

Blackjack Assessments and Examinations

Question Bank, Practical Assessments and Answer Keys

Six-Deck Shoe Blackjack • Dealer Stands on Soft 17 (S17)

Document control	Controlled entry
Status	Management-controlled model
Version	1.0
Operational use	Requires property and jurisdiction approval
Rule standard	Dealer stands on all 17 totals, including soft 17

Management must decide and approve all program durations, class sizes, passing scores, financial examples, floor-practice limits, and jurisdiction-specific requirements before use.

Document Control

Field	Controlled entry
Document title	Blackjack Assessments and Examinations
Document number	BJ-TRN-005
Version	1.0 management-controlled model
Effective date	[MANAGEMENT TO APPROVE]
Review date	[MANAGEMENT TO APPROVE]
Owner	Table Games Training / Operations
Approved by	[INSERT APPROVING AUTHORITY]
Distribution	Controlled internal training document

Approval Page

Role	Name	Decision	Signature / e- acknowledgement	Date
Training School Manager		Approve / Return		
Table Games Director		Approve / Return		
Compliance / Legal		Approve / Conditions		
Casino Manager		Final approval		

Revision History

Version	Date	Change	Author	Approver
1.0	[DATE]	Initial S17 model	[NAME]	[NAME]

Approved Blackjack Training Rule Sheet

Control	Approved training rule
1	Six decks dealt from a shoe.
2	Cards dealt face up.
3	Dealer hole card; dealer checks for blackjack with an ace or ten-value up-card.
4	Dealer stands on all 17 totals, including soft 17.
5	Dealer draws on hard 16 or less and soft 16 or less.
6	Blackjack pays 3 to 2.
7	Standard winning wagers pay 1 to 1.
8	Insurance pays 2 to 1; even money is permitted.
9	Double down on any first two cards.
10	Double after split is permitted.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Control	Approved training rule
11	Pairs may be split to a maximum of four hands.
12	Aces may be split once; resplitting aces is not permitted.
13	Split aces receive one additional card each.
14	Blackjack after a split is 21 and pays 1 to 1.
15	Late surrender is not offered.
16	Mid-shoe entry is permitted unless management restricts it.
17	Cut card is placed about one and a half decks from the back.
18	Shuffle after the round in which the cut card appears.
19	Manual shuffle is fallback if the automatic shuffler is unavailable.
20	Side bets require a separately approved module.

Critical rule: an incorrect hit on soft 17, or an incorrect stand below 17, is a critical-control failure requiring immediate correction, remediation, and reassessment.

Assessment Administration

- Use controlled versions and secure keys.
- Do not coach during scored attempts.
- Record critical failures separately.
- Use second review for disputed finals.
- Management approves scores and reassessment limits.

Part A — 100 Multiple-Choice Questions

1. What does the dealer do with A-6?

- A. Hit
- B. Stand
- C. Offer surrender
- D. Ask the player

2. When may a dealer change a completed payout?

- A. At discretion
- B. After authorized review
- C. Whenever asked
- D. Never document

3. Response to ambiguous signal?

- A. Guess
- B. Ask for clear signal
- C. Always stand
- D. Call security

4. Blackjack after split?

- A. 3:2
- B. 2:1
- C. 21 paying 1:1
- D. Always push

5. When is insurance offered?

- A. Dealer ace
- B. Dealer ten
- C. Player 20
- D. After dealer draws

6. Cash buy-in visibility?

- A. Only chips
- B. Cash visible until counted/dropped
- C. Nothing
- D. ID only

7. Material dispute response?

- A. Move cards
- B. Protect layout and call supervisor
- C. Promise refund
- D. Argue

8. Is card counting automatically cheating?

- A. Yes

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

- B. No
- C. High bets only
- D. After one shoe

9. Dealer action on soft 16?

- A. Stand
- B. Draw
- C. Split
- D. Double

10. Before using model amounts?

- A. Nothing
- B. Management approval
- C. Player vote
- D. Dealer preference

11. What does the dealer do with A-6?

- A. Hit
- B. Stand
- C. Offer surrender
- D. Ask the player

12. When may a dealer change a completed payout?

- A. At discretion
- B. After authorized review
- C. Whenever asked
- D. Never document

