

ADG

Arizona Department of Gaming

TRAINING CATALOG



Courses Designed for our Tribal Gaming Partners & Law Enforcement



Arizona Department of Gaming

The Arizona Department of Gaming (ADG) is proud to offer free training to our Arizona Tribal Partners in a wide variety of contemporary training topics. The following courses are designed and taught by subject matter experts from both the Gaming Industry and Law Enforcement.

Our free training encompasses a wide range of topics such as auditing, security, surveillance and general casino operations that will provide participants with knowledge and information to perform more efficiently in a creative, safe and friendly work environment.

Dedicated and certified instructors provide valuable information and expertise in their respective fields. Several offered courses have been certified as Continuing Education Hours for Arizona Law Enforcement Peace Officers to assist in their yearly training requirements per the Arizona Police Officers Standards & Training (AZPOST).

ADG provides all training materials and handouts needed to attend the classes. We only ask that requesting organizations provide an appropriate training venue and necessary audio-visual equipment needed to provide our digital presentations.

To learn more about bringing this free training to your organization please contact:

Lieutenant Juan Garza

Training & Security Manager

ADG Training Coordinator

602-255-3854 or jgarza@azgaming.gov

Special Agent David Valencia

Arizona State Gaming Investigator

Tribal Training Coordinator

ATGRA Training Coordinator

602-663-5090 or dvalencia@azgaming.gov





Arizona Department
of Gaming



VISION

World-Class
Gaming Regulation
for a Stronger Arizona



MISSION

To ethically and effectively regulate gaming, horse racing, and unarmed combat sports, while ensuring that they are conducted in a socially responsible manner.



VALUES

We act with **integrity**;
Respect one another and those we serve;
Strive for **excellence**;
Succeed through **diversity** and **teamwork**.



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*Available for Law Enforcement continuing education. Virtual Training can be provided for some classes upon request and availability.



Training Coordinators and Instructors

Lieutenant Juan Garza
Training & Security Manager
ADG Training Coordinator

Special Agent David Valencia
Arizona State Gaming Investigator
Tribal Training Coordinator
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Special Agent Terry Staten
Arizona State Gaming Investigator

Special Agent Ryan Winfield
Arizona State Gaming Investigator

Special Agent Heidi Chance
Arizona State Gaming Investigator

Special Agent Keith Crouse
Arizona State Gaming Investigator

Special Agent Patrick Dugan
Arizona State Gaming Investigator

Appendix Training F(1) through F(9), K

1 Hour Each



Appendix F (1) through F(9)

A discussion of the Tribal-State Compact appendix requirements related to the play of Blackjack (F(1), Poker F(2), House Banked Poker F(3), Baccarat F(4), Roulette F(5) and Craps F(6). Big Six F(7), Pai Gow Tiles F(8) and Sic Bo F(9) can also be discussed.



Vendor Certification



2 Hours

Class participants are provided with an overview of the state vendor certification process. The class is presented by the ADG Certification staff.

Basics of Slots



4 Hours

This course provides training and hands-on demonstrations introducing students to the basics of slot machines from early development to current manufacturers, independent lab certification, gaming machine components (hardware & software), and terminology. Students will be introduced to Probability Accounting Report (PAR) sheets, machine codes, testing procedures, progressive functionality/testing, and the importance of proper reel stripe placement. ADG staff also discuss and demonstrate their role in the Tribal-State Gaming certification process, so students will have a better understanding of the importance of this process. (Gaming machines for hands on portions of the class provided by requesting organization)

Casino Math



1 Hour

This course provides classroom training on practical instruction on math and statistics of slots and table games. This course is designed for anyone in the casino industry.



Class III Net Win Calculation & Reporting

2 Hours



Participants receive training from ADG audit staff on the calculation, reconciliation, and reporting of Class III Net Win. This course is designed for Tribal Gaming Office employees and Finance staff that are part of the Class III Net Win reporting or review process.

Lotteries & Promotions

1 Hour



Classroom training from ADG Audit staff on operational standards, specifications and regulations for Lottery, and regulations for Promotions. This course is designed for Tribal Gaming Office employees and individuals that are part of the creation or approval process of Lotteries and/or Promotions.

Poker, House Bank Poker & Blackjack Training

4 Hours



A hands-on training in table game play, proper procedures and game protection. ADG staff will conduct hands-on training to casino personnel on game rules, proper play, and ways to protect the game. This course is geared towards anyone working in the casino industry. (Poker Tables, Blackjack tables and training Cheque's provided by requesting Tribes.)



