



**Australian Government**

# **Assessment Requirements for CUAFOH202 Usher patrons**

**Release: 2**

## Assessment Requirements for CUAFOH202 Usher patrons

### 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.

### Performance Evidence

Evidence of the ability to:

- check and process tickets and seat patrons efficiently for at least one performance or event
- identify and resolve seating problems
- provide assistance to people with special seating needs
- interact with colleagues and members of the public in a polite and helpful manner.

Note: If a specific volume or frequency is not stated, then evidence must be provided for each of the above points at least once.

### Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe typical features or procedures in relation to:
  - assisting people with special needs to and from their seats
  - facilities and services available to people with special needs
  - information on tickets or passes
  - layout of auditoriums
  - seating configuration and related pricing categories
  - methods of crowd control
  - safety issues and regulations in relation to ushering patrons
  - carrying out security checks
  - ushering patrons.

## Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in creative arts industry environments. The assessment environment must include access to a venue where ushers are required to direct patrons.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational educational and training legislation, frameworks and/or standards.

## Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5>