



ARIZONA DEPARTMENT  
OF GAMING

2020  
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).*

*The Arizona Department of Gaming 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:*

*Training & Security Lt. Juan Garza (ADOG Training Coordinator) at **602-255-3854** or **[jgarza@azgaming.gov](mailto:jgarza@azgaming.gov)***

*Special Agent David Valencia (ATGRA Training Coordinator) at **602-663-5090** or **[dvalencia@azgaming.gov](mailto:dvalencia@azgaming.gov)***



# Arizona Department of Gaming

*Our Vision:*

*World-Class Gaming Regulation for a Stronger Arizona*



*Our Mission:*

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

# Course Listing

(Click on class)

APPENDIX F(1) & F(2), G&A TRAINING	5
VENDOR CERTIFICATION	6
BASICS OF SLOTS	7
CASINO MATH	8
CLASS III NET WIN CALCULATION & REPORTING	9
LOTTERIES & PROMOTIONS	10
POKER, HOUSE BANK POKER & BLACKJACK TRAINING	11
PROCEDURAL CHALLENGES FOR SECURITY, SURVEILLANCE & TGO INVESTIGATORS	12
BACKGROUND INVESTIGATIONS	13
ACTIVE SHOOTER*	14
GANG OVERVIEW	15
BASIC DRUG RECOGNITION*	16
COUNTERFEIT CURRENCY DETECTION*	17
HUMAN TRAFFICKING*	18
INTERVIEWING*	19
REPORT WRITING*	20
TITLE 4 (Liquor Laws)/ FAKE I.D. *	21
ETHICS*	22
EFFECTIVE & TACTICAL COMMUNICATIONS*	23
PREVENTING IDENTIFICATION THEFT*	24
BLOOD BORN PATHOGENS*	25
PERSONAL SAFETY	26
<b>INSTRUCTOR BIOGRAPHIES</b>	<b>27</b>

\*Available for Law Enforcement continuing education

# APPENDIX TRAINING

## F(1), F(2), G & A

(3 Hour Each)

### Appendix F (1) – Operational Standards, Specifications and Regulations Governing Blackjack

A discussion of the Tribal-State Compact appendix requirements relating to the play of Blackjack including the game approval process, installation and equipment specifications, and applicable restrictions and prohibitions.

### Appendix F (2) – Operational Standards, Specifications and Regulations Governing Jackpot Poker

A discussion of the Tribal-State Compact appendix requirements relating to the play of Jackpot Poker including: Promotional Award Poker games and House Banked Poker games. Will discuss the game approval process, table and equipment specifications, and applicable restrictions and prohibitions.

### Appendix G – Operations Standards, Specifications and Regulations for Lottery and Requirements for Promotions

A discussion of the Tribal-State Compact appendix requirements relating to lotteries as conducted at tribal gaming facilities. Will discuss how Lotteries are differentiated from Marketing Promotions and the approval process for each type of activity.

### Appendix A – Electronic Incentive Systems

A discussion of the Tribal-State Compact appendix requirements relating to the technical standards and approval procedures for systems that allow for the electronic transfer of promotional and bonusing credits directly to or from a gaming device.



# VENDOR CERTIFICATION

(2 Hours)

Class participants are provided with an overview of the state vendor certification process. The class is presented by the Arizona Department of Gaming Vendor 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.

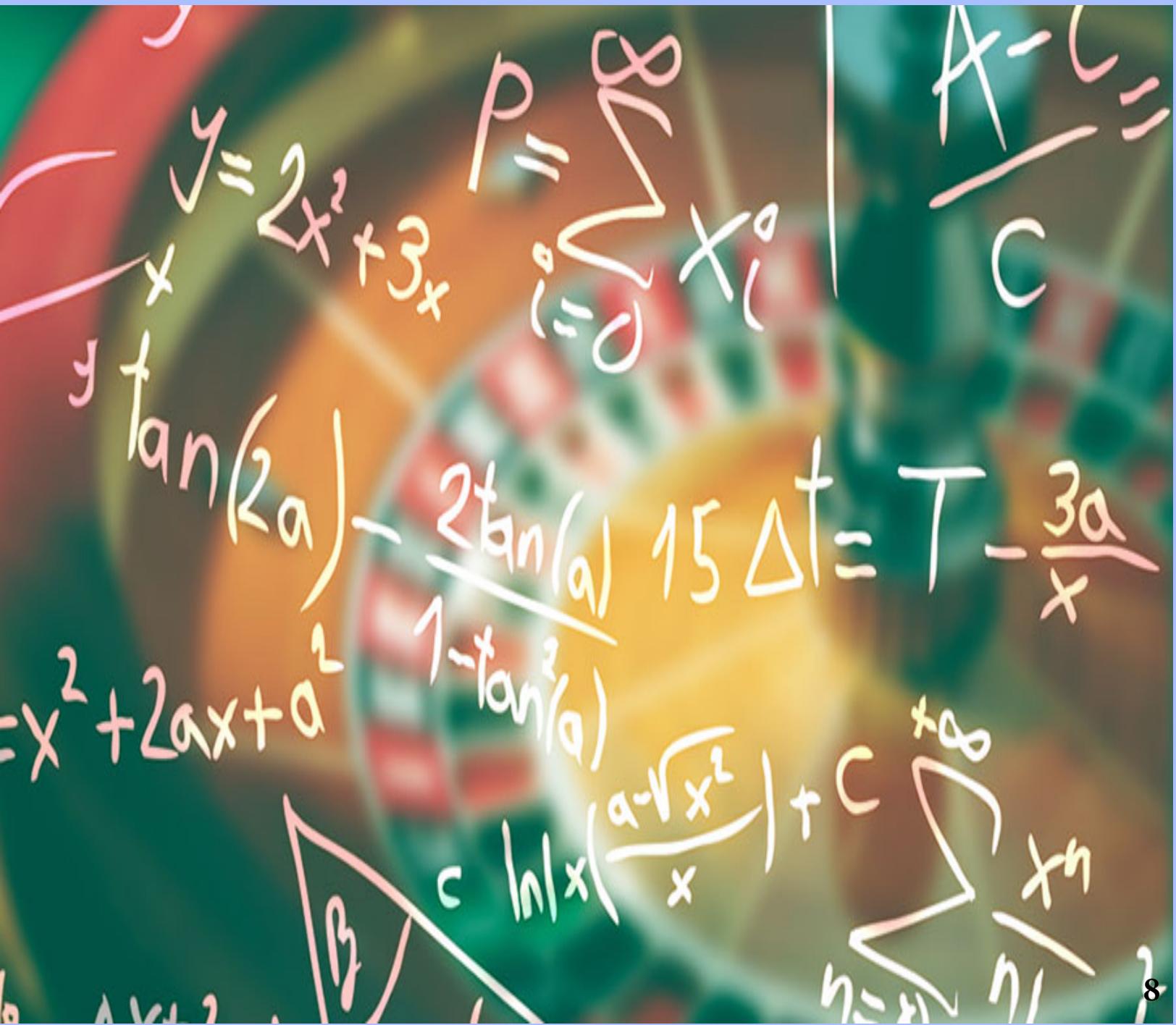
**(Gaming machines for hands on portions of the class provided by requesting organization)**



