



**Australian Government**

# **CUAFOH201 Undertake routine front of house duties**

**Release: 2**

## CUAFOH201 Undertake routine front of house duties

### Modification History

| Release   | Comments  |
|-----------|---|
| Release 2 | This version released with CUA Creative Arts and Culture Training Package version 2.0. Updated knowledge evidence and assessment conditions sections. Updated modification history section to reflect changed name of training package. |
| Release 1 | This version first released with CUA Creative Arts and Culture Training Package version 1.0.  |

### Application

This unit describes the performance outcomes, skills and knowledge required to develop basic skills and knowledge in relation to front of house duties for shows and performances in the screen, media, entertainment and events industries.

At this level, individuals are under broad supervision and are expected to act autonomously within established parameters as they organise and complete work activities.

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

### Unit Sector

Media and entertainment production – front of house

### Elements and Performance Criteria

| Elements   | Performance Criteria   |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>   |
| 1. Prepare for work activities                   | <p>1.1 In consultation with relevant personnel, identify routine front of house tasks that need to be completed in relation to shows or performances</p> <p>1.2 Check regularly with supervisor to identify additional tasks that need to be done and incorporate into work schedule as required</p> |

|                            |   |
|----------------------------|---|
|                            | 1.3 Plan and prioritise workload within allocated timeframes  |
| 2. Complete work tasks     | <p>2.1 Set air conditioning, heating and lighting to required levels in venues before, during and after shows</p> <p>2.2 Turn front of house visual display and audio systems on and off as required</p> <p>2.3 Complete tasks in relation to retail and catering services promptly and according to instructions</p> <p>2.4 Check venue facilities and amenities regularly, and advise relevant personnel if matters are beyond scope of own job role</p> <p>2.5 Follow health and safety and security procedures in relation to assigned tasks</p> <p>2.6 Advise relevant personnel of security, health and safety or emergency issues that need attention</p> <p>2.7 Use effective questioning to seek assistance from relevant personnel when difficulties arise in achieving allocated tasks</p> <p>2.8 Identify factors affecting work requirements and take appropriate action within scope of own job role</p> <p>2.9 Communicate appropriately with relevant personnel and the public during the completion of tasks</p> |
| 3. Review work performance | <p>3.1 Seek feedback on work performance from supervisors and colleagues</p> <p>3.2 Monitor and adjust work according to feedback obtained through supervision and comparison with established team and organisational standards</p> <p>3.3 Identify and plan opportunities for improvement through discussions with colleagues</p>   |

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

| Skill              | Performance Criteria | Description  |
|--------------------|----------------------|--|
| Learning           | 3.1, 3.2, 3.3        | <ul style="list-style-type: none"> <li>Takes action to improve own skills based on advice and feedback from supervisor and colleagues</li> </ul> |
| Oral communication | 1.1, 1.2, 2.4,       | <ul style="list-style-type: none"> <li>Obtains information by listening and</li> </ul>   |

|                            |   |  |
|----------------------------|---|--|
|                            | 2.6, 2.7, 2.9,<br>3.1, 3.3                        | questioning  |
| Numeracy                   | 2.1   | <ul style="list-style-type: none"> <li>• Uses numerically-based controls on equipment</li> </ul>   |
| Navigate the world of work | 1.3, 2.3, 2.4,<br>2.5, 2.8, 3.2                   | <ul style="list-style-type: none"> <li>• Follows health and safety procedures in relation to assigned duties</li> <li>• Understands and completes main tasks and responsibilities within the boundaries of own role</li> </ul>   |
| Interact with others       | 1.1, 1.2, 2.3,<br>2.4, 2.6, 2.7,<br>2.9, 3.1, 3.3 | <ul style="list-style-type: none"> <li>• Works collaboratively to complete front of house tasks</li> <li>• Uses language, tone and non-verbal behaviour appropriate for interacting with the general public</li> </ul>   |
| Get the work done          | 1.1, 1.2, 1.3,<br>2.1, 2.2, 2.3,<br>2.4, 2.6, 2.8 | <ul style="list-style-type: none"> <li>• Prepares for and completes front of house tasks in a logical sequence</li> <li>• Prioritises work tasks in consultation with supervisor</li> <li>• Completes tasks according to schedules</li> <li>• Seeks expert assistance when problems arise</li> <li>• Applies knowledge of venue technology to work activities</li> <li>• Identifies and solves routine problems in relation to own duties</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version                                      | Code and title<br>previous version                                     | Comments   | Equivalence status |
|--|--|--|--------------------|
| CUAFOH201<br>Undertake routine<br>front of house duties<br>(Release 2) | CUAFOH201<br>Undertake routine<br>front of house duties<br>(Release 1) | Updated assessment conditions and knowledge evidence sections. Updated modification history section to reflect changed name of training package. | Equivalent unit    |

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5>