



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 Transactions Processing and Redemption

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 258038 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the skills to process slot machine transactions accurately, including payouts, ticket redemptions, and short retrievals in a casino environment. It covers the reconciliation of slot transactions and adherence to regulatory requirements, ensuring operational integrity and customer satisfaction.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	258038
Accreditation	SAQA Accredited · NQF Level 3 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply correct procedures for processing slot machine payouts and ticket redemptions.
- Analyze slot transaction records to identify and resolve discrepancies or shorts.
- Demonstrate compliance with gaming regulations and internal controls during transaction processing.
- Evaluate redemption requests and verify customer entitlements before processing.
- Implement secure retrieval procedures for slot shorts and document all actions.
- Reconcile daily slot transactions and report variances to management.

WHO SHOULD ATTEND

- Slot floor attendants, casino cashiers, and gaming supervisors responsible for processing slot transactions and handling short pays or retrieval requests.

COURSE OUTLINE

Day 1: Slots Transaction Processing and Redemption

- Overview of the gambling industry and SAQA unit standard alignment
- Regulatory requirements for slots transaction processing
- Components of a slot machine transaction: credits, coin-in, coin-out, and TITO (Ticket In, Ticket Out)
- Manual redemption procedures for coins and tokens
- Automated redemption using ticket printers and barcode scanners
- Reconciliation of slot transactions: balancing cash, vouchers, and electronic records
- Handling jackpot payouts and hand-pays
- Responsible gambling and dispute resolution in transaction processing

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 **4 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	10 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	11 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
13 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
13 Aug 2026	13 Aug 2026	On-Campus	Mauritius
14 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	17 Aug 2026	On-Campus	Pretoria, South Africa
18 Aug 2026	18 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 258038) 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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