CUABRT415 Provide technical support during virtual and hybrid events

Release: 1

CUABRT415 Provide technical support during virtual and hybrid events

Modification History

Release 1	This version first released with CUA Creative Arts and Culture Training Package version 6.0.
	New unit of competency.

Application

This unit describes the skills and knowledge required to provide technical support during virtual and hybrid events. It involves participating in the pre-production process, providing technical support of audio and visual for events, facilitating and working with different technological platforms to live stream events, managing the audience experience and finalising the event.

The unit applies to individuals who support the operation of virtual and hybrid events for live music, dance performances, film festivals, art exhibitions, live production and other events in the creative industries. They may work as part of a team under the supervision of event production and technical production specialists.

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

Unit Sector

Media and entertainment production - broadcast technology

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Participate in pre-production process for virtual and hybrid events	1.1 Confirm the objectives of the events with the production team
	1.2 Access and interpret documentation relating to operational aspects of the events
	1.3 Identify technical requirements relating to the events
	1.4 Confirm roles and responsibilities associated with the events

2. Provide technical support to prepare for virtual and hybrid events	2.1 Assist with technology set-up for event in line with identified roles and responsibilities and work, health, and safety (WHS), licensing and regulatory requirements
	2.2 Assist with testing technologies and equipment as directed and according to safety, licensing and regulatory requirements
	2.3 Identify and resolve technical issues within scope of role and escalate to relevant personnel where required
3. Provide technical support during virtual and hybrid events	3.1 Support audience members to access the events
	3.2 Collaborate and communicate with production team during the events, as required
	3.3 Provide assistance to audience members during the events, as required
	3.4 Assist with operating technologies and support to resolve issues within scope of own role, as required
4. Finalise and reflect on event outcomes	4.1 Assist with the finalisation of the events and packing up equipment
	4.2 Reflect on the events outcome
	4.3 Provide feedback to production team on technical issues and suggest improvements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Interprets event production information and technical requirements for virtual and hybrid events
Oral communication	• Follows instructions from event management personnel and asks questions to seek clarification
Numeracy	• Uses basic mathematical equations to calculate event participation levels
Problem solving	• Applies knowledge to resolve technical problems
Teamwork	• Works collaboratively with different personnel to achieve shared goals
Planning and organising	• Attempts new tasks/activities with an explicit purpose containing a limited number of steps

Technology	• Uses features and functions of digital tools, live streaming technologies, and platforms to complete work tasks

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5