



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

Gaming Floor Supervision Certificate

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 246747 · NQF Level 4 · 9 Credits · 6 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to effectively supervise gaming floor activities in a casino or gaming environment. It covers operational oversight, compliance with regulations, customer service, and team management to ensure a safe and efficient gaming floor.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	246747
Accreditation	SAQA Accredited · NQF Level 4 · 9 Credits
Duration	6 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply gaming floor procedures and policies to ensure compliance with relevant legislation and organisational standards.
- Monitor and evaluate gaming floor activities to maintain operational efficiency and customer satisfaction.
- Demonstrate effective communication and conflict resolution skills when dealing with customers and staff.
- Implement security and responsible gambling measures to promote a safe gaming environment.
- Analyze gaming floor performance data to identify areas for improvement and report findings to management.
- Supervise team members to ensure adherence to service standards and operational procedures.

WHO SHOULD ATTEND

- This course is designed for current or aspiring gaming floor supervisors, shift managers, and team leaders in casinos or gaming establishments seeking formal recognition of their supervisory competence.

COURSE OUTLINE

Day 1: Introduction to Gaming Floor Supervision and Regulatory Framework

- Overview of the gambling industry in South Africa
- Roles and responsibilities of a gaming floor supervisor
- National Gambling Act and provincial gambling laws
- Regulatory bodies: National Gambling Board, provincial licensing authorities
- Codes of conduct and ethical standards
- Consequences of non-compliance: fines, license revocation, criminal liability

Day 2: Gaming Operations and Equipment

- Types of gaming machines: slots, video poker, electronic roulette
- Table games: blackjack, roulette, poker, baccarat
- Operational procedures: opening and closing games, chip handling
- Equipment maintenance and troubleshooting
- Random number generators and game integrity
- Surveillance and monitoring systems

Day 3: Customer Service and Conflict Resolution

- Principles of excellent customer service
- Communication skills: active listening, assertiveness
- Conflict resolution models and techniques
- Dealing with intoxicated patrons
- Handling disputes over payouts and game results
- De-escalation strategies and when to involve security

Day 4: Security, Surveillance, and Incident Management

- Security risks: theft, fraud, money laundering
- Surveillance operations: camera placement, monitoring techniques
- Incident reporting: documentation, evidence preservation
- Emergency procedures: fire, medical emergencies, armed robbery
- Liaising with law enforcement and regulatory authorities
- Case studies of security breaches

Day 5: Responsible Gambling and Player Protection

- Responsible gambling policies and procedures
- Identifying problem gambling behaviors
- Self-exclusion programs and enforcement
- Training staff to intervene appropriately
- Advertising and promotion compliance
- Support resources for problem gamblers

Day 6: Practical Integration and Assessment

- Simulated gaming floor management exercises
- Role-playing customer interactions and conflict resolution
- Incident report writing practice
- Regulatory compliance checklist review
- Final written and practical assessment

- Course review and feedback

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 **9 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 25,600.00	R 25,600.00
1	In-House	R 33,300.00	R 33,300.00
1	On-Campus (Pretoria)	R 38,400.00	R 38,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	17 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	18 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa
13 Aug 2026	20 Aug 2026	On-Campus	Abu Dhabi, UAE
14 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
14 Aug 2026	21 Aug 2026	On-Campus	Mauritius
17 Aug 2026	24 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	24 Aug 2026	On-Campus	Dubai, 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 246747) 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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