

REVISED TRAINING REGULATION AND GUIDELINES COVERING ALL LICENSED CASINO

I. DEFINITION OF TERMS

Section 1. Training Facility shall refer to the physical structure / venue / floor space / gaming area / slot machine area / cage / surveillance office, including its component tools and equipment where the training program is conducted. Floor area shall be measured in square meters.

Section 2. Curriculum shall refer to the design, approach, modules/ syllabus, training material method of evaluation and training schedule.

Section 3. Trainers shall refer to the individuals who conduct the training program.

Section 4. Gaming skills shall refer to dealing skills required in the operation of table games.

Section 5. Casino-related skills shall refer to skills in the conduct of duties in the slot machine area, cage and as surveillance personnel.

Section 6. Table Games shall refer to casino games such as, but not limited to baccarat, blackjack, roulette and craps, which are played on a table and operated by one or more live dealers, as opposed to games played on a mechanical device like a video slot machine.

Section 7. Cage shall refer to the location in the casino premises where chips are exchanged to or from cash.

Section 8. Trainees shall refer to the participants of the gaming and/or casino related skills training programs.

Section 9. Licensor shall refer to PAGCOR being the lone issuing authority of licenses in the Philippines involving casino, gaming and related operations.

Section 10. Licensee shall refer to the franchise casino or gaming outlet granted a license to operate but does not necessarily have the Certificate of Gaming Training Program Registration. The licensee may be referred to as "LC" in the proceeding provisions.

Section 11. Third Party shall refer to a company which may be a parent company, affiliate/subsidiary Company or a supplier of slot machines and/or other gaming equipment and paraphernalia of the LC.

Section 12. Parent Company shall refer to a company under which the LC is one of its affiliate/subsidiary companies and owns more than half of the LC's shares.

Section 13. Affiliate/Subsidiary Company shall refer to a company under the same parent company as the LC and has an established business relationship with the LC.

Section 14. Live Video Streaming shall refer to a live gaming activity enabling gamblers to wager on casino games through video streaming in the internet.

Section 15. Purchase Agreement/Contract shall refer to the contract agreement entered into by the LC with a supplier of slot machines and/or other gaming equipment and paraphernalia upon purchase.

Section 16. Registration shall refer to a procedure an applicant is required to complete prior to the issuance of a Certificate of Gaming Facility/Training Program/Trainer Registration by the Licensors.

Section 17. Certificate of Gaming Facility/Training Program/Trainer Registration shall refer to a document issued by the Licensors to an Applicant as a manifestation that the training facility/training program/ trainer complies with the minimum requirements or a standards prescribed by the Licensors.

II. COVERAGE

These guidelines shall apply to all training facilities within the territorial jurisdiction of the Philippines offering gaming and casino-related skills training programs.

III. GENERAL POLICIES

Section 1. Training Facilities, whether in operation, existing or for construction, and offering/intending to offer and/or casino related skills program, shall be under the jurisdiction of the Licensors.

Section 2. Applicant shall submit an application for registration within three (3) months from issuance of the prescribed training regulations. Failure to submit an application and the necessary requirements within the prescribed three (3) months shall be cause for closure of the training facility and/or discontinuance of the gaming and casino-related skills training programs.

Section 3. Training facilities not owned and operated by and located within a licensed casino property shall not be granted a certificate of registration. LCs may contract the training services of a “third party” provided:

- (a) The third party is a parent or affiliate/subsidiary company of the LC with documentary proof of business relationship.
- (b) The “third party” is LC’s supplier of gaming equipment or slot machine (SM) units for which the maintenance and operation support is part of the purchase agreement/contract.

A training facility/venue may be located outside the registered property of the LC provided that the location/property is owned by the LC or an affiliate company. Pertinent documentary proof shall be required and submitted to show ownership and/or business relationship. Otherwise, the conduct of gaming skills and casino-related training programs at the off-site location shall not be registered and shall be cause for discontinuance and closure.

Section 4. Certificate of registration shall be valid for a period of two (2) years.

Section 5. Training facilities shall conduct training solely for the upgrading and/or development of their employees’ knowledge, skills and attitudes or for hiring purposes of the licensed casino. In no case shall the training facility and trainer offer and conduct gaming and casino-related skills training programs for the public.

