



Australian Government

Assessment Requirements for CUA EVP202 Provide visitors with venue information and assistance

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 2.0.

Performance Evidence

Evidence of the ability to:

- source information on organisational facilities and services
- communicate information and assist visitors, including those with special needs, in a friendly, timely and culturally appropriate manner
- respond effectively to multiple requests and different enquiries in a range of different visitor situations according to required procedures
- collect formal and informal feedback from visitors on facilities and services and communicate it as required.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe key features of commonly used information systems within own organisation
- outline key features of facilities, services and procedures for those with specific needs
- outline procedures and practices to be followed when providing information about the organisation
- outline safety and emergency procedures for visitors, colleagues and self
- outline sources of information on an organisation's facilities and services
- explain visitor service standards in the organisation.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in creative arts industry environments. The assessment environment must include access to:

- typical information storage systems
- interaction with others.

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

Links

Companion Volume implementation guides are found in VETNet -

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