



Australian Government

CUAEVP202 Provide visitors with venue information and assistance

Release: 1

CUA EVP202 Provide visitors with venue information and assistance

Modification History

Release	Comments
Release 1	This version first released with CUA Creative Arts and Culture Training Package version 2.0.

Application

This unit describes the skills and knowledge required to provide visitors with a range of information in different formats about venue facilities and services, as well as assistance with equipment and facilities.

It applies to individuals who work, or seek to work, under direct supervision in frontline customer service roles in venues open to the public, including cultural, tourism, hospitality and entertainment venues. Information may be provided face-to-face, by telephone or by other remote mechanisms. The unit also applies to those working in operational roles where customer service may not be the main focus of work.

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

Unit Sector

Cultural services - exhibitions and visitor programs

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. Access and update information	1.1 Source and access information on facilities and services available within the organisation 1.2 Share information with colleagues 1.3 Identify and use opportunities to update and maintain facility and service knowledge within scope of own role
2. Provide customer service	2.1 Incorporate information into day-to-day contact with visitors, including visitors with specific needs

ELEMENT	PERFORMANCE CRITERIA
	2.2 Provide information and assistance in a courteous, professional, culturally appropriate and timely manner in accordance with organisational procedures 2.3 Demonstrate and instruct visitors in the use of equipment and facilities or refer to appropriate colleagues 2.4 Refer complex enquiries or problems to colleagues, other areas of the organisation, or to external organisations according to workplace procedures
3. Collect feedback on facilities and services	3.1 Seek informal feedback on services from visitors 3.2 Observe visitor information and assistance requirements to inform organisational evaluation processes 3.3 Collect formal feedback from visitors where required according to organisational procedures and within scope of own responsibilities 3.4 Provide information on visitor feedback to appropriate colleagues using agreed means of communication

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.3	Identifies and uses opportunities to learn about venue facilities and services
Reading	1.1, 1.3, 2.2, 2.4	- Recognises and interprets routine venue information and promotional material - Interprets key work requirements from workplace procedure documentation
Writing	2.4, 3.3, 3.4	Records information in a sequential manner using clear and appropriate terminology
Oral communication	1.2, 2.1-2.4, 3.1	- Uses specific and relevant language to clearly articulate information and uses questioning and listening techniques to clarify understanding and needs - Uses respectful tone and pace and specific and clear language suited to the audience
Navigate the	2.2, 2.3, 2.4, 3.2, 3.3	Understands roles and responsibilities for tasks and

world of work		• makes basic decisions on work completion parameters • Seeks clarification and assistance when required
Interact with others	1.2, 2.1-2.4, 3.1, 3.3, 3.4	• Follows accepted communication practices and protocols, adjusting personal communication style in response to the requirements of others • Complies with work instructions and contributes to work group discussions using accepted conventions
Get the work done	1.1, 1.2, 2.1, 2.2, 2.3, 3.2, 3.3, 3.4	• Plans and implements routine tasks making limited decisions on sequencing, timing and collaboration • Responds to predictable routine problems according to standard procedures, referring issues to others when necessary • Uses digital technology to search for, store and share information following routine procedures and security requirements

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
CUAEVP202 Provide visitors with venue information and assistance	CULEVP202A Provide visitors with venue information and assistance	Updated to meet Standards for Training Packages and clarify intent. Minor edits to elements.	Equivalent Unit

Links

Companion Volume implementation guides are found in VETNet -

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

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

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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

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