



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

Slots Department Procedures and Knowledge Application

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 258036 · NQF Level 3 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to effectively operate within a slots department in a casino or gaming environment. It covers the procedures for slot machine operations, including opening, closing, and troubleshooting, as well as customer service and regulatory compliance.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	258036
Accreditation	SAQA Accredited · NQF Level 3 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate knowledge of the layout, equipment, and operational procedures of the slots department.
- Apply internal procedures for opening, closing, and maintaining slot machines in compliance with regulations.
- Analyze common slot machine malfunctions and implement appropriate troubleshooting steps.
- Implement customer service protocols to assist patrons with slot machine usage and inquiries.
- Demonstrate awareness of responsible gambling practices and security measures within the slots department.
- Evaluate the importance of accurate record-keeping and reporting in the slots department.

WHO SHOULD ATTEND

- This course is designed for new and existing employees in the slots department of casinos or gaming establishments, including slot attendants, technicians, and supervisors who need to demonstrate applied knowledge of internal procedures.

COURSE OUTLINE

Day 1: Introduction to Slots Operations and Regulatory Framework

- Overview of the casino environment and slots department structure.
- Relevant legislation, SAQA standards, and internal policies.
- Types of slot machines: mechanical, electronic, and video.
- Slot machine components: coin/ticket acceptor, hopper, RNG, display.
- Daily procedures: opening duties, machine verification, and cash handling.
- Security protocols: access control, surveillance, and dual custody.
- Basic fault identification: coin jams, ticket errors, display issues.
- Record keeping: logs, reports, and handover procedures.

Day 2: Advanced Procedures, Reconciliation, and Customer Service

- Reconciliation processes: counting, balancing, and reporting.
- Progressive jackpot management: triggers, payouts, and resets.
- Customer interactions: handling complaints, payouts, and enquiries.
- Dispute resolution: verifying wins, reviewing footage, and escalation.
- Maintenance schedules: cleaning, software updates, and hardware checks.
- Fault escalation: logging, prioritising, and liaising with technicians.
- Technology systems: TITO (Ticket In Ticket Out), player tracking, and CMS.
- End-of-day procedures: closing reports, cash vaulting, and security checks.

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 **5 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 15,400.00	R 15,400.00
1	In-House	R 20,000.00	R 20,000.00
1	On-Campus (Pretoria)	R 23,100.00	R 23,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	11 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	11 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	11 Aug 2026	On-Campus	Mauritius
12 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
18 Aug 2026	19 Aug 2026	On-Campus	Shenzhen, China
18 Aug 2026	19 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 258036) 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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