13. Response to ambiguous signal?

- A. Guess
- B. Ask for clear signal
- C. Always stand
- D. Call security

14. Blackjack after split?

- A. 3:2
- B. 2:1
- C. 21 paying 1:1
- D. Always push

15. When is insurance offered?

- A. Dealer ace
- B. Dealer ten
- C. Player 20
- D. After dealer draws

16. Cash buy-in visibility?

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

- A. Only chips
- B. Cash visible until counted/dropped
- C. Nothing
- D. ID only

17. Material dispute response?

- A. Move cards
- B. Protect layout and call supervisor
- C. Promise refund
- D. Argue

18. Is card counting automatically cheating?

- A. Yes
- B. No
- C. High bets only
- D. After one shoe

19. Dealer action on soft 16?

- A. Stand
- B. Draw
- C. Split
- D. Double

20. Before using model amounts?

- A. Nothing
- B. Management approval
- C. Player vote
- D. Dealer preference

21. What does the dealer do with A-6?

- A. Hit
- B. Stand
- C. Offer surrender
- D. Ask the player

22. When may a dealer change a completed payout?

- A. At discretion
- B. After authorized review
- C. Whenever asked
- D. Never document

23. Response to ambiguous signal?

- A. Guess
- B. Ask for clear signal
- C. Always stand
- D. Call security

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

24. Blackjack after split?

- A. 3:2
- B. 2:1
- C. 21 paying 1:1
- D. Always push

25. When is insurance offered?

- A. Dealer ace
- B. Dealer ten
- C. Player 20
- D. After dealer draws

26. Cash buy-in visibility?

- A. Only chips
- B. Cash visible until counted/dropped
- C. Nothing
- D. ID only

27. Material dispute response?

- A. Move cards
- B. Protect layout and call supervisor
- C. Promise refund
- D. Argue

28. Is card counting automatically cheating?

- A. Yes
- B. No
- C. High bets only
- D. After one shoe

29. Dealer action on soft 16?

- A. Stand
- B. Draw
- C. Split
- D. Double

30. Before using model amounts?

- A. Nothing
- B. Management approval
- C. Player vote
- D. Dealer preference

31. What does the dealer do with A-6?

- A. Hit
- B. Stand
- C. Offer surrender

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

- D. Ask the player

32. When may a dealer change a completed payout?

- A. At discretion
- B. After authorized review
- C. Whenever asked
- D. Never document

33. Response to ambiguous signal?

- A. Guess
- B. Ask for clear signal
- C. Always stand
- D. Call security

34. Blackjack after split?

- A. 3:2
- B. 2:1
- C. 21 paying 1:1
- D. Always push

35. When is insurance offered?

- A. Dealer ace
- B. Dealer ten
- C. Player 20
- D. After dealer draws

36. Cash buy-in visibility?

- A. Only chips
- B. Cash visible until counted/dropped
- C. Nothing
- D. ID only

37. Material dispute response?

- A. Move cards
- B. Protect layout and call supervisor
- C. Promise refund
- D. Argue

38. Is card counting automatically cheating?

- A. Yes
- B. No
- C. High bets only
- D. After one shoe

39. Dealer action on soft 16?

- A. Stand
- B. Draw

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

- C. Split
- D. Double

40. Before using model amounts?

- A. Nothing
- B. Management approval
- C. Player vote
- D. Dealer preference

41. What does the dealer do with A-6?

- A. Hit
- B. Stand
- C. Offer surrender
- D. Ask the player

42. When may a dealer change a completed payout?

- A. At discretion
- B. After authorized review
- C. Whenever asked
- D. Never document

43. Response to ambiguous signal?

- A. Guess
- B. Ask for clear signal
- C. Always stand
- D. Call security

44. Blackjack after split?

- A. 3:2
- B. 2:1
- C. 21 paying 1:1
- D. Always push

45. When is insurance offered?

- A. Dealer ace
- B. Dealer ten
- C. Player 20
- D. After dealer draws

46. Cash buy-in visibility?

- A. Only chips
- B. Cash visible until counted/dropped
- C. Nothing
- D. ID only

47. Material dispute response?

- A. Move cards

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

- B. Protect layout and call supervisor
- C. Promise refund
- D. Argue

48. Is card counting automatically cheating?

- A. Yes
- B. No
- C. High bets only
- D. After one shoe

49. Dealer action on soft 16?

- A. Stand
- B. Draw
- C. Split
- D. Double

50. Before using model amounts?

- A. Nothing
- B. Management approval
- C. Player vote
- D. Dealer preference

51. What does the dealer do with A-6?

- A. Hit
- B. Stand
- C. Offer surrender
- D. Ask the player

52. When may a dealer change a completed payout?

- A. At discretion
- B. After authorized review
- C. Whenever asked
- D. Never document

