE05: Monitor and prevent suspicious transactions and fraudulent behaviour in the betting environment** | WA0501 Identify the fraudulent activities that take place in a betting environment |  |  |  |
| WA0502 Identify the fraudulent activities that take place in the LPM area |  |  |  |
| WA0503 Initiate investigation to resolve disputes |  |  |  |
| WA0504 Conduct an investigation on disputes/ fraudulent activity |  |  |  |
| WA0505 Report fraudulent activity gaming board |  |  |  |
| WA0506 Identify signs of money laundering |  |  |  |
| **WM-08-WE06: Monitor customer satisfaction level** | WA0601 Identify tools to monitor customer satisfaction levels |  |  |  |
| WA0602 Analyse results in customer satisfaction levels report |  |  |  |
| WA0603 Identify areas for improvement to increase satisfaction levels |  |  |  |
| WA0604 Retention of current customers base and attracting new customers |  |  |  |
| **WM-08-WE07: Identify and track customers betting trends** | WA0101 Track customer betting trends calculating average bet, and win/loss amounts and ratios |  |  |  |
| WA0102 Identify different styles of game play |  |  |  |
| WA0103 Identify areas of short fall and solutions for customer |  |  |  |

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| **143101-000-00-01-WM-09, Process and procedure to monitor and manage marketing events in a betting environment**, **NQF Level 5 Credit 5 (Learning contract time 6.75 days)** | | | | |
| **Work experience** | **Work activity** | **Learner**  **Signature** | **Supervisor Signature** | **Date** |
| **WM-09-WE01: Examine promotion/event for viability and impact** | WA0101 Examine the components of the promotional event |  |  |  |
| WA0102 Examine factors in the event that are or are not viable |  |  |  |
| WA0103 Examine the promotional event and identify the impact of the event |  |  |  |
| **WM-09-WE02: Create awareness of promotions/event with staff and customers** | WA0201 Identify promotion requirements |  |  |  |
| WA0202 Conduct staff briefing on promotional event |  |  |  |
| WA0203 Communicate promotional event to customer |  |  |  |
| WA0204 Awareness of the event is checked prior to the event taking place to monitor effectiveness of the communication process with staff and customers |  |  |  |
| **WM-09-WE03: Monitor preparation of event or promotion** | WA0301 Meeting requirements with marketing team |  |  |  |
| WA0302 Event scope and purpose |  |  |  |
| WA0303 Identify prizes and winning criteria of event |  |  |  |
| WA0304 Identification of customers targeted by event |  |  |  |
| WA0305 Manage invitation of customers to event |  |  |  |
| WA0306 Check event meets gaming board regulations |  |  |  |
| **WM-09-WE04: Manage event and results issuing winnings according to procedure** | WA0401 Identify winnings and criteria required to issue winnings |  |  |  |
| WA0402 Demonstrate issuing winnings |  |  |  |
| WA0403 Demonstrate tracking and communicating event results |  |  |  |

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