



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CUV30411 Certificate III in Arts Administration**

**Release: 1**

## CUV30411 Certificate III in Arts Administration

### Modification History

Version	Comments
CUV30411	This version first released with <i>CUV11 Visual Arts, Craft and Design Training Package version 1.0</i>

### Description

This qualification reflects the role of people who work in administrative roles across a varied range of arts organisations. They perform a range of skilled tasks using discretion and judgement and have the ability to select, adapt and transfer skills to different situations. The qualification applies in contexts such as galleries, museums, theatres, community arts centres and arts organisations more broadly. It reflects job roles, such as:

- arts administration officer
- project officer
- community arts assistant.

### Pathways Information

#### Pathways into the qualification

People may enter this qualification with limited or no vocational experience and without a lower level qualification. They may already have a qualification or experience in general administration.

#### Pathways from the qualification

After achieving this qualification people could undertake higher level qualifications, such as the Certificate IV in Arts Administration, broader administration qualifications from BSB07 Business Services Training Package, or qualifications in related areas such as event management.

### Licensing/Regulatory Information

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

### Entry Requirements

There are no entry requirements for this qualification.

## Employability Skills Summary

The following table contains a summary of the employability skills as identified by the visual arts, craft and design industries for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification
Communication	<ul style="list-style-type: none"> <li>• exchanging information with arts professionals</li> <li>• preparing and distributing promotional materials</li> <li>• communicating effectively with customers</li> <li>• contributing to the flow of information and ideas in the workplace</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• sharing information with colleagues</li> <li>• showing sensitivity to cultural and social differences when communicating with others</li> <li>• collaborating with colleagues and others on a range of administrative tasks</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• responding to customer complaints and referring escalated complaints to the appropriate person</li> <li>• identifying safety issues and reporting them to appropriate person</li> <li>• using manuals and online help to overcome problems with database design and production</li> <li>• adjusting work practices to suit particular arts contexts</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• identifying and acting on opportunities to enhance the quality of customer service</li> <li>• using functions of software applications to enhance the presentation of business documents</li> <li>• proactively identifying information and assistance needs of patrons, including those with special needs</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• planning, organising and prioritising work tasks and responsibilities</li> <li>• designing and producing business documents</li> <li>• creating and using simple databases</li> <li>• maintaining files and workplace documentation</li> <li>• processing and recording financial transactions</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• following workplace procedures, particularly in relation to OHS</li> <li>• maintaining personal presentation standards</li> <li>• acting within the scope of own job role</li> <li>• completing work within given timelines</li> </ul>

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification</b>
Learning	<ul style="list-style-type: none"><li>• keeping up-to-date with industry developments</li><li>• using manuals and online help to improve own skills</li><li>• keeping up-to-date with information about organisation's products and services</li></ul>
Technology	<ul style="list-style-type: none"><li>• using the internet as a source of information</li><li>• using word processing and database applications</li></ul>

## Packaging Rules

**Total number of units = 12**

**4 core units *plus***

**8 elective units**

The elective units consist of:

- 4 from Group A
- 1 from Group B
- of the remaining 3 units:
  - up to 3 may be from Group A and/or Group B
  - up to 3 may be from Certificate III or above in any currently endorsed Training Package
  - up to 2 may be from Certificate II in any currently endorsed Training Package
  - up to 2 may be from an accredited course at Certificate III, IV or Diploma.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