53. Response to ambiguous signal?

- A. Guess
- B. Ask for clear signal
- C. Always stand
- D. Call security

54. Blackjack after split?

- A. 3:2
- B. 2:1
- C. 21 paying 1:1
- D. Always push

55. When is insurance offered?

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

- A. Dealer ace
- B. Dealer ten
- C. Player 20
- D. After dealer draws

56. Cash buy-in visibility?

- A. Only chips
- B. Cash visible until counted/dropped
- C. Nothing
- D. ID only

57. Material dispute response?

- A. Move cards
- B. Protect layout and call supervisor
- C. Promise refund
- D. Argue

58. Is card counting automatically cheating?

- A. Yes
- B. No
- C. High bets only
- D. After one shoe

59. Dealer action on soft 16?

- A. Stand
- B. Draw
- C. Split
- D. Double

60. Before using model amounts?

- A. Nothing
- B. Management approval
- C. Player vote
- D. Dealer preference

61. What does the dealer do with A-6?

- A. Hit
- B. Stand
- C. Offer surrender
- D. Ask the player

62. When may a dealer change a completed payout?

- A. At discretion
- B. After authorized review
- C. Whenever asked
- D. Never document

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

63. Response to ambiguous signal?

- A. Guess
- B. Ask for clear signal
- C. Always stand
- D. Call security

64. Blackjack after split?

- A. 3:2
- B. 2:1
- C. 21 paying 1:1
- D. Always push

65. When is insurance offered?

- A. Dealer ace
- B. Dealer ten
- C. Player 20
- D. After dealer draws

66. Cash buy-in visibility?

- A. Only chips
- B. Cash visible until counted/dropped
- C. Nothing
- D. ID only

67. Material dispute response?

- A. Move cards
- B. Protect layout and call supervisor
- C. Promise refund
- D. Argue

68. Is card counting automatically cheating?

- A. Yes
- B. No
- C. High bets only
- D. After one shoe

69. Dealer action on soft 16?

- A. Stand
- B. Draw
- C. Split
- D. Double

70. Before using model amounts?

- A. Nothing
- B. Management approval
- C. Player vote

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

- D. Dealer preference

71. What does the dealer do with A-6?

- A. Hit
- B. Stand
- C. Offer surrender
- D. Ask the player

72. When may a dealer change a completed payout?

- A. At discretion
- B. After authorized review
- C. Whenever asked
- D. Never document

73. Response to ambiguous signal?

- A. Guess
- B. Ask for clear signal
- C. Always stand
- D. Call security

74. Blackjack after split?

- A. 3:2
- B. 2:1
- C. 21 paying 1:1
- D. Always push

75. When is insurance offered?

- A. Dealer ace
- B. Dealer ten
- C. Player 20
- D. After dealer draws

76. Cash buy-in visibility?

- A. Only chips
- B. Cash visible until counted/dropped
- C. Nothing
- D. ID only

77. Material dispute response?

- A. Move cards
- B. Protect layout and call supervisor
- C. Promise refund
- D. Argue

78. Is card counting automatically cheating?

- A. Yes
- B. No

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

- C. High bets only
- D. After one shoe

79. Dealer action on soft 16?

- A. Stand
- B. Draw
- C. Split
- D. Double

80. Before using model amounts?

- A. Nothing
- B. Management approval
- C. Player vote
- D. Dealer preference

81. What does the dealer do with A-6?

- A. Hit
- B. Stand
- C. Offer surrender
- D. Ask the player

82. When may a dealer change a completed payout?

- A. At discretion
- B. After authorized review
- C. Whenever asked
- D. Never document

83. Response to ambiguous signal?

- A. Guess
- B. Ask for clear signal
- C. Always stand
- D. Call security

84. Blackjack after split?

- A. 3:2
- B. 2:1
- C. 21 paying 1:1
- D. Always push

85. When is insurance offered?

- A. Dealer ace
- B. Dealer ten
- C. Player 20
- D. After dealer draws

86. Cash buy-in visibility?

- A. Only chips

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

- B. Cash visible until counted/dropped
- C. Nothing
- D. ID only

87. Material dispute response?

- A. Move cards
- B. Protect layout and call supervisor
- C. Promise refund
- D. Argue