Section 6. Training of hires of parent or affiliate/subsidiary foreign companies of the licensed casino shall be allowed, provided that the following documents are submitted;

- (a) Documentary proof of business relationship between the licensed casino and the parent or affiliate/subsidiary company.
- (b) Certificate of Employment duly signed by the HRDD head of the affiliate company, indicating:
 - b.1 List of names of trainees with position titles

- b.2 Schedule of Training
- b.3 Length of stay of trainees in the Philippines
- b.4 Photocopy of Bureau of Immigration Clearances

Section 7. Public offering of gaming and casino-related skills training programs shall only be conducted by the Licensors.

Section 8. All graduates of the Training Programs shall be required to apply for a Gaming Employment License with the Licensors before they assume any position related to gaming operations.

Section 9. A licensed casino may, upon the approval of the Licensors, opt for on-line training or e-learning in the conduct of gaming skills and casino-related training programs only for skills upgrade of existing employees and not for newly-hired personnel. The on-line training facility shall not in any way be used for live video streaming.

Section 10. The LC shall provide the Licensors with the Training Schedule at least seven (7) days before its commencement.

IV. REGISTRATION

A. Training Facility

Section 1. The concerned licensed casino shall submit an application to the Licensors, through GLDD at least three (3) months before the scheduled inspection of the training facility/venue, together with the complete documentary requirements, such as:

- (a) Duly Accomplished Application Form
- (b) Certified Board resolution on the facility as a venue for gaming and casino-related skills training programs;
- (c) Certification of officials with their corresponding positions
- (d) Copy of the training facility floor plan, including medical clinic, library, CCTV and cage facility

Section 2. The training facility shall install the following offices:

- (a) Health services for medical incidents, However, if these services are out-sourced or contracted out, the contract or MOA or similar documents must be submitted.

- (b) Library, CCTV and cage facility.

Section 3. The training facility shall have the following minimum standards available:

- (a) Floor space/training facility designated for Lecture
- (b) Floor space/training facility designated for Actual Demo/Skills Modules
- (c) Gaming tables*
- (d) Table paraphernalia* (e.g. layout, capital box, shoebox, discard box, etc.)
- (e) Playing Cards* (specifically identified/marked for training purposes only)
- (f) Training Chips* (specifically identified/marked for training purposes only)
- (g) Slot Machine Units* (specifically identified/marked for training purposes only)
- (h) Spreading Boards
- (i) Multi-media projector and screen
- (j) In cases where there is no specific gaming equipment utilized for training, instead of a certified copy of the gaming equipment inventory used for training, a certification to that effect may be submitted.

*procurement and importation duly authorized by GLDD and inspected by CMED

Section 4. Only applications with complete supporting documents and the required registration fee shall be received for evaluation. Incomplete application shall be promptly returned to the applicant. Assessment of application shall include onsite visits, interviews and verification of documents.

Section 5. Licensor shall be authorized to conduct inspection, evaluate documents, conduct interviews and other related activities in the course evaluating the application.

Section 6. Upon finding the application compliant with the requirements prescribed in these guidelines, the Licensor shall issue a Certificate of Gaming Training Facility Registration to the applicant.

Section 7. Renewal. Three (3) months prior to the expiration to registration, the Applicant shall submit the following documents:

- (a) Current Local Business Permit
- (b) Current Certificate of Ownership of Building/Contract of Lease of Building (Covering at least five (5) years)

B. Curriculum or Certificate Training Program

Section 1. The concerned licensed casino shall file its application with GLDD at least three (3) months before the entity intends to offer the program, together with the complete documentary requirements, such as:

- (a) Duly accomplished application form
- (b) List of Training Modules/Syllabus/Curriculum with explanatory notes
- (c) Number of hours required for the completion of the training program
- (d) Trainer – Trainee ratio
- (e) Program Schedule indicating specific methods and milestones or competencies achieved/learned given a particular number of days/weeks
- (f) Assessment process/method to be applied to determine whether a competency has been achieved by a trainee
- (g) Schedule and breakdown of tuition fees and other program cost
- (h) Documented grading system, details of which are provided to student/trainees at the start of their program
- (i) Entry requirement for the program
- (j) Certification indicating list of names of enrollees/graduates per program (if program has been offered prior to regulations)

