Australian Government

CUA20520 Certificate II in Information and Cultural Services

Release 1

CUA20520 Certificate II in Information and Cultural Services

Modification History

Release	Comments
Release 1	This version first released with CUA Creative Arts and Culture Training Package Version 5.0.

Qualification Description

This qualification reflects the role of individuals who perform mainly routine tasks using limited practical skills and fundamental operational knowledge in administrative and assistant type roles, including in galleries, museums and libraries. They possess the skills to work in a defined context under direct supervision with limited opportunities to work autonomously.

The job roles that relate to this qualification may include cultural services customer service officers and library assistants.

Licensing, legislative, regulatory or certification considerations

Qualification

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Units of competency in qualification

Some individual units of competency may have their own licensing, legislative, regulatory or certification requirements. Users must check individual units of competency for licensing, legislative, regulatory or certification requirements relevant to that unit.

Entry Requirements

Nil

Packaging Rules

Total number of units = 10

5 core units plus

5 elective units, of which:

- all 5 may be from the elective units listed below
- up to 2 may be from this or any other currently endorsed Certificate I or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

Core units

BSBOPS203 Deliver a service to customers

BSBTWK201 Work effectively with others

BSBWHS211 Contribute to the health and safety of self and others

CUAIND212 Develop and apply knowledge of information and cultural services organisations

ICTICT214 Operate application software packages

Elective units

BSBINS203 Assist with circulation services

BSBINS307 Retrieve information from records

BSBINS308 Control records

BSBSUS211 Participate in sustainable work practices

BSBTEC201 Use business software applications

CUACNM211 Monitor collections for changes in condition

CUAEVP211 Assist with the staging of public activities or events

CUAEVP212 Maintain venue information and provide assistance to visitors

CUAIND211 Develop and apply creative arts industry knowledge

CUAPPR202 Participate in planning process for proposed artwork sites

CUAPPR203 Store finished creative work

ICTICT215 Operate digital media technology packages

ICTWEB306 Develop web presence using social media

PSPGEN008 Write routine workplace materials

SIRXPDK001 Advise on products and services

SITTGDE002 Work as a guide

SITTGDE006 Develop and maintain the general and regional knowledge required by guides

SITTIND001 Source and use information on the tourism and travel industry

SITXCCS002 Provide visitor information

SITXCOM002 Show social and cultural sensitivity

Qualification Mapping Information

Supersedes and is equivalent to CUA20515 Certificate II in Information and Cultural Services.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5