



Australian Government

Assessment Requirements for CUA EVP212 Maintain venue information and provide assistance to visitors

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.

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 visitors with information and assistance for at least three different venues according to organisational policies and procedures, including assisting at least one visitor with special needs on at least one of the occasions.

In the course of the above, the candidate must:

- source information on organisational facilities and services
- respond effectively to multiple requests and different enquiries in a range of different visitor situations according to organisational policies and procedures
- collect formal and informal feedback from visitors on facilities and services and communicate it to required personnel as required.

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:

- key features of commonly used information systems and common technology within own organisation
- key features of facilities, services and procedures for those with specific needs
- organisational policies and procedures for providing visitors with venue information and assistance, including those relating to:
 - communication methods and standards
 - timeliness standards
 - data security requirements
 - cultural sensitivity policies
 - safety and emergency procedures for visitors, colleagues and self
- sources of information on an organisation's facilities and services
- visitor service standards in the organisation

- work health and safety (WHS) requirements that relate to work described in the performance evidence.

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:

- typical information storage systems
- interaction with others required to demonstrate the performance evidence.

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 Guide is found on VETNet -

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