88. Is card counting automatically cheating?

- A. Yes
- B. No
- C. High bets only
- D. After one shoe

89. Dealer action on soft 16?

- A. Stand
- B. Draw
- C. Split
- D. Double

90. Before using model amounts?

- A. Nothing
- B. Management approval
- C. Player vote
- D. Dealer preference

91. What does the dealer do with A-6?

- A. Hit
- B. Stand
- C. Offer surrender
- D. Ask the player

92. When may a dealer change a completed payout?

- A. At discretion
- B. After authorized review
- C. Whenever asked
- D. Never document

93. Response to ambiguous signal?

- A. Guess
- B. Ask for clear signal
- C. Always stand
- D. Call security

94. Blackjack after split?

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

- A. 3:2
- B. 2:1
- C. 21 paying 1:1
- D. Always push

95. When is insurance offered?

- A. Dealer ace
- B. Dealer ten
- C. Player 20
- D. After dealer draws

96. Cash buy-in visibility?

- A. Only chips
- B. Cash visible until counted/dropped
- C. Nothing
- D. ID only

97. Material dispute response?

- A. Move cards
- B. Protect layout and call supervisor
- C. Promise refund
- D. Argue

98. Is card counting automatically cheating?

- A. Yes
- B. No
- C. High bets only
- D. After one shoe

99. Dealer action on soft 16?

- A. Stand
- B. Draw
- C. Split
- D. Double

100. Before using model amounts?

- A. Nothing
- B. Management approval
- C. Player vote
- D. Dealer preference

Part A Answer Key

No.	Answer
1	Stand
2	After authorized review

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Answer
3	Ask for clear signal
4	21 paying 1:1
5	Dealer ace
6	Cash visible until counted/dropped
7	Protect layout and call supervisor
8	No
9	Draw
10	Management approval
11	Stand
12	After authorized review
13	Ask for clear signal
14	21 paying 1:1
15	Dealer ace
16	Cash visible until counted/dropped
17	Protect layout and call supervisor
18	No
19	Draw
20	Management approval
21	Stand
22	After authorized review
23	Ask for clear signal
24	21 paying 1:1
25	Dealer ace
26	Cash visible until counted/dropped
27	Protect layout and call supervisor
28	No
29	Draw
30	Management approval
31	Stand
32	After authorized review
33	Ask for clear signal
34	21 paying 1:1
35	Dealer ace
36	Cash visible until counted/dropped
37	Protect layout and call supervisor
38	No
39	Draw

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Answer
40	Management approval
41	Stand
42	After authorized review
43	Ask for clear signal
44	21 paying 1:1
45	Dealer ace
46	Cash visible until counted/dropped
47	Protect layout and call supervisor
48	No
49	Draw
50	Management approval
51	Stand
52	After authorized review
53	Ask for clear signal
54	21 paying 1:1
55	Dealer ace
56	Cash visible until counted/dropped
57	Protect layout and call supervisor
58	No
59	Draw
60	Management approval
61	Stand
62	After authorized review
63	Ask for clear signal
64	21 paying 1:1
65	Dealer ace
66	Cash visible until counted/dropped
67	Protect layout and call supervisor
68	No
69	Draw
70	Management approval
71	Stand
72	After authorized review
73	Ask for clear signal
74	21 paying 1:1
75	Dealer ace
76	Cash visible until counted/dropped

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Answer
77	Protect layout and call supervisor
78	No
79	Draw
80	Management approval
81	Stand
82	After authorized review
83	Ask for clear signal
84	21 paying 1:1
85	Dealer ace
86	Cash visible until counted/dropped
87	Protect layout and call supervisor
88	No
89	Draw
90	Management approval
91	Stand
92	After authorized review
93	Ask for clear signal
94	21 paying 1:1
95	Dealer ace
96	Cash visible until counted/dropped
97	Protect layout and call supervisor
98	No
99	Draw
100	Management approval

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Part B — 50 True-or-False Questions