Procedural Challenges for Security, Surveillance & Tribal Gaming Officers



2 Hours

Instruction (refresher) on basic patrol procedures, crime prevention, crime scene protection, evidence collection and preservation, professionalism for Tribal Security Officers, and casino investigation. Emphasis on crime scene protection and dealing with evidence and packaging methods in a safe, practical, and non-contaminating manner.

Background Investigations



4 Hours

An overview of the ADG background process, understanding required forms, proper fingerprinting techniques, and understanding FBI reports. This training is designed for employees involved in the background investigation process. Presented by ADG Certification staff.

Active Shooter Training



4 Hours

This course offers training on how to prepare for and respond to an active shooter incident. Active shooter incidents are often unpredictable and evolve quickly. In the midst of the chaos, anyone can play an integral role in mitigating the impacts of an active shooter incident. This course is designed for all casino personnel.



Gangs Overview

2 Hours



This course is designed to provide students with a general understanding of criminal gangs to include the history and culture of the gang. Topics covered include; types of gangs, tattoos & their meanings, dress codes, and historical criminal behaviors of gangs.

Basic Drug Recognition

2 Hours



Training on identification and recognition of illegal narcotics and drugs, typical packaging methods, and the associated drug paraphernalia used to store, conceal, and use these substances. This training is for all casino and hotel personnel.

Counterfeit Currency Detection

2 Hours



Classroom training will cover the identification and disposition of questionable currency. This course is designed for employees that handle currency or investigate counterfeit currency incidents.



Human Trafficking

2 Hours



This course is designed to understand the impact of Human Trafficking, recognizing the signs, cultures effected, and identifying potential victims. This class is intended for all casino and hotel employees.

Interviewing

2 Hours



Introduction to the "PEACE" Method (Preparation, Explain, Account, Closure, and Evaluation) of Interviewing. The Peace interviewing model was adopted by the U.S. Military in 2009 as a successful "non-coercive" interview approach. This course is designed for Law Enforcement, Tribal Gaming Office Staff, Security and Surveillance employees, and anyone responsible for investigative interviewing.

Report Writing

3 Hours



Training on the fundamentals of report writing, from preliminary field investigations to the importance of field notes and writing an effective report. This training is designed for Tribal Gaming Office staff, Security personnel, and anyone who is responsible for writing investigative reports.



Title 4 (Liquor Laws) Fake I.D.



6 Hours

This training outlines current laws pertinent to casino operations and covers the legal responsibilities and penalties associated with liquor sales. This course is designed for employees involved in the sale and service of liquor. The training is provided by the Arizona Department of Liquor.

Professional Ethics

2 Hours



Training on professionally accepted standards of personal and business behavior, values and guiding principles covering the importance of ethics for all Casino employees. Students will understand what function acceptable ethics serve in their relationship towards honesty and integrity and how unacceptable ethics can endanger their self-respect, pride, and fair decisions.

Effective & Tactical Communication

2 Hours



Training on providing people with proper communication skills to help them in their day-to-day activities and using words to redirect behavior, prevent, de-escalate, or end a potential volatile situation.



Preventing Identification Theft

2 Hours

An Overview of Financial Crimes types, Common Scams and understanding the importance of obtaining, documenting, and organizing the necessary information in a report.



Bloodborne Pathogen Training

2 Hours

Understanding the importance of personal protective equipment (PPE) for preventing transmission of Bloodborne Pathogens.



Personal Safety Training

2 Hours

Whether walking to or from the Casino, school, or the mall, criminals focus on the "opportunity" to attack. This class provides valuable tips and information to maximize a persons personal safety and not become an easy target.



Training Request

Date Requested:

Casino:

Tribal Contact Person:

Position:

Phone Number:

Email:

Training Venue:

Number of Expected Students:

Number of Sessions:

Course(s) Requested:

APPENDIX TRAINING F(1) through F(9), K

VENDOR CERTIFICATION

BASICS OF SLOTS

CASINO MATH

CLASS III NEXT WIN CALCULATION & REPORTING

LOTTERIES & PROMOTIONS

POKER, HOUSE BANK POKER & BLACKJACK

BACKGROUND INVESTIGATIONS

ACTIVE SHOOTER*

GANG OVERVIEW

PROCEDURAL CHALLENGES FOR SECURITY,
SURVEILLANCE & TGO INVESTIGATORS

BASIC DRUG RECOGNITION*

COUNTERFEIT CURRENCY DETECTION*

HUMAN TRAFFICKING*

INTERVIEWING*

REPORT WRITING*

TITLE 4 (LIQUOR LAWS) / FAKE I.D.*

ETHICS*

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PREVENTING IDENTIFICATION THEFT*

BLOODBORNE PATHOGENS*

PERSONAL SAFETY

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Email Requests to:

jgarza@azgaming.gov or dvalencia@azgaming.gov

