



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

Casino Chip Handling Procedures

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 258045 · NQF Level 3 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips casino staff with the skills and knowledge required to handle casino chips accurately, securely, and in compliance with industry regulations. Participants will learn proper procedures for chip handling, security protocols, and customer interaction techniques to ensure efficient and trustworthy operations. The course aims to enhance operational integrity and customer confidence in casino environments.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	258045
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 correct procedures for receiving, issuing, and exchanging casino chips.
- Apply security protocols to prevent theft, fraud, and errors during chip transactions.
- Implement accurate counting and verification techniques for chip inventories.
- Analyze and resolve discrepancies in chip handling promptly and professionally.
- Evaluate customer interactions to ensure courteous and efficient service during chip transactions.

WHO SHOULD ATTEND

- This course is designed for casino dealers, cashiers, and other gaming floor personnel responsible for handling chips.
- It is also suitable for supervisors and managers overseeing chip transactions.

COURSE OUTLINE

Day 1: Foundational Chip Handling and Security Principles

- Overview of casino chips: materials, denominations, and security features.
- Legal and regulatory requirements for chip handling.
- Basic chip handling techniques: sorting, stacking, and manual counting.
- Chip storage: racks, trays, and secure storage areas.
- Procedures for chip movement between tables, cages, and counting rooms.
- Accountability: chip floats, buy-ins, and credits.
- Dual control: importance and implementation.
- Role of surveillance in chip handling.

Day 2: Advanced Procedures and Practical Integration

- Mechanical and electronic chip counting: operation and verification.
- Chip fills: requisition, verification, and delivery.
- Chip credits: calculation, verification, and recording.
- Table transfers: procedures and documentation.
- Chip security: counterfeit detection and handling suspicious chips.
- Chip destruction and replacement: guidelines and documentation.
- Reconciliation: balancing chip inventories.
- Simulated casino scenario: applying all procedures.

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
04 Aug 2026	05 Aug 2026	On-Campus	Dubai, UAE
04 Aug 2026	05 Aug 2026	On-Campus	Mauritius
04 Aug 2026	05 Aug 2026	On-Campus	Lagos, Nigeria
06 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
06 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
06 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
10 Aug 2026	11 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	11 Aug 2026	On-Campus	Pretoria, South Africa

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 258045) 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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