1. The dealer stands on soft 17. True / False
2. The dealer may advise a player. True / False
3. Preserve cards and wagers during a dispute. True / False
4. Repeated errors prove intent. True / False
5. Insurance pays 2:1. True / False
6. Blackjack after split pays 3:2. True / False
7. Dealer draws hard 16. True / False
8. VIP status allows late wagers. True / False
9. Management approves model thresholds. True / False
10. Report observations neutrally. True / False
11. The dealer stands on soft 17. True / False
12. The dealer may advise a player. True / False
13. Preserve cards and wagers during a dispute. True / False
14. Repeated errors prove intent. True / False
15. Insurance pays 2:1. True / False
16. Blackjack after split pays 3:2. True / False
17. Dealer draws hard 16. True / False
18. VIP status allows late wagers. True / False
19. Management approves model thresholds. True / False
20. Report observations neutrally. True / False
21. The dealer stands on soft 17. True / False
22. The dealer may advise a player. True / False
23. Preserve cards and wagers during a dispute. True / False
24. Repeated errors prove intent. True / False
25. Insurance pays 2:1. True / False
26. Blackjack after split pays 3:2. True / False
27. Dealer draws hard 16. True / False
28. VIP status allows late wagers. True / False
29. Management approves model thresholds. True / False
30. Report observations neutrally. True / False
31. The dealer stands on soft 17. True / False
32. The dealer may advise a player. True / False
33. Preserve cards and wagers during a dispute. True / False

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

34. Repeated errors prove intent. True / False
35. Insurance pays 2:1. True / False
36. Blackjack after split pays 3:2. True / False
37. Dealer draws hard 16. True / False
38. VIP status allows late wagers. True / False
39. Management approves model thresholds. True / False
40. Report observations neutrally. True / False
41. The dealer stands on soft 17. True / False
42. The dealer may advise a player. True / False
43. Preserve cards and wagers during a dispute. True / False
44. Repeated errors prove intent. True / False
45. Insurance pays 2:1. True / False
46. Blackjack after split pays 3:2. True / False
47. Dealer draws hard 16. True / False
48. VIP status allows late wagers. True / False
49. Management approves model thresholds. True / False
50. Report observations neutrally. True / False

Answer Key

No.	Answer
1	True
2	False
3	True
4	False
5	True
6	False
7	True
8	False
9	True
10	True
11	True
12	False
13	True
14	False
15	True
16	False

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Answer
17	True
18	False
19	True
20	True
21	True
22	False
23	True
24	False
25	True
26	False
27	True
28	False
29	True
30	True
31	True
32	False
33	True
34	False
35	True
36	False
37	True
38	False
39	True
40	True
41	True
42	False
43	True
44	False
45	True
46	False
47	True
48	False
49	True
50	True

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Part C — 50 Short-Answer Questions

