Australian Government

CUA20515 Certificate II in Information and Cultural Services

Release 2

CUA20515 Certificate II in Information and Cultural Services

Modification History

Release	Comments
Release 2	This version released with CUA Creative Arts and Culture Training Package version 4.0. Unit codes and titles updated.
Release 1	This version first released with CUA Creative Arts and Culture Training Package version 2.0.

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

CUAEVP202 Provide visitors with venue information and assistance

CUAEVP211 Assist with the staging of public activities or events

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

Code and title current version	Code and title previous version	Comments	Equivalence status
CUA20515 Certificate II in Information and Cultural Services (Release 2)	CUA20515 Certificate II in Information and Cultural Services (Release 1)	Unit codes updated	Equivalent qualification

Links

Companion Volumes are available from VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5