Australian Government

CUESMT08B Call the production/event

Revision Number: 1

CUESMT08B Call the production/event

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to interpret call reference material and identify requirements for front and back-of-house announcements.
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Stage managers apply the skills and knowledge outlined in this unit. 'Calling' the production involves making announcements via two-way communication devices, including verbal cues to technicians and performers.
	This unit has linkages to a range of other stage management units, and combined assessment and/or training with those units may be appropriate, e.g.:
	• CUESMT09B Plot and rehearse cues
	• CUESMT06C Plot technical requirements from scores
	• CUESMT05C Stage manage the production/event.

Licensing/Regulatory Information

Not applicable.

Innovation and Business Skills Australia

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to make calls	1.1. Accurately interpret *production call reference material* to determine call requirements 1.2. Determine the appropriate time to make various calls 1.3. Check that communication equipment is fully functioning and take action to restore equipment to working order where appropriate 1.4. Make necessary changes to calls and update call reference material accurately
2. Make announcements	2.1. Make *appropriate checks* prior to making public announcements 2.2. Make clear and accurate *public announcements* in a manner that promotes goodwill with the audience 2.3. Make clear and accurate *backstage time* call announcements to ensure the production/event operates on time 2.4. Promptly identify and communicate any changes to the production/event
3. Call the production/event	3.1. Correctly and sensitively call the production/event using call reference material appropriately 3.2. Provide clear, audible and accurate information and *cues* at the correct time and in the correct order 3.3. Receive and interpret cues and make necessary announcements in response 3.4. Promptly identify problem situations and respond quickly with appropriate action to minimise negative impact

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• effective communication techniques in relation to calling the technical aspects of a production, including the differing needs of various production personnel • contingency management techniques in relation to the need for timely adjustments and interventions to maintain quality
Required knowledge
• typical format and content of production/event call material • the role of the calling process within a live production/event • general understanding of how communication equipment works and ability to identify faults • broad understanding of artistic and technical elements of the production event such as staging, lighting and sound elements

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: • correct interpretation of production/event call material • ability to provide clear and accurate announcements • close monitoring of the performance/production/event and ability to keep time so that cues and announcements are provided at the appropriate time.
Context of and specific resources for assessment	The assessment context must provide for: • practical demonstration of skills through the calling of at least two different productions/events that comprise multiple technical and performance elements • interaction with and involvement of a production and performance team to whom calls would be provided • presence of time pressures involved in providing announcements and verbal cues.
Method of assessment	Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include: • review of call notes prepared by the candidate • evaluation of a production/event which the candidate is responsible for calling • project activity to allow the candidate to interpret and make changes to production/event call materials • role plays involving production and artistic team members for the relay and receipt of the calls • written or oral questioning to test knowledge of artistic and technical requirements of the production/event • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

EVIDENCE GUIDE

	Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to: • production/event call material on which to base the announcements • industry current communication equipment used to call a production/event • an event/production venue, eg live theatre, convention centre.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Production call reference material may be:	• incorporated with prompt reference material, cue sheet, running sheet, script or score • notated production running list/sheet • scripted • unscripted
Appropriate checks prior to making announcements may include:	• communication with back-of-house personnel • communication with front-of-house personnel • physical checks of the venue
Public announcements may include:	• advice of changes to the advertised artists/performers • advice of changes to the performance • backstage calls and announcements • changes to programmed event/performance • cues and standbys • emergency announcements • emergency evacuation advice • front-of-house calls • time/count-down calls for commencement of the production/event
Backstage time calls/verbal cues may relate to:	• cues for action • performers • standby cues • technical elements
Cues may be:	• cue for action • standby cues

Unit Sector(s)

Unit sector	

Competency field

Competency field	Media and entertainment production - stage management

Co-requisite units

Co-requisite units		