

## Essential Surveillance Management

### Two-day course

## Essential Surveillance Management

*May 6-7, 8:00AM - 5:00PM | Instructor: Jessie Boudoin, CSP CPO*

This two-day course will cover the management applications involved in the operation of a surveillance room in gaming environments. Whether you are a new or experienced surveillance director, manager, supervisor or regulator, this course will cover the fundamental concepts of operating a contemporary surveillance room.

Management of a surveillance room requires unique skill sets. This course covers a broad spectrum of these skills - from the selection of agents and establishing a baseline of protocols for them to operate under, to providing them with the necessary training and knowledge required to protect a casino's team members, customers and assets.

Investigation techniques are also an essential part of any surveillance operation. It is vital to ensure that sufficient evidence is collected for the prosecution or discipline of employees. This course will provide guidance in the methods and successful outcomes of surveillance investigations, including internal theft, management investigations, covert investigations, external fraud events.

#### Management topics include:

- Creation of foundational policies and procedures specific to surveillance operations in casinos
- Personnel interviewing and hiring strategies
- Creating notification levels for optimal results
- Interdepartmental communications and cooperation
- Techniques in establishing department morale and motivation
- Increasing professionalism
- Strategic camera skills
- Use and placement of equipment
- Effective reporting and documentation
- Training program design and implementation

#### Operational & investigative topics include:

- Conducting surveillance investigations
- Audits and close watches
- Integrity testing
- Tri-shot methodology and techniques
- Choke points, entrances and critical locations
- Equipment, analytics and camera pre-sets
- Preservation and creation of evidence
- Covert investigations and equipment
- Data mining of available information
- Internal theft strategies
- Use of anonymous ethics hotlines

#### Who should attend:

- Surveillance Directors and Managers
- Surveillance Supervisors
- Regulatory Agents

#### Learning Objectives:

Attendees will take away operational management techniques for a contemporary surveillance room, such as interviewing and selecting staff, developing operational policies and procedures, motivating staff, and increasing professionalism. An understanding of the fundamentals of gaming surveillance investigations will be achieved, including data mining, audits and close watch techniques, organization and documentation, evidence protocols, and successful prosecution techniques and methods.

# Security Surveillance Series

<b>Essential Surveillance Management</b> May 6, 2013   8:00AM - 5:00PM  <b>Essential Surveillance Management</b> May 7, 2013   8:00AM - 5:00PM	\$395.00 <input type="checkbox"/>	<b>Registration and payment due 1 week before seminar.</b>  <b>*Early Bird Rate:</b> Early Bird Registration closes on April 16, 2013 at 5:00PM PST.
<b>*Early Bird Rate</b>	<b>\$375.00</b> <input type="checkbox"/>	

Student Information	
Name / Title	<div style="display: flex; justify-content: space-between;"> <span>(Last)</span> <span>(First)</span> <span>(Title)</span> </div>
Company Name	
Mailing Address	
City / ST / ZIP Code	<div style="display: flex; justify-content: space-between;"> <span>(City)</span> <span>(State)</span> <span>(Zip Code)</span> </div>
Province / Country	<div style="display: flex; justify-content: space-between;"> <span>(Province)</span> <span>(Country)</span> </div>
E-Mail Address	
Phone Number	Fax Number:
How did you learn about the course?	<input type="checkbox"/> Catalog ( <input type="checkbox"/> Mailed to Me <input type="checkbox"/> I Picked Up ) <input type="checkbox"/> Flyer ( <input type="checkbox"/> Mailed to Me <input type="checkbox"/> I Picked Up ) <input type="checkbox"/> Brochure ( <input type="checkbox"/> Mailed to Me <input type="checkbox"/> I Picked Up ) <input type="checkbox"/> IGI Web Site <input type="checkbox"/> Referred by _____ <input type="checkbox"/> OTHER: _____

Payment Information (Please Choose One of the Following Methods):	
<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> AMEX <input type="checkbox"/> Discover	Card Number: <span style="float: right;">Exp. Date:</span> <hr/> Cardholder Name: <span style="float: right;">VIN # (back of card):</span> <hr/> Cardholder Signature:
<input type="checkbox"/> Check	Please make checks or money orders out to <b>BOARD OF REGENTS.</b>

Submit This Registration Form	
By Fax	Fax this form with your credit card information to (702) 895-4109
By Mail	Mail this form with your payment ( <b>please do not send cash</b> ) to: UNLV International Gaming Institute, 4505 S. Maryland Parkway, Box # 456037 Las Vegas, NV 89154-6037

**Breakfast, lunch, and break:** Breakfast will not be provided. Participants are "on their own" for a 60-minute lunch break. Coffee, tea, and cookies will be served for the morning and afternoon breaks. Water will be available all day. **\*\*Please note that IGI policy states that no outside food or beverages may be brought into the Stan Fulton Building at any time.**

**Certificates:** Participants are required to attend each training session in its entirety. A certificate of attendance will be issued to each participant following the seminar.

**Seminar Location:** UNLV International Gaming Institute - Stan Fulton Building, Southeast corner of Flamingo and Swenson, Las Vegas, Nevada.

You will receive fax confirmation that we have received your registration within 5 business days of transmission. Inquiries about registration status can be made by calling 702-895-2008 from 8:00AM-5:00PM PST. We reserve the right to cancel a class at any time.

**For more information, please call 702-895-2008 or visit: [igi.unlv.edu](http://igi.unlv.edu)**