



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 Operations Monitoring Certificate

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 258061 · NQF Level 3 · 12 Credits · 9 Days

COURSE OVERVIEW

This certificate equips gaming operations personnel with the skills to monitor gaming activities effectively in compliance with South African regulatory frameworks. Learners will develop the ability to detect irregularities, ensure fair play, and maintain operational integrity within casinos and gambling venues.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	258061
Accreditation	SAQA Accredited · NQF Level 3 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Monitor gaming activities to ensure compliance with relevant legislation, regulations, and house policies.
- Identify and report irregularities, suspicious behavior, and potential breaches of gaming rules.
- Apply surveillance techniques and use monitoring equipment effectively to oversee gaming operations.
- Demonstrate knowledge of responsible gambling practices and procedures for intervention.
- Evaluate gaming transactions and documentation for accuracy and integrity.
- Implement corrective actions in response to identified deviations from standard operating procedures.

WHO SHOULD ATTEND

- This course is designed for gaming floor supervisors, surveillance operators, and compliance officers working in casinos or licensed gambling establishments who are responsible for monitoring gaming operations.

COURSE OUTLINE

Day 1: Introduction to Gaming Operations and Monitoring

- Overview of the South African gambling industry
- Regulatory bodies and legislation (e.g., National Gambling Act)
- Types of gaming operations (casinos, betting, limited payout machines)
- Principles of responsible gambling
- Ethical considerations in monitoring

Day 2: Gaming Equipment and Systems

- Slot machines, electronic roulette, and table games
- Central monitoring systems and data capture
- Random number generators (RNG) and certification
- Network architecture for gaming floors
- Security features of gaming equipment

Day 3: Regulatory Compliance and Standards

- Key provisions of the National Gambling Act, 2004
- Provincial licensing authorities and their requirements
- Technical standards for gaming machines (SABS, ISO)
- Minimum payout percentages and return-to-player (RTP)
- Reporting non-compliance

Day 4: Monitoring Procedures and Techniques

- Daily monitoring checklists and routines
- Surveillance camera systems and placement
- Logging and incident reporting protocols
- Recognizing suspicious behavior and patterns
- Communication protocols with floor staff

Day 5: Data Analysis and Reporting

- Data sources: machine meters, player tracking, cashier logs
- Basic statistical analysis (mean, variance, confidence intervals)
- Report formats for regulators and management
- Using software tools for data analysis
- Case studies of data anomalies

Day 6: Fraud Detection and Prevention

- Types of fraud: player collusion, machine tampering, theft
- Internal controls: segregation of duties, access controls
- Counterfeit detection methods (UV, magnetic ink)
- Jackpot verification and payout procedures
- Investigating suspicious incidents

Day 7: Incident Management and Emergency Response

- Incident classification and escalation procedures
- Emergency shutdown and evacuation plans
- Communication with regulatory authorities
- Post-incident review and corrective actions

- Case studies of real incidents

Day 8: Advanced Monitoring Technologies

- AI-driven anomaly detection
- Blockchain for transparent transaction logging
- Biometric identification for patrons and staff
- Cybersecurity best practices for gaming systems
- Integration of multiple monitoring systems

Day 9: Practical Integration and Assessment

- Review of key concepts and procedures
- Simulated gaming floor monitoring exercise
- Data analysis and report writing workshop
- Role-play incident response scenarios
- Final assessment 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 **12 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 33,300.00	R 33,300.00
1	In-House	R 43,300.00	R 43,300.00
1	On-Campus (Pretoria)	R 50,000.00	R 50,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	20 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Mauritius
12 Aug 2026	24 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	25 Aug 2026	On-Campus	Dubai, UAE
14 Aug 2026	26 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	27 Aug 2026	On-Campus	Durban, South Africa
18 Aug 2026	28 Aug 2026	On-Campus	Shenzhen, China

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 258061) 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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