

Blackjack Trainer Manual

Delivery Standards, Coaching, Assessment and Certification

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 Trainer Manual
Document number	BJ-TRN-003
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]

Trainer Role

Teach the approved method, not personal shortcuts. Protect student dignity, correct errors immediately, record evidence fairly, and recommend certification only when the standard is met.

- Use the same S17 demonstrations across trainers.
- Separate knowledge, dexterity, procedure, fatigue and conduct issues.
- Do not treat repeated mistakes as proof of intent.
- Increase speed only after accuracy is stable.

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

Standard Lesson Delivery Model

Step	Method
Objective	State the observable skill and reason.
Slow demonstration	Name every control point.
Normal demonstration	Show complete skill without interruption.
Guided practice	Pause, correct and require repeat.
Independent practice	Observe without prompting.
Scenario	Add a realistic complication.
Debrief	Ask what happened, evidence and supervisor trigger.
Record	Complete performance or remediation record.

Feedback Model

Element	Model
Fact	“The dealer drew on A-6.”
Standard	“Under S17, stand on A-6.”
Risk	“Incorrect dealer action can change the outcome.”
Correction	“Reset and demonstrate correctly three times.”
Evidence	“Record drill and reassessment.”

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Common Errors and Corrections

Error	Likely cause	Response
Hitting soft 17	Rule confusion	Stop; restate S17; soft-total drill; reassess.
Standing soft 16	Pattern gap	Draw/stand sorting and dealer-hand repeat.
Hidden chips	Grip or speed pressure	Slow visible sizing drill.
Skipped position	Weak table scan	Eye-scan routine and pattern drill.
Pay before collect	Sequence gap	Collect-before-pay drill.
Arguing	Communication stress	Neutral acknowledgement and supervisor role play.
Moving dispute cards	Preservation gap	Freeze-and-call scenario and reassessment.

Trainer Calibration

1. Score the same performance independently.
2. Compare ratings.
3. Agree evidence for each competency level.
4. Repeat until critical controls are consistent.
5. Record calibration outcomes.

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Remediation Coaching Plans

Gap	Plan
Knowledge	Rule review, flash cards, oral explanation, retest.
Mathematics	Untimed calculations, chip building, timed progression.
Dexterity	Slow repetitions, posture correction, fatigue breaks.
Sequence	Chunking, verbal walk-through, guided rounds.
Communication	Scripts, role play, recorded feedback.
Critical control	Immediate stop, documented coaching, independent reassessment.

Certification Panel Guide

- Review attendance, written, payout, practical, critical-control, remediation and conduct evidence.
- Confirm mandatory modules complete.
- State conditions explicitly.
- Separate training competence from employment decisions.
- Record rationale, approvers and review date.

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.
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.

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Control	Approved training rule
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.

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