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Casino jobs: standardisation and certification

- Slovenian experience
- proposals for the future

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The good old times of the “Slovenian gaming”

- Gorica (“Austrian Nice”)
 - casinos in the period 1790-1915
- Portorož 1913-1915
- Employee training:
 - knowledge and skills transferred from employee to employee (“craftsmen style”)

Slovenian gaming in the modern times

1964 (Portorož)

- foreigners only
- gaming considered an *“immoral activity typical of the decadent capitalism”*
- employees “socially and politically suitable”

Employee training:

- knowledge and skills transferred from employee to employee (“craftsmen style”)
- **casino jobs not officially recognised**

Slovenian gaming in the modern times

1984- Hit and “American-style gaming

- growth in the gaming industry
- growth in the interest to regulate casino jobs from the part of both:
 - *employees and*
 - *the broader society*

A systematic approach needed

- before 1984, small number of casinos and visitors
 - no need
- after 1984, rapid growth in the number of casinos and visitors
 - standardisation and certification of casino jobs - needed

Current situation

- 2007: 5 million of casino visits
 - one-third attributable to residents
- rapid growth in the number of casino employees
 - more than 2,000 possess a licence

Casino jobs licences

- **Typical casino jobs: licences required**
 - “Regulation on licences for employees in casino industry”
- **Candidates:**
 - a healthy personality + knowledge and skills
- **Licences:**
 - awarded (and revoked) by a special commission of the Gaming Supervision Office
 - Personal, but “tied” to the employer

Casino job certificates

- **Knowledge and skills obtained internally**
- **Knowledge and skills must be standardised**
 - a systematic approach by the state
 - an officially recognised profession wanted by employees
- **Public training and examination system**
 - first skills certificate for dealers (croupiers)
 - other typical casino jobs will follow

Licences for the leading positions?

- currently not required
- socially responsible management needed
 - *growth of the gaming industry causes growth of resistance*
- **will ensure sustainable development of the industry**
- **key knowledge and skills**
 - *macro/micro management, responsible gaming*
- **similarities with the banking and insurance**

What about EU?

- Free movement of workers - one of the key freedoms
- Comparable knowledge and skills for the same jobs
- Minimum knowledge and skills for casino jobs
- Code of European gaming
- **National certificates - European certificate**
 - will increase employee mobility
 - will ensure sustainable development of the gaming industry

Casino jobs: standardisation and certification

- **European certificate**
- Minimum knowledge and skills for
casino jobs

?

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