



Australian Government

Department of Education, Employment and Workplace Relations

CUV30403 Certificate III in Arts Administration

Release: 1

CUV30403 Certificate III in Arts Administration

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

The following table contains a summary of the **Employability Skills** required for an administrative officer in a small theatre. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Communication

- Exchanging information with arts professionals.
- Establishing and maintaining industry networks.
- Preparing and distributing promotional materials.
- Communicating effectively with customers.
- Contributing to the flow of information and ideas in the workplace.

Teamwork

- Sharing information with colleagues.
- Showing sensitivity to cultural and social differences when communicating with others.
- Collaborating with colleagues and others on a range of administrative tasks.

Problem Solving

- Responding to customer complaints and referring escalated complaints to the appropriate person.
- Identifying safety issues and reporting them to appropriate person.
- Using manuals and online help to overcome problems with database design and production.
- Offering alternatives when product requested is not available.
- Adjusting work practices to suit particular arts contexts.

Initiative and Enterprise

- Identifying and acting on opportunities to enhance the quality of customer service.
- Using functions of software applications to enhance the presentation of business documents.
- Proactively identifying information and assistance needs of patrons, including those with special needs.

Planning and Organising

- Planning, organising and prioritising work tasks and responsibilities.
- Organising work tasks to ensure safety.
- Designing and producing business documents.
- Creating and using simple databases.
- Maintaining files and workplace documentation.
- Processing sales generated from a remote location.
- Processing and recording financial transactions.

<p>Communication</p> <ul style="list-style-type: none"> • Exchanging information with arts professionals. • Establishing and maintaining industry networks. • Preparing and distributing promotional materials. • Communicating effectively with customers. • Contributing to the flow of information and ideas in the workplace.
<p>Self-management</p> <ul style="list-style-type: none"> • Following workplace procedures, particularly in relation to OHS. • Maintaining personal presentation standards. • Acting within the scope of own job role. • Completing work within given timelines.
<p>Learning</p> <ul style="list-style-type: none"> • Keeping up to date with industry developments. • Using manuals and online help to improve own skills. • Keeping up to date with information about organisation's products and services.
<p>Technology</p> <ul style="list-style-type: none"> • Using the internet as a source of information about the industry. • Using word processing and database applications.

Packaging Rules

<p>Core Units</p>
<p>Complete 4 core units:</p> <p>BSBDIV301A Work effectively with diversity</p> <p>BSBOHS201A Participate in OHS processes</p> <p>CUECOR02B Work with others</p> <p>CUVADM11B Work within an arts organisation context</p>
<p>Elective Units</p>
<p>Complete 10 other units</p> <p>At least 2 units must be selected from the following Training Package:</p> <ul style="list-style-type: none"> • Business Services (Common units, Recordkeeping, Specialist Administration, Governance) <p>At least 3 units must be selected from the following Training Packages (in addition to</p>

Core Units

the **2 units** from Business Services)

- Business Services, e.g. recordkeeping, specialist administration, governance
- Entertainment, e.g. props, sets, scenic art, costume
- Museums and Library/Information Services, e.g. exhibitions
- Music, e.g. performance
- Screen and Media, e.g. digital content, set and scenery construction
- Visual Arts Craft and Design

Remaining units may be selected from other areas of the Visual Arts Craft and Design Training Package or any relevant endorsed Training Package at the appropriate level.

The total package of units must meet the requirements of the Australian Qualifications Framework Descriptor for a Certificate III. In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the level of the qualification.

Notes on the Certificate III in Arts Administration

The Certificate III in Arts Administration is designed to reflect the role of individuals who work in a broad range of arts administration roles, who perform a range of skilled tasks using discretion and judgement, and who have the ability to select, adapt and transfer skills to different situations.

This qualification is applicable to a broad range of industry contexts including galleries, museums, theatres and community arts centres. The workplace context must guide the selection of elective units.

Examples of other Training Packages, which may be relevant to this qualification, are as follows:

- Business Services, e.g. computer technology
- Entertainment, e.g. props, sets, scenic art, costume
- Financial Services, e.g. bookkeeping
- Furnishing, e.g. furniture production
- Hospitality, e.g. food and beverage
- Information Technology, e.g. Internet
- Museums and Library/Information Services, e.g. exhibitions
- Music, e.g. performance
- Printing and Graphic Arts, e.g. pre-press
- Retail, e.g. customer service, sales
- Screen and Media, e.g. digital content, set and scenery construction
- Textile, Clothing and Footwear, e.g. clothing production
- Tourism TT02, e.g. guiding

Examples of appropriate units for particular jobs at this level are as follows:

Gallery Assistant

BSBFIA303A Process accounts payable and receivable

BSBINM301A Organise workplace information

BSBITU301A Create and use databases

BSBITU306A Design and produce business documents

BSBITU309A Produce desk top published documents

CUEMAR01B Assist with marketing activities

CULMS202A Assist clients to access services and facilities

CUVADM12B Work with arts professionals in an arts organisation

THHGFA02B Maintain financial records

Administrative Officer in a Small Theatre

BSBITU301A Create and use databases

BSBITU306A Design and produce business documents

BSBITU309A Produce desk top published documents

CUECOR03C Provide quality service to customers

CUEFOH08B Process incoming customer orders

CUEFOH09B Provide venue information and assistance

CUEIND01B Source and apply entertainment industry knowledge

CUEMAR01B Assist with marketing activities

CUVADM12B Work with arts professionals in an arts organisation

THHGFA02B Maintain financial records