



Australian Government

CUA20525 Certificate II in Information and Cultural Services

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Modification History

Release	Comments
1	This qualification was first released in CUA Creative Arts and Culture Training Package Release 7.0.

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/Regulatory Information

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

This qualification has no entry requirements.

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
- CUA EVP211 Assist with the staging of public activities or events
- CUA EVP212 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
- SIRXPDK001 Advise on products and services
- SITTGDE014 Work as a guide
- SITTGDE018 Develop and maintain the general and regional knowledge required by guides
- SITTIND003 Source and use information on the tourism and travel industry
- SITXCCS010 Provide visitor information
- SITXCOM007 Show social and cultural sensitivity

Pre-requisite Requirements

There are no prerequisite requirements for this qualification

Qualification Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
CUA20525 Certificate II in Information and Cultural Services	CUA20520 Certificate II in Information and Cultural Services	All superseded imported units have been replaced with the most current unit. All deleted imported units have been removed.	Equivalent

Links

Companion volumes, including implementation guides, are found in TGA -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5>