



Australian Government

CUABRT415 Provide technical support during virtual and hybrid events

Release: 1

CUABRT415 Provide technical support during virtual and hybrid events

Modification History

Release 1	This version first released with CUA Creative Arts and Culture Training Package version 6.0. New unit of competency.
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Application

This unit describes the skills and knowledge required to provide technical support during virtual and hybrid events. It involves participating in the pre-production process, providing technical support of audio and visual for events, facilitating and working with different technological platforms to live stream events, managing the audience experience and finalising the event.

The unit applies to individuals who support the operation of virtual and hybrid events for live music, dance performances, film festivals, art exhibitions, live production and other events in the creative industries. They may work as part of a team under the supervision of event production and technical production specialists.

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

Unit Sector

Media and entertainment production - broadcast technology

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. Participate in pre-production process for virtual and hybrid events	1.1 Confirm the objectives of the events with the production team 1.2 Access and interpret documentation relating to operational aspects of the events 1.3 Identify technical requirements relating to the events 1.4 Confirm roles and responsibilities associated with the events

2. Provide technical support to prepare for virtual and hybrid events	2.1 Assist with technology set-up for event in line with identified roles and responsibilities and work, health, and safety (WHS), licensing and regulatory requirements 2.2 Assist with testing technologies and equipment as directed and according to safety, licensing and regulatory requirements 2.3 Identify and resolve technical issues within scope of role and escalate to relevant personnel where required
3. Provide technical support during virtual and hybrid events	3.1 Support audience members to access the events 3.2 Collaborate and communicate with production team during the events, as required 3.3 Provide assistance to audience members during the events, as required 3.4 Assist with operating technologies and support to resolve issues within scope of own role, as required
4. Finalise and reflect on event outcomes	4.1 Assist with the finalisation of the events and packing up equipment 4.2 Reflect on the events outcome 4.3 Provide feedback to production team on technical issues and suggest improvements

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
Reading	Interprets event production information and technical requirements for virtual and hybrid events
Oral communication	Follows instructions from event management personnel and asks questions to seek clarification
Numeracy	Uses basic mathematical equations to calculate event participation levels
Problem solving	Applies knowledge to resolve technical problems
Teamwork	Works collaboratively with different personnel to achieve shared goals
Planning and organising	Attempts new tasks/activities with an explicit purpose containing a limited number of steps

Technology	• Uses features and functions of digital tools, live streaming technologies, and platforms to complete work tasks
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Unit Mapping Information

No equivalent unit. New unit.

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 CUABRT415 Provide technical support during virtual and hybrid events

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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:

- provide technical support during the operation of at least two events, including:
 - one virtual event
 - one hybrid event.

In the course of the above, the candidate must:

- support the setup, testing and operation of technologies for virtual and hybrid events
- provide technical support in response to technical requirements for the events
- communicate and work collaboratively with the production team and audience members during the events.

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:

- safety, licensing and regulatory requirements relating to virtual and hybrid events related to own role, including:
 - work health and safety (WHS) requirements
 - copyright and intellectual property requirements
- key roles and responsibilities of event team members in virtual and hybrid event productions
- key technical requirements of virtual and hybrid events including:
 - technology and software requirements
 - video, audio and sound production requirements
 - accessibility requirements and inclusive technical features
- types of hybrid or virtual events in the creative industries, including:
 - live music

- dance performance
- film festivals
- art exhibitions
- live production
- key procedures to set up, test and provide technical support with technology during virtual and hybrid events
- issues that typically occur when providing technical support in virtual and hybrid events
- strategies for addressing issues and challenges when providing technical support.

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:

- technologies and equipment for events
- production documentation and technical requirements for virtual and hybrid events
- relevant personnel for interaction.

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

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