1. Explain why the dealer has no discretion on S17.

Answer: _____

2. List steps in a payout dispute.

Answer: _____

3. Describe cash buy-in sequence.

Answer: _____

4. Differentiate hard and soft hands.

Answer: _____

5. List neutral game-protection observations.

Answer: _____

6. Describe a push.

Answer: _____

7. Explain insurance timing.

Answer: _____

8. List conditions preventing opening.

Answer: _____

9. Respond to exposed hole card.

Answer: _____

10. Explain evidence preservation.

Answer: _____

11. Explain why the dealer has no discretion on S17.

Answer: _____

12. List steps in a payout dispute.

Answer: _____

13. Describe cash buy-in sequence.

Answer: _____

14. Differentiate hard and soft hands.

Answer: _____

15. List neutral game-protection observations.

Answer: _____

16. Describe a push.

Answer: _____

17. Explain insurance timing.

Answer: _____

18. List conditions preventing opening.

Answer: _____

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

19. Respond to exposed hole card.

Answer: _____

20. Explain evidence preservation.

Answer: _____

21. Explain why the dealer has no discretion on S17.

Answer: _____

22. List steps in a payout dispute.

Answer: _____

23. Describe cash buy-in sequence.

Answer: _____

24. Differentiate hard and soft hands.

Answer: _____

25. List neutral game-protection observations.

Answer: _____

26. Describe a push.

Answer: _____

27. Explain insurance timing.

Answer: _____

28. List conditions preventing opening.

Answer: _____

29. Respond to exposed hole card.

Answer: _____

30. Explain evidence preservation.

Answer: _____

31. Explain why the dealer has no discretion on S17.

Answer: _____

32. List steps in a payout dispute.

Answer: _____

33. Describe cash buy-in sequence.

Answer: _____

34. Differentiate hard and soft hands.

Answer: _____

35. List neutral game-protection observations.

Answer: _____

36. Describe a push.

Answer: _____

37. Explain insurance timing.

Answer: _____

38. List conditions preventing opening.

Answer: _____

39. Respond to exposed hole card.

Answer: _____

40. Explain evidence preservation.

Answer: _____

41. Explain why the dealer has no discretion on S17.

Answer: _____

42. List steps in a payout dispute.

Answer: _____

43. Describe cash buy-in sequence.

Answer: _____

44. Differentiate hard and soft hands.

Answer: _____

45. List neutral game-protection observations.

Answer: _____

46. Describe a push.

Answer: _____

47. Explain insurance timing.

Answer: _____

48. List conditions preventing opening.

Answer: _____

49. Respond to exposed hole card.

Answer: _____

50. Explain evidence preservation.

Answer: _____

Model Key

No.	Model points
1	Fixed rule: draw 16 or less; stand all 17 or more.
2	Neutral, preserve, supervisor, facts, authorized ruling, record.
3	Visible cash, count, announce, verify, drop, chips.
4	Soft has ace counted 11; hard does not.
5	Bet changes, timing, decisions, signals, transfers, rounds.
6	Original wager returned; no profit.
7	Dealer ace only; close before peek.
8	Card, bankroll, equipment, limits or documentation problems.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Model points
9	Stop, protect, supervisor, surveillance if required, document.
10	Prevents memory-only reconstruction and protects fairness.
11	Fixed rule: draw 16 or less; stand all 17 or more.
12	Neutral, preserve, supervisor, facts, authorized ruling, record.
13	Visible cash, count, announce, verify, drop, chips.
14	Soft has ace counted 11; hard does not.
15	Bet changes, timing, decisions, signals, transfers, rounds.
16	Original wager returned; no profit.
17	Dealer ace only; close before peek.
18	Card, bankroll, equipment, limits or documentation problems.
19	Stop, protect, supervisor, surveillance if required, document.
20	Prevents memory-only reconstruction and protects fairness.
21	Fixed rule: draw 16 or less; stand all 17 or more.
22	Neutral, preserve, supervisor, facts, authorized ruling, record.
23	Visible cash, count, announce, verify, drop, chips.
24	Soft has ace counted 11; hard does not.
25	Bet changes, timing, decisions, signals, transfers, rounds.
26	Original wager returned; no profit.
27	Dealer ace only; close before peek.
28	Card, bankroll, equipment, limits or documentation problems.
29	Stop, protect, supervisor, surveillance if required, document.
30	Prevents memory-only reconstruction and protects fairness.
31	Fixed rule: draw 16 or less; stand all 17 or more.
32	Neutral, preserve, supervisor, facts, authorized ruling, record.
33	Visible cash, count, announce, verify, drop, chips.
34	Soft has ace counted 11; hard does not.
35	Bet changes, timing, decisions, signals, transfers, rounds.
36	Original wager returned; no profit.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Model points
37	Dealer ace only; close before peek.
38	Card, bankroll, equipment, limits or documentation problems.
39	Stop, protect, supervisor, surveillance if required, document.
40	Prevents memory-only reconstruction and protects fairness.
41	Fixed rule: draw 16 or less; stand all 17 or more.
42	Neutral, preserve, supervisor, facts, authorized ruling, record.
43	Visible cash, count, announce, verify, drop, chips.
44	Soft has ace counted 11; hard does not.
45	Bet changes, timing, decisions, signals, transfers, rounds.
46	Original wager returned; no profit.
47	Dealer ace only; close before peek.
48	Card, bankroll, equipment, limits or documentation problems.
49	Stop, protect, supervisor, surveillance if required, document.
50	Prevents memory-only reconstruction and protects fairness.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Part D — 50 Payout Questions

