



BCONSULT

Occupational Certificate
GAMING OPERATIONS

NQF Level 3 | SAQA ID 63269 | 130 Points | 12 Months

Gaming Operations – NQF Level 3

SAQA ID: 63269 | Credits: 130 | Duration: 12-month | QCTO Learnership

1. Course Overview

The National Certificate: Gaming Operations (NQF Level 3) is designed to prepare learners for employment in entry-level roles within the highly regulated and customer-focused gaming industry. Learners will gain a strong grounding in the legislative framework governing gaming operations, develop essential customer service and operational competencies, and acquire technical skills in one of four specialisation areas: Dealing, Slots Operations/Hosting, Cashiering, or Surveillance.

This qualification offers a comprehensive learning pathway that equips learners to contribute to the safe, compliant, and customer-oriented functioning of gaming institutions, both nationally and internationally.

2. Learning Outcomes

On completion of this programme, learners will be able to:

- Demonstrate an understanding of the gaming environment, including its regulatory and operational frameworks.
- Apply customer service principles and communication skills within gaming operations.
- Maintain compliance with legislative, safety, and security requirements in the gaming workplace.
- Function effectively in a chosen area of specialisation, ensuring accuracy, integrity, and professionalism.

3. A Qualified Learner Will Be Able To:

- **Dealer (Croupier):** Conduct table games (e.g., Blackjack, Poker, Roulette, Dice) while ensuring compliance with operational and security standards.
- **Slots Operator/Host:** Manage slot machine operations, payouts, and customer support in line with technical and security requirements.
- **Cashier:** Process financial transactions, maintain floats, and uphold strict security and compliance procedures.
- **Surveillance Officer:** Operate monitoring systems to detect, prevent, and report irregularities in gaming operations.

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Entry Requirements

- Communication at **NQF Level 2** or equivalent.
- Mathematical Literacy at **NQF Level 2** or equivalent.
- Learners must meet provincial **gaming licence requirements** to demonstrate applied competence in an authentic workplace setting.

Recognition of Prior Learning (RPL) is available, allowing learners with industry experience or informal training to gain credits or achieve the qualification in part or full.

4. International Comparability

The National Certificate: Gaming Operations (NQF Level 3) aligns closely with qualifications and competencies from leading gaming jurisdictions, particularly the **USA (Nevada)** and **New Zealand**, where casino operations are highly developed.

- **USA (Nevada):** Alignment with competencies for Gaming Dealers, Cashiers, Slot Operators, and Surveillance Officers, although training internationally is often fragmented into specialised short courses.
- **New Zealand:** Alignment with the **National Certificate in Casino Gaming (Level 3/4)** and **Casino Cashiering (Level 3)**, which include similar skills in cashiering, slot operations, dealing, and surveillance.

The South African qualification is unique in its **integrated approach**, combining core operational, legislative, and customer service competencies across all specialisations, while also providing depth in the chosen stream.

5. Occupational Trainer – NQF Level 3 Certification

This qualification is a **National Certificate: NQF Level 3** (regular, unit standards-based). It forms part of the learning pathway within the **Occupational Qualifications Sub-Framework (OQSF)** and provides a foundation for progression to **NQF Level 4 qualifications** in the gaming, hospitality, and tourism sectors.

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6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- **Dealer/Croupier** – Poker, Roulette, Blackjack, Dice, Punto Banco.
- **Slots Operator/Host** – machine operations, payouts, and customer service.
- **Casino Cashier** – managing floats and processing financial transactions.
- **Surveillance Officer** – monitoring gaming activities to ensure compliance and detect irregularities.

These roles provide opportunities for further career growth into supervisory, management, or specialist technical positions within the industry.

7. Learning Options

The programme is delivered through a **blended learning model**, combining:

- **Classroom-based training** for theoretical knowledge of legislation, compliance, customer service, and industry procedures.
- **Workplace-based experiential learning** for practical, hands-on skills in operational environments.
- **Simulated training environments** (e.g., mock casino floor, surveillance labs) where workplace access is limited.

Assessment includes formative and summative approaches, integrating theory and practice through case studies, role-plays, workplace demonstrations, and continuous performance evaluation.

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