

Blackjack Training School

Complete Casino-Ready Program and Forty-Day Curriculum

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 Training School Complete Program
Document number	BJ-TRN-001
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]

Purpose and Scope

A complete operating model for recruiting, training, assessing, remediating, certifying, and transitioning blackjack dealers to supervised floor practice. Accuracy, game protection, authorization, fair assessment, and human management approval take priority over speed.

Management-Controlled Program Configuration

Control	Model value	Management decision
Duration	Eight weeks / forty training days	Approve or replace
Daily hours	Four to six hours	Approve timetable
Class size	Maximum twelve	Approve capacity
Trainer ratio	One practical trainer per six students	Approve staffing
Attendance	90%	Approve threshold

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

Control	Model value	Management decision
Written pass	80%	Approve threshold
Payout pass	90% plus all critical items	Approve threshold
Remediation attempts	Two	Approve limit
Supervised floor practice	Ten shifts	Approve duration
Review schedule	30-day and 60-day	Approve schedule

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

Governance and Responsibility Matrix

Role	Responsibility	Authority	Records
School Manager	Program control, staffing, timetable, facilities, issues	Routine school administration	Schedule, attendance, issue register
Lead Trainer	Curriculum, calibration, assessments, remediation	Training decisions within standard	Lessons, assessments, remediation
Assistant Trainer	Drills, observation, equipment	No final certification unless delegated	Daily observations
Table Games Representative	Rule validation and floor readiness	Operational approval	Rule and transition sign-off
HR	Candidate process and employment boundaries	Employment decisions under HR policy	Applications and selection
Surveillance / Protection	Neutral observation and preservation training	Advisory	Contribution record
Compliance	AML, responsible gaming and jurisdiction fields	Content approval	Review record
Certification Panel	Independent final review	Certify, condition, remediate or decline	Panel decision

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

Candidate Recruitment and Entry

Assessment	Method	Evidence	Use
Arithmetic	Written and oral	Score sheet	Training readiness
Chip values	Recognition and stacking	Observation	Visual/manual readiness
Reading	Procedure comprehension	Answer sheet	Instruction following
Listening	Multi-step spoken instruction	Trainer record	Communication
Dexterity	Cards and chips	Observation score	Practical readiness
Communication	Greeting and supervisor call	Role play	Professional readiness
Interview	Availability and conduct expectations	Interview form	Selection decision

1. Verify eligibility and required documents.
2. Use approved scoring rubrics.
3. Document accommodations where applicable.
4. Use a second reviewer for borderline decisions.
5. Record accepted, waiting-list, deferred and declined outcomes.
6. Protect and retain applicant records under approved rules.

Student Orientation

- Purpose and employment disclaimer
- Attendance, punctuality and absence reporting
- Uniform, grooming and professional conduct
- Phones, confidentiality and respectful behavior
- Equipment care and training-room safety
- Assessment, remediation, appeal and certification

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.
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.

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

Detailed Curriculum Modules

Module 1: Casino Operations Fundamentals

Department hierarchy, authority, conduct, confidentiality, guest service, responsible gaming, AML, incidents and escalation.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 2: Blackjack Equipment

Layout, betting positions, insurance line, tray, shoe, shuffler, discard holder, cut card, paddle, drop box, signage and rating system.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 3: Chip Handling

Denominations, cutting, sizing, stacking, spreading, payout presentation, color changes, visibility and error correction.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 4: Card Handling

Grip, delivery, placement, hole-card protection, pickup, discard, inspection, deck count and security.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 5: Blackjack Mathematics

Hard/soft totals, aces, pairs, dealer totals, blackjack, bust, 1:1, 3:2, 2:1, doubles, splits and pushes.

- Trainer demonstration with control points.
- Guided practice with immediate correction.

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

- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 6: Initial Deal

Posture, table scan, wagers, no-more-bets, direction, up card, hole card, empty positions and pace.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 7: Player Decisions

Hit, stand, double, split, split aces, insurance, even money, signals, ambiguity, neutrality and no coaching.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 8: Dealer Hand

Peek, hole-card exposure, hard/soft totals, S17, bust, announcements and no discretion.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 9: Settlement and Payouts

Collecting, payment direction, blackjack, insurance, even money, pushes, doubles, splits, visibility and corrections.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 10: Complete Game Sequence

Complete rounds with single player, full table, pressure, distraction, error injection and supervisor calls.

- Trainer demonstration with control points.

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

- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 11: Cash Buy-Ins and Chip Transactions

Visible cash, announcements, drop, chip delivery, large buy-ins, color changes, instruments and suspicious movement.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 12: Opening the Table

Layout, rules, limits, equipment, cards, shuffle, cut, shoe load, bankroll, system and supervisor sign-off.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 13: Shuffle Training

Wash, riffle, strip, final riffle, cut, shoe loading, automatic shuffler, faults and fallback.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 14: Irregularities

Exposed, wrong, skipped, extra, missing, duplicate, dropped, premature, payout, wager, equipment and reconstruction issues.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 15: Guest Disputes

Neutral response, preservation, supervisor review, scripts, evidence, authority, escalation and records.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 16: Game Protection

Past posting, capping, pinching, chip switching, card marking, signaling, distraction, false claims and neutral reporting.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 17: Player Rating

Identification, start/stop, average wager, positions, time, speed, buy-in, chip departure, corrections and privacy.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 18: Fills, Credits and Table Bank

Requests, delivery, verification, denominations, documents, voids, reconciliation, variance and escalation.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 19: Closing the Table

Final hands, cards, shuffler, bankroll, reconciliation, documents, security and handover.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.

