



## PROCEDURES FOR CERTIFICATES OF INSTALLATION

### THESE PROCEDURES APPLY TO

- **GAMING INDUSTRY EMPLOYEES (GIE/TECHNICIAN)**
- **ENTITLEMENT HOLDERS**
- **MONITORING LICENSEE**

#### LEGISLATIVE INSTRUMENT:

These procedures are made under section 3.5.16 *Gambling Regulation Act 2003* (the "Act") which states:

- (1) The holder of a gaming industry employee's licence who installs gaming equipment or monitoring equipment at an approved venue must—*
  - (a) certify, in a form approved by the Commission, that the gaming equipment or monitoring equipment is functioning in the manner in which it is designed and programmed to function; and*
  - (b) retain the certificate for a period of 12 months immediately following the date of signature.*
- (2) The holder of a gaming industry employee's licence must not sign a certificate referred to in subsection (1) knowing it to be false.*
- (3) A gaming operator or entitlement holder who installs gaming equipment or monitoring equipment, or causes gaming equipment or --monitoring equipment to be installed, at an approved venue must certify, in a form approved by the Commission, that the equipment is functioning in the manner in which it is designed and programmed to function*
- (4) A gaming operator or entitlement holder must not sign a certificate referred to in subsection (3) knowing it to be false.*
- (5) A gaming operator or entitlement holder must not allow gaming to commence on gaming equipment in respect of which certificates under subsections (1) and (3)—*
  - (a) have not been signed; or*
  - (b) have been signed in contravention of subsection (2) or (4).*
- (5A) The monitoring licensee must ensure that gaming does not commence on gaming equipment that is connected to an electronic monitoring system operated by the licensee in respect of which certificates under subsections (1) and (3)—*
  - (a) have not been signed; or*
  - (b) have been signed in contravention of subsection (2) or (4)*

## Chapter 1 - Entitlement Holder request for Scheduled Works

### **Schedule Work includes:**

*Installing gaming machines in a new venue;*

*Installing additional gaming machines in an existing venue*

*Replacing a gaming machine*

*Moving a gaming machine internally – from one base to another in existing layout*

*Moving a gaming machine internally – to a new layout*

*Hardware retrofit – to the cabinet of the machine*

*Software change – eg game change*

*Credit or denomination change*

*Renumbering the floor position numbers*

*Decommissioning a venue*

A Venue Operator (VO) who is an Entitlement Holder (EH) submits a request for one or more of the scheduled works listed above with the Monitoring Licensee, Intralot Gaming Services Pty Ltd (IGS).

The information that a venue operator must provide and the format in which the information must be provided is contained in IGS's venue manual (iGEM Venue Manual).

Please refer to the iGEM Venue Manual provided to you by IGS.

## Chapter 2 - VCGLR Process

1. The VCGLR will review all Entitlement Holder requests that require prior approval, for example –
  - a. If the proposal is to alter the gaming machine layout, does venue have approval to modify the gaming machine area?
  - b. If the proposal is to install additional machines, has the Commission granted approval to amend the conditions of a venue operator's licence to increase the number of gaming machines in a venue?
2. If the proposed work necessitates a **Venue Certification**, this will also be indicated via the IGS's electronic interface.
3. A **Venue Certification** is generally conducted when the gaming machine area has been relocated, refurbished, extended or altered in any way; or gaming machine numbers are increased/decreased; or if the gaming machine area is new, i.e. new gaming venue.
4. A **Venue Certification** will check that the gaming machine area meets requirements under the governing legislation and rules prior to commencement of game play;

### Chapter 3 - Gaming Industry Employee (GIE - Technician) Certificate of Installation

Note: GIE Technician means a person who holds a Gaming Industry Employee Licence under section 9A.1.2 of the Act and who is engaged by the Entitlement Holder, or IGS, to carry out the prescribed duties listed under section 88 of the *Gambling Regulation Regulations 2005*. The prescribed duties being:

- (a) To install gaming equipment;
- (b) To connect gaming equipment to an electronic monitoring system at an approved venue;
- (c) To supervise persons carrying out any to the prescribed duties referred to in paragraphs (a) and (b).