# 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 Employee Certification staff.



# ACTIVE SHOOTER TRAINING

(3 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.

RUN  
HIDE  
FIGHT

# 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.



**KNOW THE SIGNS  
OF HUMAN TRAFFICKING**

# 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.





# 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.

A golden scale of justice is positioned on the left side of the image, with its pans hanging from a central pillar. To the right, a martini glass filled with a clear liquid and a green olive on a toothpick is shown. The background is a warm, orange-gold gradient. The text "Liquor Laws" is overlaid in a large, white, bold font with a black outline.

**Liquor Laws**

# 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

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

**(2 Hours)**



# Personal Safety Training

(2 Hour)

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 Coordinator*

*Lieutenant Juan Garza  
Arizona Department of Gaming  
Training & Security Manager  
Phoenix, Arizona*

*Juan Garza retired from the Phoenix Police Department after 31 years of service. Juan joined the police department in 1981 after serving four (4) years in the military.*

*During Juan's time with the police department, he worked patrol, night walking beat, and was an undercover officer with the Street Crimes Unit. The last 23 years on the police department he was assigned to the SWAT team as a tactical operator and hostage negotiator.*

*Juan joined the Arizona Department of Gaming in 2014 and as a Certified Arizona Law Enforcement Instructor, is the Department's Training Coordinator and Security Manager.*

# *Instructor Biography*



*Special Agent David Valencia  
Arizona State Gaming Investigator  
Tucson, Arizona*

*David Valencia has been a Special Agent with the Arizona Department of Gaming (ADG) for eight years and is assigned to the Investigations & Inspections (I&I) Unit working out of the Tucson field office.*

*David retired as a Sergeant with the Pima County Sheriff's Department after 25 years of service. During his law enforcement career David worked in the Patrol Division and various units in the Criminal Investigations Sections that included Burglary, Robbery Assault, Narcotics, Community Problems, and Elder Abuse Task Force & Animal Cruelty Task Force.*

*David is a Certified Arizona Law Enforcement Instructor and is an alumnus of the University of Arizona.*

*David likes spending his spare time planning and plotting on how to properly spoil his grandchildren.*

# *Instructor Biography*



*Special Agent Terry Staten  
Arizona State Gaming Investigator  
Tucson, Arizona*

*Special Agent Terry Staten is a 26 year veteran of the Pima County Sheriff's Department. Terry moved to Tucson when he was 12 years old and is a graduate of Marana High School.*

*Terry's Law Enforcement Career started as an Arizona State Corrections Officer where he spent four years before joining the Pima County Sheriff's Department in 1990.*

*During his time with the department, Terry has worked in several positions including patrol, detective, SWAT, community resources, and heading up the Mental Health Support Team.*

*Terry is a Certified Arizona Law Enforcement Instructor and has extensive training and expertise in a variety of areas to include Active Shooter Response.*

# *Instructor Biography*



*Special Agent Ryan Winfield  
Arizona State Gaming Investigator  
Phoenix, Arizona*

*Special Agent Ryan Winfield is a 20 year veteran of the Glendale Police Department where he has worked closely with the community. Ryan began his career as a patrol officer later being assigned to the Neighborhood Response Unit dealing closely with and solving community problems.*

*During his Career, Ryan spent 13 years as an investigator working areas of Domestic Violence, Adult Sex Crimes, and Auto Theft. Ryan worked closely with victims of crimes.*

*As a Certified Arizona Law Enforcement Instructor, Ryan has taught at several locations throughout Arizona to include The Arizona Law Enforcement Academy in Phoenix, The Glendale Police Academy, The Arizona Department of Public Safety, and the Glendale Police Department Citizen's Academy.*

*Among his many qualifications and expertise, Ryan is certified as a High Risk Vehicle Stop Instructor and Driving Instructor for the Arizona Police Officer Standards and Training Board.*