



Australian Government

Department of Education, Employment and Workplace Relations

CUSADM301A Administer operations for rehearsals and performances

Revision Number: 2

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Modification History

Release	Comments
Release 2	Created to fix formatting errors only. Released with <i>CUS09 Music Training Package version 1.2</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide administrative services for rehearsals and performances.

Application of the Unit

This unit applies to individuals responsible for the administration of rehearsals and performances. These individuals provide administrative support to performers, booking agents and venue staff in the management of schedules and other appointment mechanisms. They are also responsible for keeping all relevant parties informed of accurate booking details.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

<p><i>Elements describe the essential outcomes of a unit of competency.</i></p>	<p><i>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.</i></p>
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<p>1. Confirm and record booking details for rehearsals or performances</p>	<p>1.1 Gather required <i>booking details</i> and confirm with <i>appropriate persons</i></p> <p>1.2 Establish availability of appropriate persons and negotiate alternative arrangements if required</p> <p>1.3 Contribute to risk analyses aimed at assessing viability and actuality of rehearsals and performances</p> <p>1.4 Record contractual arrangements within designated timeframe</p> <p>1.5 Document and store booking details in <i>agreed format</i></p>
<p>2. Distribute booking details</p>	<p>2.1 Distribute booking details to appropriate persons within designated timeframes via agreed <i>communication processes</i></p> <p>2.2 Respond promptly and accurately to booking queries via agreed communication processes</p> <p>2.3 Refer difficulties in responding to booking queries to appropriate persons</p> <p>2.4 Amend booking details to reflect changes arising from queries and re-distribute to appropriate persons via agreed communication processes</p>

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills sufficient to establish, confirm and document booking details
- numeracy skills sufficient to calculate and negotiate performer fees
- communication skills sufficient to:
 - constructively negotiate and achieve agreed outcomes in day-to-day work activities
 - handle inquiries courteously and tactfully
 - disclose information discretely and politely
- planning and organisational skills sufficient to:
 - complete work tasks to timeframes and within budgets
 - use agreed processes to ensure operational effectiveness
- problem-solving skills sufficient to identify risks associated with rehearsals and performances
- self-management skills sufficient to set priorities and apply time-management strategies
- technology skills sufficient to use industry-current computer hardware and software

Required knowledge

- basic risk analysis principles
- compliance requirements of performance venues, including safety and security
- OHS principles of safe listening, including safeguards against hearing loss
- operational and technical requirements of performance venues, such as:
 - acoustic awareness
 - front-of-house and production responsibilities
 - revenue structures
- issues and challenges that arise in the context of attending to the administration of rehearsals and performances
- typical features and requirements of venue contracts

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	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • confirm, record and distribute booking details • work collaboratively with performers, agents, managers and venue personnel.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to an environment where rehearsals and performances can be actively and safely administered • access to appropriate technology to prepare and distribute booking confirmation sheets, performance schedules and/or venue worksheets • access to performers, venues and venue personnel • use of culturally appropriate processes and techniques appropriate to the language and literacy capacity of learners and the work being performed.
Method of assessment	<p>The following assessment methods are appropriate for this unit:</p> <ul style="list-style-type: none"> • case studies and scenarios as a basis for discussing the administration of schedules for performers • direct observation of candidate administering operations for rehearsals and performances • written or oral questioning to assess knowledge of compliance requirements of performance venues and typical features of venue contracts • problem-solving activities to assess ability to estimate and calculate performer's fees.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • BSBADM307B Organise schedules • BSBINM301A Organise workplace information • BSBITU304A Produce spreadsheets • CUSEVT301A Book performance venues • CUSIND301A Work effectively in the music industry.

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.

Booking details may include:

- contact details of performers, agents and venue personnel
- contractual arrangements and negotiated agreements between performers, agents and venue personnel
- dates, times and places of performance, including venue address and direction map
- legal responsibilities of performers, agents and venue personnel
- operational and technical specifications of venue, such as:
 - sound equipment
 - front-of-house equipment
 - rehearsal times and volumes
- performers' fees and method of payment
- production responsibilities
- venue access details for rehearsal or performance.

Appropriate persons may include:

- agent
- manager:
 - artist or band
 - floor
 - production
 - stage
 - venue
- performer:
 - actor
 - artist or band
 - cast member
 - conference speaker
 - master of ceremony
 - musician
 - panel member
 - public speaker

	<ul style="list-style-type: none"> • singer • special guest • technical crew: <ul style="list-style-type: none"> • camera • front-of-house • light • sound • stage.
<i>Agreed format</i> may include:	<ul style="list-style-type: none"> • booking confirmation sheet • performance schedule • venue worksheet.
<i>Communication processes</i> may include:	<ul style="list-style-type: none"> • distribution to all parties under regular or contingency circumstances via: <ul style="list-style-type: none"> • email • facsimile • group briefing • hand-delivery, e.g. courier or in person • postal • short message service (SMS) • telephone, including landline and mobile.

Unit Sector(s)

Administration - general administration