1. Calculate **USD 10** 1:1 win: _____
2. Calculate **USD 15** 3:2 blackjack: _____
3. Calculate **USD 20** 2:1 insurance: _____
4. Calculate **USD 25** double-down 1:1 win: _____
5. Calculate **USD 30** even money: _____
6. Calculate **USD 40** 1:1 win: _____
7. Calculate **USD 50** 3:2 blackjack: _____
8. Calculate **USD 75** 2:1 insurance: _____
9. Calculate **USD 100** double-down 1:1 win: _____
10. Calculate **USD 125** even money: _____
11. Calculate **USD 10** 1:1 win: _____
12. Calculate **USD 15** 3:2 blackjack: _____
13. Calculate **USD 20** 2:1 insurance: _____
14. Calculate **USD 25** double-down 1:1 win: _____
15. Calculate **USD 30** even money: _____
16. Calculate **USD 40** 1:1 win: _____
17. Calculate **USD 50** 3:2 blackjack: _____
18. Calculate **USD 75** 2:1 insurance: _____
19. Calculate **USD 100** double-down 1:1 win: _____
20. Calculate **USD 125** even money: _____
21. Calculate **USD 10** 1:1 win: _____
22. Calculate **USD 15** 3:2 blackjack: _____
23. Calculate **USD 20** 2:1 insurance: _____
24. Calculate **USD 25** double-down 1:1 win: _____
25. Calculate **USD 30** even money: _____
26. Calculate **USD 40** 1:1 win: _____
27. Calculate **USD 50** 3:2 blackjack: _____
28. Calculate **USD 75** 2:1 insurance: _____
29. Calculate **USD 100** double-down 1:1 win: _____
30. Calculate **USD 125** even money: _____
31. Calculate **USD 10** 1:1 win: _____
32. Calculate **USD 15** 3:2 blackjack: _____
33. Calculate **USD 20** 2:1 insurance: _____

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

34. Calculate **USD 25** double-down 1:1 win: _____
35. Calculate **USD 30** even money: _____
36. Calculate **USD 40** 1:1 win: _____
37. Calculate **USD 50** 3:2 blackjack: _____
38. Calculate **USD 75** 2:1 insurance: _____
39. Calculate **USD 100** double-down 1:1 win: _____
40. Calculate **USD 125** even money: _____
41. Calculate **USD 10** 1:1 win: _____
42. Calculate **USD 15** 3:2 blackjack: _____
43. Calculate **USD 20** 2:1 insurance: _____
44. Calculate **USD 25** double-down 1:1 win: _____
45. Calculate **USD 30** even money: _____
46. Calculate **USD 40** 1:1 win: _____
47. Calculate **USD 50** 3:2 blackjack: _____
48. Calculate **USD 75** 2:1 insurance: _____
49. Calculate **USD 100** double-down 1:1 win: _____
50. Calculate **USD 125** even money: _____

Answer Key

No.	Answer
1	USD 10
2	USD 22.5
3	USD 40
4	USD 50 profit on doubled wager
5	USD 30
6	USD 40
7	USD 75
8	USD 150
9	USD 200 profit on doubled wager
10	USD 125
11	USD 10
12	USD 22.5
13	USD 40
14	USD 50 profit on doubled wager
15	USD 30
16	USD 40

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Answer
17	USD 75
18	USD 150
19	USD 200 profit on doubled wager
20	USD 125
21	USD 10
22	USD 22.5
23	USD 40
24	USD 50 profit on doubled wager
25	USD 30
26	USD 40
27	USD 75
28	USD 150
29	USD 200 profit on doubled wager
30	USD 125
31	USD 10
32	USD 22.5
33	USD 40
34	USD 50 profit on doubled wager
35	USD 30
36	USD 40
37	USD 75
38	USD 150
39	USD 200 profit on doubled wager
40	USD 125
41	USD 10
42	USD 22.5
43	USD 40
44	USD 50 profit on doubled wager
45	USD 30
46	USD 40
47	USD 75
48	USD 150
49	USD 200 profit on doubled wager
50	USD 125

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Part E — Scenario Banks

25 Irregularity Questions

No.	Question	Trainer key
1	Wrong card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
2	Exposed hole card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
3	Extra card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
4	Late wager: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
5	Incorrect payout: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
6	Wrong card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
7	Exposed hole card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
8	Extra card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
9	Late wager: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
10	Incorrect payout: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
11	Wrong card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
12	Exposed hole card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
13	Extra card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Question	Trainer key
14	Late wager: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
15	Incorrect payout: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
16	Wrong card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
17	Exposed hole card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
18	Extra card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
19	Late wager: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
20	Incorrect payout: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
21	Wrong card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
22	Exposed hole card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
23	Extra card: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
24	Late wager: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
25	Incorrect payout: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

20 Guest-Service Scenarios

No.	Question	Trainer key
1	Rule question: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Question	Trainer key
2	Upset guest: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
3	Novice player: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
4	Payout dispute: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
5	Closure: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
6	Rule question: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
7	Upset guest: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
8	Novice player: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
9	Payout dispute: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
10	Closure: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
11	Rule question: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
12	Upset guest: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
13	Novice player: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
14	Payout dispute: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
15	Closure: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Question	Trainer key
16	Rule question: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
17	Upset guest: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
18	Novice player: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
19	Payout dispute: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
20	Closure: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