Section 2. The curriculum shall have the following minimum standards where applicable:

Training Course/Program	Module Description	Minimum No. of Hours
1. Table Games Dealing	1.1 Theoretical Background ● Table equipment and usage ● Playing cards ● Chips ● Game rules and regulations 1.2 Dexterity Skills ● Card shuffling, cutting, etc. ● Chips handling, cutting, spreading, etc. ● Settlement of bets	One hundred forty eight (148) hours for each of the following games: ● Baccarat based games ● Blackjack ● Pontoon ● Roulette ● Craps ● Pai-gow poker ● Texas Hold'em Poker

		Other games may have less than minimum one hundred forty eight (148) hours each.
2. Slot Machine Technician	2.1 Theoretical Background ● Parts of a slot machine 2.2 Dexterity Skills ● Set-up of a slot machine ● Trouble shooting	1. Twelve (12) hours for non-experienced trainee 2. Eight (8) hours for trainees with at least two (2) years work experience
3. Cage and Count Transactions	3.1 Theoretical Background ● Chip familiarization ● Cash identification / verification ● Cage transactions involving chips and cash ● Other cage transactions 3.2 Dexterity Skills ● Chips handling, spreading, exchange, etc. ● Cash spreading, exchange, etc.	Sixteen (16) hours
4. Surveillance Operator	4.1 Theoretical Background ● Parts of an operating system ● Games orientation ● Slot machine orientation (e.g. parts) 4.2 Dexterity Skills ● Operating, repair and maintenance of an operating system ● Computation of settlement of bets, game rules and regulation	One hundred ninety two (192) hours

Section 3. Only applications with complete supporting documents and the required registration fee shall be received for evaluation. Incomplete applications shall be promptly returned to the applicant.

Section 4. Curriculum documents shall indicate competency standards, where applicable. If competency standards do not exist, the curriculum document shall obtain the essential requirements of a competence based curriculum (CBC) that includes the module titles, module descriptions, learning outcomes, assessment criteria, and assessment method.

Section 5. Curriculum document shall specify the equipment, tools and consumables necessary to deliver the program and the instructional materials (such as reference materials, slides, videotapes, internet access and library resources).

Section 6. The Training Regulations Working Committee (TRWC), shall evaluate the curriculum, training supplies and materials, tools, machines and equipment and onsite facilities within three (3) months from receipt of application.

Section 7. The Licenser shall issue a Certificate of Gaming Training Program Registration after the applicant has complied with registration requirements and has effected payment of the applicable registration fee per program.

Section 8. In the event that a curriculum is modified or amended within the two (2) years validity period, the LC shall submit to TRWC the amended/updated portion prior to its implementation.

Section 9. Renewal. Three (3) months prior to the expiration of registration, the Applicant shall submit the following together with the updated documentary requirements listed in item B. above (section 1 c-j):

- a. Letter of Intent for Renewal
- b. Duly accomplished application form for renewal
- c. Certification of Number of Enrollees/Graduates per Program (from previous certificate's date of issuance to date of application for renewal)

C. Trainers Qualification

Section 1. A licensed casino seeking registration for their employed trainers shall submit an application to the Licenser, through GLDD at least three (3) months before the start of training.

The Letter of Intent shall be supported by applicable requirements enumerated below, together with the payment of a non-refundable registration fee.

- a. Duly accomplished application form
- b. Certificates of Employment (with present employer) duly signed by the head of HR
- c. Certificates of Related Trainings/Seminars Attended (if applicable)
- d. PAGCOR-issued Gaming Employment License
- e. Certification of Trainers/Faculty to teach the program with their qualifications, areas of expertise, and courses/seminars attended
- f. Certification of non-teaching staff with their corresponding positions

Section 2. The Trainer applicants must meet the following minimum standards:

- a. At least three (3) years experience in his/her field of expertise
- b. A Filipino citizen
- c. If a foreign national, a valid Bureau of Immigration and Deportation Work Visa and applicable permits
- d. Drug Test Clearance
- e. No pending criminal, civil and administrative case
- f. Not convicted of a criminal, civil and administrative case

Section 3. LCs shall be required to submit for registration all trainers assigned to conduct gaming and casino-related skills training programs. LCs, whose training is provided by affiliate/subsidiary companies and/or suppliers, shall similarly be required to submit for registration all their trainers conducting the training programs.