### Core units

BSBDIV301A Work effectively with diversity

BSBOHS201A Participate in OHS processes

CUECOR02C Work with others

CUFIND201A Develop and apply creative arts industry knowledge

### Elective units

#### Group A

#### Aboriginal and Torres Strait Islander cultural arts

CUVATS301A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts

#### Community involvement

CHCCD307C Support community resources

#### Creative thinking

BSBCRT101A Apply critical thinking techniques

#### Customer service

BSBCM301A Process customer complaints

BSBCUS301A Deliver and monitor a service to customers

BSBPRO301A Recommend products and services

#### General administration

BSBADM307B Organise schedules

BSBADM311A Maintain business resources

BSBWOR301A Organise personal work priorities and development

CUVPRP406A Plan work space

#### Financial administration

BSBFIA301A Maintain financial records

BSBFIA303A Process accounts payable and receivable

#### Information management

BSBINM301A Organise workplace information

**Information technology**

BSBITU301A Create and use databases

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

ICAICT306A Migrate to new technology

ICAICT308A Use advanced features of computer applications

**Marketing**

CUEMAR01C Assist with marketing

**Sustainability**

BSBSUS301A Implement and monitor environmentally sustainable work practices

**Writing**

BSBWRT301A Write simple documents

CUFWRT301A Write content for a range of media

**Workplace skills**

CHCDIS301A Work effectively with people with a disability

**Group B**

**Aboriginal and Torres Strait Islander cultural arts**

CUVATS101A Develop understanding of own Aboriginal or Torres Strait Islander identity

**Copyright and IP**

CUFCMP301A Implement copyright arrangements

**Entertainment and events**

CUECOR03B Provide quality service to customers

CUEFOH03C Provide seating and ticketing advice

CUEFOH08B Process incoming customer orders

CUEFOH09B Provide venue information and assistance

CUSEVT301A Book performance venues

CUSMKG301A Assist with the promotion of creative acts

SITTGDE007A Develop and maintain the general and regional knowledge required by guides

SITTGDE008A Research and share general information on Australian Indigenous cultures

SITTVAF002A Provide a briefing or scripted commentary

SITXCCS001B Provide visitor information

SITXEVT002B Provide event staging support

SITXEVT003B Process and monitor event registrations

SITXEVT004B Coordinate on-site event registrations

**General Administration**

CUECOR01C Manage own work and learning

BSBWOR204A Use business technology

**Industry capability**

CUAIND301A Work effectively in the creative arts industry

CUFIND301B Work effectively in the screen and media industries

CULLB001B Develop and apply knowledge of the library/information services industry

CULLB203C Develop and use information literacy skills

CULLB206C Assist with circulation services

CULMS201C Develop and apply knowledge of the museum industry

CUSIND301B Work effectively in the music industry

CUSIND302A Plan a career in the creative arts industry

### **Innovation**

BSBINN201A Contribute to workplace innovation

### **Museums and libraries**

CULMS001B Work with Aboriginal or Torres Strait Islander cultural material

CULMS202C Provide visitors with venue information and assistance

CULMS205C Observe and report basic condition of collection

CULMS207C Assist with the presentation of public activities and events

CULMS412C Record and maintain collection information

### **Professional Practice**

CUVPRP203A Store finished creative work

CUVPRP303A Select and prepare creative work for exhibition

CUVPRP403A Select and organise finished work for storage

### **Visual Communication**

CUVDIG301A Produce digital images

### **Workplace effectiveness**

CUECOR01C Manage own work and learning

### **Selecting electives for different outcomes**

The following examples are designed to assist in the selection of appropriate electives for particular outcomes at this level, but are in no way prescriptive.

### **Gallery assistant**

Core units plus:

- BSBFIA301A Maintain financial records
- BSBFIA303A Process accounts payable and receivable
- BSBINM301A Organise workplace information
- BSBITU301A Create and use databases
- BSBITU306A Design and produce business documents
- BSBITU309A Produce desktop published documents
- CUEMAR01C Assist with marketing activities
- CULMS202B Assist the public to access services and facilities

### **Administrative officer in a small theatre**

Core units plus:

- BSBFIA301A Maintain financial records
- BSBITU301A Create and use databases
- BSBITU306A Design and produce business documents
- BSBITU309A Produce desktop published documents
- CUECOR03B Provide quality service to customers
- CUEFOH08B Process incoming customer orders
- CUEFOH09B Provide venue information and assistance
- CUEMAR01C Assist with marketing activities