



Australian Government

CUAADM311 Book rehearsal and performance venues and administer bookings

Release: 1

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Modification History

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

Application

This unit describes the skills and knowledge required to book rehearsal and performance venues and provide the associated administrative services. It involves booking venues, making booking arrangements for required personnel and distributing booking details to required personnel according to rehearsal and performance requirements.

The unit applies to those who provide administrative support to performers, booking agents and venue staff in the management of appointments, schedules and bookings needed for rehearsals and performances.

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

Unit Sector

Administration – General administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify venue requirements and book venues	1.1 Identify rehearsal and performance requirements 1.2 Discuss location and audience demographic with required personnel 1.3 Determine operational and technical capabilities and regulatory, licensing or permit requirements of venues using different sources 1.4 Identify venues and assess suitability of potential venues based on market position and record market position details according to organisational procedures 1.5 Confirm proposed venue meets rehearsal and performance

ELEMENT	PERFORMANCE CRITERIA
	requirements in discussion with required personnel 1.6 Discuss venue risks and disability access with required personnel and confirm safety, security and financial viability requirements have been met 1.7 Negotiate and confirm special arrangements with venue as required 1.8 Confirm booking and complete booking documentation according to organisational procedures
2. Administer booking arrangements	2.1 Gather required booking details and confirm with required personnel 2.2 Establish availability of required personnel and negotiate alternative arrangements if required 2.3 Discuss and analyse risks and identification of work health and safety matters that affect viability and actuality of rehearsals and performances with required personnel 2.4 Record contract arrangements according to rehearsal and performance requirements 2.5 Confirm, document and store booking details in format that meets rehearsal and performance requirements
3. Distribute booking details	3.1 Circulate booking details to required people according to rehearsal and performance requirements 3.2 Respond to booking queries according to rehearsal and performance requirements 3.3 Refer difficulties in responding to booking queries to required personnel 3.4 Amend booking details and confirm changes resolve booking query difficulties 3.5 Re-distribute booking details according to rehearsal and performance requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	Defines timeframes according to schedule requirements
Oral communication	Articulates requirements clearly using language and features appropriate to audience and context

	• Confirms understanding of requirements using listening and questioning skills
Reading	• Interprets and critically analyses booking documentation • Evaluates and integrates information about venues and assesses suitability according to rehearsal and performance requirements
Writing	• Completes workplace documents and forms using specific and industry standard language • Communicates relationships between booking enquiries and agreements
Planning and organising	• Plans and prioritises tasks as required • Identifies and responds to predictable routine problems related to own role
Problem solving	• Identifies and analyses financial and safety risks using problem solving skills
Self-management	• Identifies responsibility and complies with legislative requirements
Teamwork	• Follows accepted communication practices and protocols in negotiations • Works collaboratively and establishes agreed communication and other work protocols

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to CUAADM301 Administer bookings for rehearsals and performances and CUAADM302 Book performance venues.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for CUAADM311 Book rehearsal and performance venues and administer bookings

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- book at least one venue and administer arrangements for at least two other bookings according to rehearsal and performance requirements.

In the course of the above, the candidate must:

- research, source and secure performance venues
- negotiate and agree on arrangements for performances with required personnel
- estimate and calculate performance costs
- assist in identifying risks associated with the safety and financial viability of a performance
- confirm, record and distribute booking details using the required documentation and booking technology
- liaise with performers, agents, managers and venue personnel, and deal with booking queries.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- factors used to identify market positions of potential venues
- techniques for analysing financial viability of a performance, including estimating and calculating performance costs
- sources of information about venues
- different needs of individuals to consider when choosing a venue
- information required to book rehearsals and performances
- common requirements for rehearsals and performances, including:
 - venue requirements

- image and tone
- style and genre
- schedules and timelines
- communication practices and protocols
- booking format, documentation and storing practices and protocols
- booking systems and technologies
- common risks and work health and safety considerations when assessing viability of rehearsals and performances including induction requirements of venues
- legislative requirements related to booking rehearsal and performance venues
- documentation used for booking rehearsals and performances
- technologies used to confirm, record and distribute bookings and booking details, including:
 - common booking systems used when booking rehearsals and performances
 - customer relationship management (CRM) systems
- issues and challenges of booking rehearsals and performances, and how they might be addressed.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- information about venues
- access to legislative and regulatory material about venue safety, security and licensing
- performers, venues and venue personnel, and opportunities for booking simulated rehearsals and performances
- industry standard technology to prepare and distribute booking confirmation sheets, performance schedules and/or venue worksheets.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational educational and training legislation, frameworks and/or standards.

Links

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