Section 4. Renewal. Three (3) months prior to the expiration of registration, the applicant shall renew his/her license and shall submit the following documentary requirements:

If applicant is Filipino:

- a. Duly accomplished application form for renewal
- b. Certificates of related trainings/seminars attended the past two (2) years
- c. Certificates of related trainings/seminars facilitated the past two (2) years
- d. Certificate of Employment (with present employer) duly signed by the head of HR
- e. Valid PAGCOR-issued Gaming Employment License

If applicant is of foreign nationality:

- a. Duly accomplished application form for renewal
- b. Applicable permits issued by the Philippine Bureau of Immigration
- c. Certificate of Employment by present employer signed by the head of HR
- d. Certificates of related trainings/seminars attended the past two (2) years
- e. Certificates of related trainings/seminars facilitated the past two (2) years
- f. Valid PAGCOR-issued Gaming Employment License

V. REGISTRATION FEES

A. Training facility and trainers

Registration fees for the training facility and trainers shall be based on the approved number of gaming tables and slot machines based on GLDD' records as of the date of registration.

Number of Approved Gaming Tables	Registration Fee
1 – 75	Php 10,000.00
76 – 150	Php 20,000.00
151 – 225	Php 30,000.00
226 – 300	Php 40,000.00
301 and up	Php 50,000.00

Number of Approved Slot Machines	Registration Fee
1 – 400	Php 10,000.00
401 – 800	Php 20,000.00
801 – 1,200	Php 30,000.00
1201 – 1,600	Php 40,000.00
1,601 and up	Php 50,000.00

B. Curriculum

Registration fees for the curriculum shall be based on the minimum number of training hours

Training	Minimum Number of Hours	Registration Fees
Table Games Dealing	148 hours for each of the following games: 1. Baccarat based game 2. Blackjack 3. Pontoon 4. Roulette	Php 10,000 each game

	5. Craps 6. Pai-gow Poker 7. Texas Hold'em Poker	
	Other games with less than 148 hours	Php 5,000 each game
Surveillance	192 Hours	Php 10,000
Slot Machine	1. 12 hours for non experience trainee 2. 8 hours for trainees with at least 2 years work experience	Php 5,000
Cage & Count	16 hours	Php 5,000

VI. PAYMENT OF REGISTRATION FEES

Procedure of payment is as follows:

- a. Upon evaluation of registration documents, clearance from GLDD and onsite inspection, TRWC shall determine / assess registration fees to be paid.
- b. TRWC shall send billing statement to LC which shall cover specifically, payments for Registration of Training Facility and for the Training Curriculum. Registration fees shall be paid seven (7) working days from receipt of the billing statement.
- c. LCs may opt to pay their registration fees in cash or check. All payments shall be deposited or wire transferred to PNB PAGCOR OPEX Account Number 1087-66100-166
- d. LCs shall send to TRWC, through their duly authorized representative/s, a certified true copy of the deposit slip / wire transfer as proof of payment along with the original copy for verification purposes.
- e. TRWC shall obtain an Official Receipt from Finance and Treasury Department. The original copy shall be transmitted to the LC while a photocopy shall be retained by TRWC for record purposes.

VII. OTHER DOCUMENTS

Other documents and information not listed here but will be deemed necessary in the evaluation of applications shall be made available to PAGCOR.

VIII. REVOCATION

The Licenser may suspend or revoke the certificate of registration at any time for violations of the provisions of those guidelines.

IX. AMENDMENT

The Philippine Amusement and Gaming Corporation (PAGCOR) may amend or modify the Rules and Regulations as may be necessary.

X. EFFECTIVITY

These Guidelines shall take effect upon approval of the PAGCOR Board of Directors.