1. **GIE (technician)** will have a manifest made available of the proposed works to be carried out at a venue which identifies the gaming machine(s)/gaming equipment to be certified and the scheduled work to be conducted on each gaming machine(s)/gaming equipment.
2. **GIE (technician)** who installs gaming equipment at an approved venue must ensure that the gaming equipment certified by him/her is functioning in the manner in which it is designed and programmed to function. In order to do this he/she will need to test the equipment and the reporting of significant events on the monitoring system. (A checklist will be made available for this).
3. **GIE (technician)** must:
  - a. Verify that all significant events have been reported on the Monitoring and Control System;
  - b. Complete and sign **Part A** of the Certification Form (GIE/EH Form). If there are exceptions ie. GIE (Technician) is unable to certify that the gaming equipment is functioning correctly, list these in the exceptions section on the form;
  - c. Provide completed and signed certificate and the manifest of scheduled works to the Entitlement Holder or delegate (who is also required to certify that the gaming equipment is functioning in the manner in which it is designed and programmed to function);
  - d. The Entitlement Holder must retain the certificate for a period of 12 months immediately following the date of signature, and make them available to VCGLR on request;
  - e. Not sign a certificate knowing it to be false;
4. **Enabling machines listed as exceptions**  
Refer to Chapter 3a

### Chapter 3a - Exceptions

#### **Exceptions**

When gaming equipment listed as an exception on the GIE and Entitlement Holder certificate (GIE/EH Form) is restored to working order:

- a. The GIE (Technician) must certify that the exception gaming machine(s) / gaming equipment is functioning in the manner in which it is designed and programmed to function by completing the Exception section of the GIE/EH Form and forwarding it to the Entitlement Holder for his/ her signature.
- b. The Entitlement Holder must certify that the exception gaming machine(s) / gaming equipment is functioning in the manner in which it is designed and programmed to function by completing the Exception section of the form.
- c. The Entitlement Holder must forward the GIE/EH Form to the Monitoring Licensee. (Refer detailed procedure according to IGS Venue Manual).

## Chapter 4 - Entitlement Holder Certificate of Installation

1. An **Entitlement Holder** who installs or causes gaming equipment to be installed, at an approved venue must:
  - a. Complete and sign **Part B** of the GIE/EH Form certifying, that to the best of his/her knowledge, the gaming equipment is functioning in the manner in which it is designed and programmed to function. If there are exceptions i.e. Technician is unable to certify that the gaming machine and/or gaming equipment functions correctly, these will be listed in the spaces provided on the form;
  - b. Not sign a certificate knowing it to be false;
  - c. Not allow gaming to commence on the equipment in respect of which certificates have not been signed by the GIE (Technician) or Entitlement Holder, or have been signed in contravention of the Act.
  - d. Confirm that the technician who carried out the work is a duly licensed GIE authorised to carry out the work.
  - e. Forward the completed duly signed certificate together with the manifest of scheduled work to IGS prior to gaming commencing on the relevant gaming machines / gaming equipment (*a facsimile is acceptable*);
2. The original documentation must be retained and be readily available for VCGLR inspection at any time pursuant to section 3.5.16(1)(b) of the Act and must be retained for a period of 12 months immediately following the date of signature.
3. If the Entitlement Holder is unavailable (i.e. not present at the venue) to sign the certificate, he/she must delegate this task, in writing, to another person. The written delegation must be attached to the Certificate and available, if requested, for inspection by a VCGLR Inspector and/or IGS.
4. **Enabling machines listed as exceptions**  
Refer to Chapter 3a

## Chapter 5 - Monitoring Licensee – (IGS)

The Monitoring licensee must ensure that gaming does not commence on gaming equipment that is connected to an electronic monitoring system operated by the licensee in respect of which certificates (required to be signed by a GIE and EH), have not been signed, or have been signed in contravention of the Act.

