



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Dice Game Operation for Casino Dealers

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 258065 · NQF Level 4 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips learners with the skills and knowledge required to operate the game of Dice in a casino environment. It covers game rules, equipment handling, payout calculations, and customer interaction to ensure fair and professional gameplay. Upon completion, learners will be able to conduct Dice games confidently and in compliance with industry regulations.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	258065
Accreditation	SAQA Accredited · NQF Level 4 · 15 Credits
Duration	12 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate the correct setup and handling of Dice game equipment, including dice, stick, and layout.
- Apply the rules and procedures of the Dice game, including betting options and payout calculations.
- Analyze game scenarios to accurately determine winning bets and payouts.
- Implement effective customer service techniques to enhance player experience and handle disputes.
- Evaluate game integrity and security measures to prevent cheating and ensure fair play.
- Demonstrate compliance with relevant casino policies and South African gambling regulations.

WHO SHOULD ATTEND

- This course is designed for aspiring casino dealers, current gaming staff seeking formal recognition, and hospitality professionals aiming to enter the gaming industry.

COURSE OUTLINE

Day 1: Introduction to Casino Dice Games

- Overview of casino dice games: Craps, Sic Bo, Hazard.
- History and popularity of Craps.
- Craps table layout: sections, markings, and bet areas.
- Roles and responsibilities of the dice dealer.
- Basic terminology: shooter, come-out roll, point.
- House rules and casino procedures.
- Customer service expectations for dealers.

Day 2: Craps Rules and Bet Types

- Pass line and don't pass line: rules and odds.
- Come and don't come bets: how they work.
- Place bets: 4, 5, 6, 8, 9, 10.
- Proposition bets: any craps, any 7, horn, hardways.
- Free odds bets and their advantages.
- Payout calculations for different bet types.
- Common betting strategies and player etiquette.

Day 3: Dice Handling and Equipment

- Casino dice: size, weight, markings, serial numbers.
- Proper dice grip and throwing technique.
- Using the stick: pushing dice, calling rolls.
- Chip handling: racks, trays, and colour-ups.
- Equipment maintenance: stick, dice, chip tray.
- Security features and dice inspection.
- Changing dice: when and how.

Day 4: Payout Procedures and Calculations

- Payout ratios for pass, come, place, and proposition bets.
- Calculating odds payouts: single and double odds.
- Multi-way bet payouts: horn, hardways, world bets.
- Handling colour-ups and exchanging chips.
- Dealing with player errors and disputes.
- Time management during payouts.
- Practicing payout speed and accuracy.

Day 5: Game Flow and Procedures

- Game phases: come-out, point, and resolution.
- Calling the roll: proper announcements.
- Handling player decisions: taking odds, placing bets.
- Managing the stick and dealing positions.
- Interruptions: disputes, fills, credits.
- Communication with boxperson and floor staff.
- Security protocols: monitoring for cheating.

Day 6: Advanced Bets and Variations

- Advanced bets: lay bets, buy bets, big 6/8.
- Sic Bo: layout, bets, and payouts.
- Crapless Craps: rule changes and strategy.
- Other dice games: Hazard, Chuck-a-Luck.
- House edge analysis for different bets.
- Player psychology and risk management.
- When to offer advice versus staying neutral.

Day 7: Customer Service and Communication

- Customer service principles in gaming.
- Dealer etiquette: eye contact, tone, posture.
- Managing aggressive or rude players.
- Dealing with intoxicated or disruptive patrons.
- Conflict resolution techniques.
- Teamwork with other dealers and supervisors.
- Cultural sensitivity and inclusivity.

Day 8: Security, Surveillance, and Anti-Cheating

- Common cheating techniques: past posting, pinching, switching dice.
- Collusion between players and dealers.
- Surveillance systems: cameras, monitoring.
- Security procedures: dice changes, chip fills.
- Reporting incidents: chain of command.
- Legal implications of cheating.
- Ethical responsibilities of dealers.

Day 9: Mathematics and Probability for Dealers

- Dice probabilities: combinations and frequencies.
- House edge for each bet type.
- Expected value and long-term profitability.
- True odds versus casino odds.
- Calculating odds payouts quickly.
- Dealing with player questions about odds.
- Probability in game decisions.

Day 10: Regulatory Compliance and Responsible Gambling

- National Gambling Act and provincial regulations.
- SAQA unit standards and training requirements.
- Casino licensing and compliance.
- Responsible gambling policies.
- Identifying problem gambling behaviour.
- Self-exclusion programs and support resources.
- Reporting obligations for dealers.

Day 11: Practical Skills Integration

- Running a simulated Craps game.
- Managing the stick, dealing, and payouts.
- Handling fills, credits, and colour-ups.

- Dealing with player mistakes.
- Time management and game pace.
- Team coordination with boxperson.
- Mock casino environment practice.

Day 12: Assessment and Certification

- Practical skills assessment: dealing, payouts, procedures.
- Written exam on rules, probabilities, regulations.
- Customer service evaluation.
- Speed and accuracy benchmarks.
- Feedback session with instructors.
- Certification process and next steps.
- Career opportunities and continuing education.

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 **15 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 41,000.00	R 41,000.00
1	In-House	R 53,300.00	R 53,300.00
1	On-Campus (Pretoria)	R 61,500.00	R 61,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	25 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	26 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	26 Aug 2026	On-Campus	Mauritius
12 Aug 2026	27 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	28 Aug 2026	On-Campus	Dubai, UAE
14 Aug 2026	31 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	01 Sep 2026	On-Campus	Durban, South Africa
18 Aug 2026	02 Sep 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 258065) 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.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za