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

- Scenario or role play.
- Knowledge and practical exit check.

Module 20: Guest Service

Greeting, body language, announcements, rules, no advice, difficult guests, cultural awareness and confidentiality.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 21: Responsible Gaming

Distress, chasing-loss language, restrictions, approved information, supervisor escalation, privacy and no diagnosis.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Module 22: AML Awareness

Large buy-ins, minimal play, structuring, transfers, third parties, rapid color changes, chip walking and no tipping off.

- Trainer demonstration with control points.
- Guided practice with immediate correction.
- Independent drill with evidence.
- Scenario or role play.
- Knowledge and practical exit check.

Forty-Day Detailed Training Plan

Day 1: Orientation and casino structure

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved orientation and casino structure controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded orientation and casino structure drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 2: Equipment and table layout

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved equipment and table layout controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.

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

Lesson element	Detailed delivery
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded equipment and table layout drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 3: Chip values and handling I

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved chip values and handling i controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded chip values and handling i drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.

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

Lesson element	Detailed delivery
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 4: Chip handling II

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved chip handling ii controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded chip handling ii drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 5: Card handling I

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved card handling i controls.

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

Lesson element	Detailed delivery
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded card handling i drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 6: Hand totals I

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved hand totals i controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded hand totals i drills without coaching.

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

Lesson element	Detailed delivery
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 7: Hand totals II

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved hand totals ii controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded hand totals ii drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

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

Day 8: Initial deal I

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved initial deal i controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded initial deal i drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 9: Initial deal II

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved initial deal ii controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.

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

Lesson element	Detailed delivery
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded initial deal ii drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 10: Week 2 review

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved week 2 review controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded week 2 review drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.

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

Lesson element	Detailed delivery
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 11: Hit and stand

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved hit and stand controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded hit and stand drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 12: Double down

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved double down controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.

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

Lesson element	Detailed delivery
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded double down drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 13: Splitting pairs I

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved splitting pairs i controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded splitting pairs i drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.

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

Lesson element	Detailed delivery
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 14: Splitting pairs II

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved splitting pairs ii controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded splitting pairs ii drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

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

Day 15: Split aces

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved split aces controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded split aces drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 16: Insurance and even money

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved insurance and even money controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.

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

Lesson element	Detailed delivery
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded insurance and even money drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 17: Dealer hand I

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved dealer hand i controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded dealer hand i drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.

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

Lesson element	Detailed delivery
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 18: Dealer hand II — S17

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved dealer hand ii — s17 controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded dealer hand ii — s17 drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 19: Basic payouts

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved basic payouts controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.

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

Lesson element	Detailed delivery
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded basic payouts drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 20: Blackjack and insurance payouts

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved blackjack and insurance payouts controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded blackjack and insurance payouts drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.

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

Lesson element	Detailed delivery
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 21: Doubles and split payouts

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved doubles and split payouts controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded doubles and split payouts drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

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

Day 22: Complete round I

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved complete round i controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded complete round i drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 23: Complete round II

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved complete round ii controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.

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

Lesson element	Detailed delivery
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded complete round ii drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 24: Cash buy-ins

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved cash buy-ins controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded cash buy-ins drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.

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

Lesson element	Detailed delivery
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 25: Color changes and instruments

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved color changes and instruments controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded color changes and instruments drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 26: Table opening

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved table opening controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.

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

Lesson element	Detailed delivery
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded table opening drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 27: Manual shuffle

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved manual shuffle controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded manual shuffle drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.

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

Lesson element	Detailed delivery
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 28: Automatic shuffler

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved automatic shuffler controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded automatic shuffler drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

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

Day 29: Player ratings

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved player ratings controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded player ratings drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 30: Fills and credits

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved fills and credits controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.

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

Lesson element	Detailed delivery
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded fills and credits drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 31: Table closing

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved table closing controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded table closing drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.

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

Lesson element	Detailed delivery
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 32: Irregularities I

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved irregularities i controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded irregularities i drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 33: Irregularities II

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved irregularities ii controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.

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

Lesson element	Detailed delivery
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded irregularities ii drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 34: Equipment and system failures

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved equipment and system failures controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded equipment and system failures drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.