1. IGS will have details of scheduled works to be conducted on gaming machine(s)/gaming equipment at the venue;
2. On completion of the work, in consultation with the GIE (Technician), IGS will need to enable the relevant gaming equipment to allow the GIE (Technician) to test the equipment prior to certifying that the equipment is functioning in the manner in which it is designed and programmed to function;
3. When the GIE (Technician) has completed the testing and notified IGS of this, the relevant gaming equipment will be host disabled (and left in this state until all steps in this process have been completed);
4. The Entitlement Holder will be able to view, at the venue via the electronic interface, the significant events for all monitored gaming equipment tested by the GIE (Technician). In the event that the Entitlement Holder is unable to have access to this electronic interface on the venue's computer the significant events will be faxed to the venue by IGS. This information is required by the GIE (Technician) and EH in order to verify that the gaming equipment are functioning in the manner in which it is designed and programmed to function;
5. Following confirmation that the gaming equipment has returned to game play, via the certifying GIE (Technician), IGS must ensure that the gaming equipment is not available/enabled for game play until such time as a **Commencement of Gaming** form (ML Form) has been completed by IGS;
6. IGS will receive by fax certificates signed by the GIE (Technician) and the EH (GIE/EH Form), certifying the gaming/monitoring equipment. If there are exceptions, i.e. GIE (Technician) is unable to certify that the equipment is functioning correctly this will be listed on the form. Equipment listed as exceptions must not be available for game play until it/they have been re-tested and certified by the GIE (Technician) and Entitlement Holder;
7. IGS will complete and sign the **Commencement of Gaming** form (ML Form). If there are exceptions, list these in the spaces provided;
8. IGS will re-activate the gaming / monitoring equipment and confirm with the GIE (Technician) that the relevant gaming equipment has returned to game play status; and

9. The original documentation completed and signed by IGS and the significant events (or electronic evidence of same) must be held by IGS and be readily available for VCGLR inspection and, pursuant to section 3.5.16 (1)(b), must be retained for a period of 12 months immediately following the date of signature, in either paper or electronic form.

### **Exceptions**

When gaming equipment listed as an exception is restored to working order:

- i. The GIE (Technician) and EH will forward to IGS (by fax or other approved means) the signed GIE/EH Form certifying that the gaming equipment is functioning in the manner in which it is designed and programmed to function.
- ii. IGS will complete and sign the exceptions section of the **Commencement of Gaming** form (ML Form) and re-activate the gaming equipment listed as exceptions.
- iii. Verify with the certifying GIE (Technician) that the relevant gaming equipment has returned to game play status.

**Note: Exception gaming / monitoring equipment must not be available for game play by the public until the “Exceptions Approval” section of the Commencement of Gaming form is completed by IGS, and items I, ii, and iii above are satisfied.**



## Chapter 6 - Commencement of Gaming Form

The person authorised to sign on behalf of IGS for the purpose of commencement of gaming must ensure that the following documentation is received and that each document/approval is complete, signed, consistent and legible before preparing and signing the "Commencement of Gaming" Form (ML Form). *Note: This ML Form must be completed by an employee of IGS that holds a GIE licence before the gaming/monitoring equipment can be enable for game play:*

1. GIE/EH Form and manifest of scheduled works; and
2. Venue Certification from EH or VCGLR (if an inspection (VC) is scheduled).

### **Exceptions:**

- "Commencement of Gaming" Form will indicate which gaming / monitoring equipment cannot commence live gaming. **Listed Exception(s) must not be available for game play by the public until an "Exceptions Approval" has been completed by the GIE (Technician) and Entitlement Holder and sent to IGS by fax or other approved means.**
- When the "GIE (Technician) and Entitlement Holder Certification" has been received for the exceptions, IGS will check gaming machine/gaming equipment details against original manifest and if same, complete the "**Exceptions Approval** " *section of the original commencement of gaming form*);

### **For Exceptions carried over to the following day**

- If the Exception gaming /monitoring equipment is not repaired and ready to be returned to game play status by the end of the day of the scheduled works, this must be indicated in the Gaming Equipment Reconciliation (GER) daily file with the letter 'N' in the function indicator field of the file; and
- When the Exception is subsequently returned to game play status on a day following the day of the scheduled works, this must be indicated in the Gaming Equipment Reconciliation (GER) daily file with the letter 'Y' in the function indicator field of the file.

**IGS will hold on file and have readily available for inspection by the VCGLR the following documents:**

- *Commencement of Gaming Certificate signed by employee of IGS who holds a GIE licence.*
- *Manifest of scheduled works*
- *Record of significant events*