



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Table Games Supervision for Casino Operations

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 246745 · NQF Level 4 · 11 Credits · 8 Days

COURSE OVERVIEW

This course equips supervisors in casino table games operations with the skills to oversee game integrity, manage staff, and ensure compliance with regulatory standards. Participants will learn to monitor game flow, handle disputes, and maintain a secure gaming environment.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	246745
Accreditation	SAQA Accredited · NQF Level 4 · 11 Credits
Duration	8 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply supervisory techniques to oversee table games operations effectively.
- Analyze game procedures to ensure compliance with casino policies and regulations.
- Evaluate player behavior and game integrity to detect irregularities.
- Implement dispute resolution processes to maintain a fair gaming environment.
- Demonstrate leadership skills to manage and motivate table games staff.
- Design shift schedules and allocate resources to optimize table game operations.

WHO SHOULD ATTEND

- This course is designed for current or aspiring table games supervisors, pit bosses, and casino floor managers seeking to enhance their supervisory and operational skills.

COURSE OUTLINE

Day 1: Introduction to Casino Operations and Table Games

- Overview of SAQA and casino industry regulations.
- Types of table games: Blackjack, Roulette, Poker, Baccarat.
- Basic rules and procedures for each game.
- Supervisor's role in game integrity and customer service.
- Casino layout and table positioning.
- Introduction to surveillance and security protocols.

Day 2: Game Rules and Payout Procedures

- Blackjack: hand values, dealer rules, insurance, splitting.
- Roulette: inside and outside bets, odds, payout calculations.
- Payout procedures for Blackjack and Roulette.
- Handling disputes and player errors.
- Supervisor's checklist for game verification.
- Practical examples of payout calculations.

Day 3: Poker and Baccarat Supervision

- Texas Hold'em and other poker variants.
- Hand rankings, betting rounds, and dealer responsibilities.
- Baccarat: player, banker, tie bets; drawing rules.
- Commission collection and tracking.
- Supervisor's role in poker tournaments.
- Ensuring game pace and integrity.

Day 4: Chip Handling and Drop Procedures

- Chip denominations, colours, and security features.
- Fills, credits, and chip floats.
- Drop box setup, removal, and transport.
- Reconciliation of table drops.
- Supervisor's role in monitoring chip movement.
- Preventing chip theft and fraud.

Day 5: Surveillance and Security Protocols

- Surveillance systems and camera coverage.
- Common cheating techniques: card marking, collusion, past posting.
- Identifying problem gamblers and responsible gaming.
- Incident reporting and documentation.
- Emergency procedures and evacuation.
- Supervisor's coordination with security team.

Day 6: Customer Service and Conflict Resolution

- Customer service principles in casinos.
- Active listening and de-escalation techniques.
- Handling complaints and disputes.
- Dealing with intoxicated or disruptive players.
- Supervisor's role in maintaining atmosphere.

- Cultural sensitivity and diversity awareness.

Day 7: Compliance, Ethics, and Responsible Gaming

- South African gambling laws and regulations.
- Code of conduct and ethical decision-making.
- Responsible gaming signs and interventions.
- Anti-money laundering (AML) procedures.
- Reporting suspicious transactions.
- Supervisor's accountability and record-keeping.

Day 8: Practical Integration and Assessment

- Simulated table game supervision exercises.
- Role-playing customer interactions and disputes.
- Payout calculation drills.
- Incident report writing.
- Final assessment: practical and written.
- Course review and certification.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **11 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 30,700.00	R 30,700.00
1	In-House	R 39,900.00	R 39,900.00
1	On-Campus (Pretoria)	R 46,000.00	R 46,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	19 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	20 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	21 Aug 2026	On-Campus	Abu Dhabi, UAE
13 Aug 2026	24 Aug 2026	On-Campus	Durban, South Africa
13 Aug 2026	24 Aug 2026	On-Campus	Mauritius
14 Aug 2026	25 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	26 Aug 2026	On-Campus	Pretoria, South Africa
18 Aug 2026	27 Aug 2026	On-Campus	Abu Dhabi, UAE

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 246745) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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