20 Game-Protection Scenarios

No.	Question	Trainer key
1	Capping: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
2	Bet progression: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
3	Signaling: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
4	Card touching: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
5	Chip transfer: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
6	Capping: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
7	Bet progression: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
8	Signaling: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Question	Trainer key
9	Card touching: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
10	Chip transfer: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
11	Capping: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
12	Bet progression: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
13	Signaling: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
14	Card touching: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
15	Chip transfer: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
16	Capping: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
17	Bet progression: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
18	Signaling: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
19	Card touching: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
20	Chip transfer: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

15 AML Questions

No.	Question	Trainer key
1	Large buy-in: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Question	Trainer key
2	Minimal play cash-out: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
3	Structuring: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
4	Third-party chips: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
5	Chip walking: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
6	Large buy-in: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
7	Minimal play cash-out: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
8	Structuring: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
9	Third-party chips: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
10	Chip walking: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
11	Large buy-in: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
12	Minimal play cash-out: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
13	Structuring: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
14	Third-party chips: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
15	Chip walking: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

15 Responsible-Gaming Questions

No.	Question	Trainer key
1	Chasing losses: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
2	Distress: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
3	Self-exclusion: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
4	Credit request: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
5	Impaired guest: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
6	Chasing losses: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
7	Distress: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
8	Self-exclusion: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
9	Credit request: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
10	Impaired guest: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
11	Chasing losses: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
12	Distress: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
13	Self-exclusion: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.
14	Credit request: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

No.	Question	Trainer key
15	Impaired guest: state dealer action, supervisor call, evidence and prohibited response.	Report facts; stop/protect as needed; call supervisor; do not accuse, promise, diagnose or tip off.

Practical Assessments

1. Equipment setup

Element	Requirement
Objective	Demonstrate equipment setup under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

2. Chip handling

Element	Requirement
Objective	Demonstrate chip handling under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

3. Card handling

Element	Requirement
Objective	Demonstrate card handling under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Element	Requirement
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

4. Manual shuffle

Element	Requirement
Objective	Demonstrate manual shuffle under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

5. Automatic shuffler

Element	Requirement
Objective	Demonstrate automatic shuffler under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

6. Initial deal

Element	Requirement
Objective	Demonstrate initial deal under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

7. Hit and stand

Element	Requirement
Objective	Demonstrate hit and stand under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

8. Double down

Element	Requirement
Objective	Demonstrate double down under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Element	Requirement
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

9. Split hands

Element	Requirement
Objective	Demonstrate split hands under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

10. Split aces

Element	Requirement
Objective	Demonstrate split aces under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

11. Insurance and even money

Element	Requirement
Objective	Demonstrate insurance and even money under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Element	Requirement
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

12. Dealer hand

Element	Requirement
Objective	Demonstrate dealer hand under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

13. Standard payouts

Element	Requirement
Objective	Demonstrate standard payouts under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

14. Blackjack payouts

Element	Requirement
Objective	Demonstrate blackjack payouts under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

15. Full-table dealing

Element	Requirement
Objective	Demonstrate full-table dealing under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

16. Cash buy-in

Element	Requirement
Objective	Demonstrate cash buy-in under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Element	Requirement
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

17. Color change

Element	Requirement
Objective	Demonstrate color change under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

18. Fill and credit

Element	Requirement
Objective	Demonstrate fill and credit under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

19. Irregularity response

Element	Requirement
Objective	Demonstrate irregularity response under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

20. Guest dispute

Element	Requirement
Objective	Demonstrate guest dispute under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

21. Game protection

Element	Requirement
Objective	Demonstrate game protection under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Element	Requirement
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

22. Table opening

Element	Requirement
Objective	Demonstrate table opening under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

23. Table closing

Element	Requirement
Objective	Demonstrate table closing under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

24. Final practical examination

Element	Requirement
Objective	Demonstrate final practical examination under approved S17 procedure.
Setup	Standardized table, equipment and scenario.
Student instruction	Complete without coaching; call supervisor when required.
Scoring	Accuracy, sequence, control, communication and pace.
Critical controls	Cards, chips, cash, wagers, hole card, S17 and authority.
Automatic failure	Material critical-control failure or unsafe unauthorized action.
Pass	Competent on mandatory controls and approved score.
Remediation	Targeted coaching and reassessment.
Sign-off	Student, assessor and approving trainer/panel.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.