



Australian Government

Department of Education, Employment and Workplace Relations

CUE30303 Certificate III in Venues and Events (Customer Service)

Revision Number: 2

CUE30303 Certificate III in Venues and Events (Customer Service)

Modification History

Release	Comments
Release 2	Qualification updated in <i>CUE03 Entertainment Training Package version 3.2</i> Typographical error corrected and code identifier changes were required in Packaging Rules. Unit Grid updated accordingly.
Release 1	This qualification first released with <i>CUE03 Entertainment Training Package version 1.0</i>

Description

This qualification reflects the role of individuals who apply a broad range of competencies in a range of customer service contexts in the entertainment industry. In carrying out their duties they are expected to use some discretion and judgement supported by relevant theoretical knowledge.

Job roles

- Box office assistant
- Bar attendant in a small venue.
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Pathways Information

Pathways into the qualification

Candidates may enter the qualification with limited or no vocational experience and without a relevant lower-level qualification.

Licensing/Regulatory Information

Licensing, legislative, regulatory or certification considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

The following table contains a summary of the employability skills required by the entertainment industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options. This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • explaining restrictions to customers • checking ID in restricted areas • communicating with customers/patrons from diverse cultural backgrounds • selling tickets and other items • passing on key safety information to colleagues
Teamwork	<ul style="list-style-type: none"> • providing information to colleagues about crowd size/movement • working as a team member in an entertainment venue in a variety of roles, e.g. ushering patrons, operating the bar • sharing information with colleagues • checking safety procedures with other team members • showing sensitivity to cultural and social differences when communicating with others
Problem-solving	<ul style="list-style-type: none"> • dealing with queues in venues • dealing with difficult customers • seating patrons who arrive late or who have special needs • identifying safety issues and reporting them to appropriate person
Initiative and enterprise	<ul style="list-style-type: none"> • dealing effectively with potentially difficult situations, e.g. having to confiscate restricted items for the duration of the performance • investigating discrepancies when reconciling financial takings
Planning and organising	<ul style="list-style-type: none"> • completing crowd and safety/security checks on a regular basis • organising reconciliation of financial takings • organising work tasks to ensure safety
Self-management	<ul style="list-style-type: none"> • following workplace procedures, particularly in relation to OHS • maintaining personal safety standards • acting within the scope of job role
Learning	<ul style="list-style-type: none"> • keeping up to date with industry developments
Technology	<ul style="list-style-type: none"> • using point of sale technology • using the internet as a source of information about the industry

Packaging Rules

Total number of units = 12

6 core units

3 Group A units

3 elective units

The **3 elective units** may be selected from the remaining **Group A** and/or **Group B units** listed below or any endorsed Training Package. **2 of these elective units** may be selected from any accredited course.

Elective units must be relevant to the work outcome and local industry requirements and be at an appropriate qualification level.

Core units

Health, safety and security

BSBOHS201A Participate in OHS processes

Industry practice

BSBDIV301A Work effectively with diversity

CUECOR02C Work with others

CUECOR03C Provide quality service to customers

CUECOR04B Deal with conflict and resolve complaints

CUEIND01D Source and apply entertainment industry knowledge

Group A units (specialist)

CUEFOH03C Provide seating and ticketing advice

CUEFOH04C Usher patrons

CUEFOH07B Process financial transactions

CUEFOH08B Process incoming customer orders

CUEFOH09B Provide venue information and assistance

CUEFOH10B Monitor entry to a venue

SITXEVT002A Provide event staging support

- SITTVAF002A Provide a briefing or scripted commentary
- WRRLP2B Minimise theft
- WRRS1B Sell products and services
- WRRS2B Advise on products and services

Group B units

Business administration and management

- BSBINM301A Organise workplace information
- BSBITU202A Create and use simple spreadsheets
- BSBITU306A Design and produce business documents
- BSBITU307A Develop keyboarding speed and accuracy
- BSBITU309A Produce desk top published documents
- BSBITU301A Create and use databases
- BSBITU302A Create electronic presentations
- CUVADM11B Work within an arts organisation context
- CUVADM12B Work with arts professionals in an arts organisation

Event management

- SITXCOM006A Address protocol requirements
- SITXEVT001A Develop and update event industry knowledge
- SITXEVT004A Coordinate on-site event registrations
- SITXEVT005A Organise in-house functions

Finance

- BSBFIA302A Process payroll
- BSBFIA303A Process accounts payable and receivable
- BSBFIA304A Maintain a general ledger
- SITXFIN002A Maintain financial records

Industry practice

- BSBSUS201A Participate in environmentally sustainable work practices
- CUECOR01C Manage own work and learning
- CUEIND03B Integrate accessibility principles into work practices
- CUFIND201A Develop and apply creative arts industry knowledge
- CUVICS03B Develop innovative ideas at work

Marketing

CUEMAR01C Assist with marketing

OHS

HLTFA201A Provide basic emergency life support

HLTFA301B Apply first aid

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Training

TAADEL301C Provide training through instruction and demonstration of work skills

Selecting electives for different outcomes

The context for this qualification varies, and this must guide the selection of elective units. The following examples are designed to assist in the selection of appropriate electives for particular outcomes at this level, but they are in no way prescriptive.

Box office assistant

Core units plus:

- CUEFOH03C Provide seating and ticketing advice
- CUEFOH07B Process financial transactions
- CUEFOH08B Process incoming customer orders
- CUEFOH10B Monitor entry to a venue
- CUEFOH04C Usher patrons
- WRRS1B Sell products and services

Bar attendant in a small venue

- CUEFOH07B Process financial transactions
- CUEFOH10B Monitor entry to a venue
- CUEFOH4C Usher patrons
- SITHFAB001B Clean and tidy bar areas
- SITHFAB002B Operate a bar
- SITHFAB009A Provide responsible service of alcohol