Australian Government

Department of Education, Employment and Workplace Relations

CUE50403 Diploma of Venues and Events

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS

Creating Australia's Future

CUE50403 Diploma of Venues and Events

Modification History

Release	Comments
Release 2	Qualification updated in *CUE03 Entertainment Training Package version 3.2*
	Typographical error corrected in Packaging Rules.
Release 1	This qualification first released with *CUE03 Entertainment Training Package version 1.0*

Description

This qualification reflects the role of individuals who use a range of specialised, technical or managerial competencies to plan, carry out and evaluate the work of self and/or team.

Job roles

- Front of house manager.
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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 and certification considerations
There are no licensing, legislative, regulatory or certification issues that affect this qualification. 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	• interpreting production documentation • interpreting and responding to briefs from potential clients • providing information on protocol to colleagues and customers • providing briefings to operational staff and suppliers • liaising with customers and potential customers • writing proposals/bids for projects • developing and maintaining industry networks • communicating effectively with people from diverse cultural backgrounds
Teamwork	• providing instructions to operational team members, briefing and de-briefing staff, suppliers and volunteers • consulting with team members on planning, delivery and improvement of customer services
Problem-solving	• identifying room set-up deficiencies and discrepancies in supply of equipment and taking prompt action to rectify the situations • developing strategies to address competitive issues when preparing bidding for work • identifying customer service problems and taking action to improve systems/processes • dealing with problems that arise from diversity issues • identifying risk factors and taking action to minimise risk
Initiative and enterprise	• facilitating outcomes that balance different production and creative needs • developing options to meet/exceed expectations of customers/potential customers
Planning and organising	• integrating protocol into event organisation activities • checking all aspects of the set-up for events/meetings against the pre-arranged agreements • developing plans for onsite management of events • making cost estimates for inclusion in bid documents • rostering and monitoring staff • coordinating the acquisition of resources • managing budgets and projects • planning to meet customer needs and to manage a system for reporting/recording customer service outcomes

	• developing and implementing operational plans
Self-management	• incorporating the workplace vision into bids and proposals • demonstrating leadership • acting within the scope of own job role
Learning	• coaching colleagues in ways of accepting diversity in relation to colleagues and customers • identifying training needs in relation to diversity issues • keeping up to date with industry developments
Technology	• using the internet for research • using computerised record keeping systems

Packaging Rules

Total number of units = **21**

7 core units

6 Group A units

8 elective units

The **8 elective units** may be selected from the remaining **Group A** and/or **Group B units** listed below or any endorsed Training Package. **3 of these elective units** may be selected from an accredited course.

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

Core units

Business administration and management

BSBADM502B   Manage meetings

BSBMGT502B   Manage people performance

BSBMGT515A   Manage operational plan

Finance

CUEFIN02C   Manage a budget

Health, safety and security

CUEOHS01C Implement workplace health, safety and security procedures

BSBRSK501A   Manage risk

Industry practice

CUEIND01D Source and apply entertainment industry knowledge

Group A units (**specialist**)

Business administration and management

BSBINM501A   Manage an information or knowledge management system

BSBINN502A Build and sustain an innovative work environment

BSBMGT516A   Facilitate continuous improvement

BSBPMG510A   Manage projects

BSBPUR402B   Negotiate contracts

BSBPUR501B   Develop, implement and review purchasing strategies

CUVADM02B   Plan work space

CUVCON06B Develop concepts for arts organisations/projects

SRXFAC003B   Implement facility maintenance programs

TAATAS502B   Prepare a tender bid

Event management

CUEEVT03B Integrate knowledge of creative and technical production into management processes

SITXEVT008A   Plan and develop event proposals and bids

SITXEVT010A   Evaluate and address event regulatory requirements

SITXEVT011A   Develop crowd control plans and procedures

SITXEVT012A   Select event venues and sites

SITXEVT013A   Manage event staging

SITXEVT015A   Manage exhibitions

SITXEVT016A   Organise and monitor event infrastructure

SITXEVT017A   Provide onsite event management services

SITXEVT018A   Develop a transport strategy for an event

SITXEVT019A   Manage multi-venue events

Front of house

CUEFOH06C Manage venue services

Human resources

BSBCUS501A   Manage quality customer service

BSBLED501A   Develop a workplace learning environment

BSBWOR502A   Ensure team effectiveness

CUETEM09B Manage diversity

SRXHRM001B   Manage volunteers

Small business

BSBSMB402A   Plan small business finances

BSBSMB403A   Market the small business

BSBSMB404A   Undertake small business planning

BSBSMB405A   Monitor and manage small business operations

Training

TAAASS401C   Plan and organise assessment

TAAASS402C   Assess competence

Group B units

Audio

CUESOU07B   Apply a general knowledge of audio to work activities

Business administration and management

BSBITU402A Develop and use complex spreadsheets

BSBPUR401B   Plan purchasing

FNSICGEN402B Participate in negotiations

Event management

SITXEVT004A   Coordinate on-site event registrations

SITXEVT005A   Organise in-house functions

Finance

BSBFIA401A Prepare financial reports

BSBFIA402A Report on financial activity

BSBFIM502A Manage payroll

CUSFIM501A Secure funding for projects

Human resources

SITXHRM003A   Roster staff

Industry practice

Innovation and Business Skills Australia

BSBCON601A   Develop and maintain business continuity plans

CUFIND401AProvide services on a freelance basis

CUVIND501A   Maintain and apply creative arts industry knowledge

Lighting

CUFLGT101A   Apply a general knowledge of lighting to work activities

Marketing

BSBMKG501B   Identify and evaluate marketing opportunities

CUEMAR03CUndertake marketing activities

SITXMPR005A   Develop and manage marketing strategies

OHS

CUEOHS02C Establish and maintain a safe and secure workplace

Research and innovation

BSBINN501AEstablish systems that support innovation

CUFRES401A   Conduct research

Staging

CUESTA05C Apply a general knowledge of staging to work activities

Sustainability

BSBSUS501ADevelop workplace policy and procedures for sustainability

Training

TAAASS301B   Contribute to assessment

TAADEL301C   Provide training through instruction and demonstration of work skills

Vision systems

CUEAUD06B Apply a general knowledge of vision systems to work activities

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.

Front of house manager

Core units plus:

- BSBCUS501A Manage quality customer service

- BSBINM501A Manage an information or knowledge management system
- BSBPUR401B Plan purchasing
- BSBPMG510A Manage projects
- CUEEVT03B Integrate knowledge of creative and technical production into management processes
- CUEFOH06C   Manage venue services
- CUETEM09B Manage diversity
- SRXFAC003B Implement facility maintenance programs
- SITXHRM003A Roster staff
- SITXEVT004A Coordinate on-site event registrations
- SITXEVT005A Organise in-house functions
- SITXEVT008A Plan and develop event proposals and bids
- SITXEVT017A Provide on-site event management services
- TAADEL301C Provide training through instruction and demonstration of work skills