CUA20515 Certificate II in Information and Cultural Services
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Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Release 1</td>
<td>This qualification first released with CUA Creative Arts and Culture Training Package version 2.0.</td>
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Qualification Description

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

Licensing/regulatory information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

Nil
Packaging Rules

Total number of units = 10
5 core units plus
5 elective units of which:

- 3 units must be selected from the electives listed below
- 2 units may be selected from the remaining listed electives or any currently endorsed training package qualification or accredited course at Certificate I, II or III level.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units
BSBCUS201 Deliver a service to customers
BSBWHS201 Contribute to health and safety of self and others
BSBWOR203 Work effectively with others
CUAIND202 Develop and apply knowledge of information and cultural services organisations
ICTICT203 Operate application software packages

Elective units
BSBLIB201 Assist with circulation services
BSBLIB202 Process information resource orders
BSBRKG301 Control records
BSBRKG303 Retrieve information from records
BSBSUS201 Participate in environmentally sustainable work practices
BSBWOR204 Use business technology
CUACNM201 Monitor collections for changes in condition
CUAEVP201 Assist with the staging of public activities and events
CUAEVP202 Provide visitors with venue information and assistance
CUAIND201 Develop and apply creative arts industry knowledge
CUAPPR202 Participate in planning work for proposed artwork sites
CUAPPR203 Store finished creative work
ICTICT104 Use digital devices
ICTICT204 Operate a digital media technology package
ICTWEB201 Use social media tools for collaboration and engagement
PSPGOV208A Write routine workplace materials
SIRXSLS002A Advise on products and services
SITTGDE301 Work as a guide
SITTGDE305 Develop and maintain the general and regional knowledge required by guides
SITTIND201 Source and use information on the tourism and travel industry
SITXCCS201 Provide visitor information
SITXCOM201 Show social and cultural sensitivity
## Qualification Mapping Information

<table>
<thead>
<tr>
<th>Code and title current version</th>
<th>Code and title previous version</th>
<th>Comments</th>
<th>Equivalence status</th>
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<tbody>
<tr>
<td>CUA20515 Certificate II in Information and Cultural Services</td>
<td>CUL20111 Certificate II in Information and Cultural Services</td>
<td>Updated to meet Standards for Training Packages. Training Packaging rules clarified. Unit codes updated.</td>
<td>Equivalent qualification</td>
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## Links

Companion volumes are available from the IBSA website - http://www.ibsa.org.au/companion_volumes