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

Lesson element	Detailed delivery
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 35: Guest disputes

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved guest disputes controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded guest disputes drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

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

Day 36: Game protection

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved game protection controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded game protection drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 37: Guest service

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved guest service controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.

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

Lesson element	Detailed delivery
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded guest service drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 38: Responsible gaming and AML

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved responsible gaming and aml controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded responsible gaming and aml drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.

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

Lesson element	Detailed delivery
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 39: Simulated casino floor

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved simulated casino floor controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded simulated casino floor drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

Day 40: Final certification

Lesson element	Detailed delivery
Learning objectives	Students explain and demonstrate the approved final certification controls.
Trainer preparation	Review the lesson plan and S17 rule sheet; prepare cards, chips, shoe, cut card, forms and scenario material.

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

Lesson element	Detailed delivery
Equipment	Table, six decks, shoe, discard holder, cut card, training chips, signs, handbook and checklists.
Opening review	Recap the prior day and run a hand-total or payout warm-up.
Demonstration	Show the procedure slowly, name each control point, then repeat at normal pace.
Guided practice	Small rotations with immediate correction; accuracy before speed.
Independent drills	Each student completes recorded final certification drills without coaching.
Scenario	Add one realistic guest, equipment, procedure or communication complication.
Assessment	Critical controls pass/fail; other skills use the five-level competency scale.
Common errors	Record and demonstrate correction of the three most common errors.
Coaching	State fact, standard, risk, correction, repeat and evidence.
Records	Attendance, lesson record, individual performance, equipment issue and remediation trigger.
Exit standard	Mandatory controls demonstrated consistently or targeted practice assigned before progression.

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

Assessment Framework

Assessment	Model standard	Critical requirements	Evidence
Daily observation	Competent or progressing under plan	Cards, chips, cash, wagers and authority controlled	Daily record
Weekly quiz	80%	Dealer-draw rules correct	Marked quiz
Payout test	90%	All critical final payouts correct	Calculation and chip test
Shuffle	Competent	No exposed or uncontrolled cards	Checklist
Full practical	Competent	S17, hole card, settlement and supervisor calls	Exam record
Game protection	Fact-based neutral reporting	No accusation or confrontation	Scenario assessment
Final written	80%	Critical rules passed	Exam
Final practical	Competent	No critical-control failure	Panel record

Critical-Control Failures

- Hitting soft 17 or standing below 17.
- Exposing or failing to protect the hole card.
- Incorrect final payout.
- Accepting or changing a wager after betting closes.
- Moving cards or wagers during a material dispute without authorization.
- Mishandling cash or table bankroll.
- Unauthorized ruling or failure to call the supervisor.
- Failure to secure cards, chips or equipment.

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

Remediation and Reassessment

7. Record the exact observed gap and evidence.
8. Explain the standard privately and respectfully.
9. Demonstrate the correct procedure.
10. Assign targeted drills with measurable criteria.
11. Set reassessment date and assessor.
12. Use independent reassessment for repeated critical failures where practical.
13. Record continue, extend, repeat, reassign, discontinue or appeal decision.

Certification and Floor Transition

Status	Meaning	Authority
Training completed	Learning delivered; not floor-authorized	Lead trainer
Supervised floor practice	Deal only under defined supervision	Panel / management
Conditional certification	Restrictions apply	Panel
Independent dealing	Authorized within approved game and limits	Table games management
Remediation required	Not authorized until reassessed	Trainer / panel
Not certified	Standard not met	Panel

- Shadow shift.
- Low-limit assignment where approved.
- Reduced positions if required.
- Named supervisor and daily review.
- 30-day and 60-day reviews.
- Final probation decision based on verified evidence.

Management Dashboard

Metric	Definition	Use
Applicants	Applications received	Recruitment
Active students	Currently enrolled	Trainer allocation
Attendance	Attended ÷ scheduled hours	Early support
Module completion	Completed ÷ scheduled	Progress
Payout accuracy	Correct ÷ tested	Readiness
Critical failures	Count and type	Remediation
Certification	Outcome distribution	Floor planning
Early dealer errors	Verified post-placement errors	Curriculum review
Trainer variance	Scoring differences	Calibration
Equipment issues	Open faults	Readiness

Implementation Checklist

- Approve S17 rule sheet and local variations.
- Approve duration, class size, staffing, pass marks, remediation and floor restrictions.
- Complete licensing, AML, responsible-gaming, privacy and retention fields.
- Appoint school manager, trainers, assessors and panel.
- Prepare controlled room, equipment and records.
- Calibrate trainers.
- Pilot with a controlled class.
- Review results and issue only after final approval.

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

Glossary

Term	Meaning
S17	Dealer stands on all totals of 17, including soft 17.
Soft hand	Ace counted as 11 without busting.
Hard hand	No ace counted as 11.
Blackjack	Ace and ten-value card on the initial two cards.
Fill	Controlled delivery of chips to a table.
Credit	Controlled return of chips to the cage.
Critical control	Control affecting game integrity, money, cards, wagers or authorization.
Remediation	Targeted correction, practice, reassessment and evidence.

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