



Australian Government

CUAEVP212 Maintain venue information and provide assistance to visitors

Release: 1

CUA EVP212 Maintain venue information and provide assistance to visitors

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 provide visitors with different information in various formats about venue facilities and services, as well as provide assistance with equipment and facilities. It involves accessing different information, providing customer service and collecting feedback from visitors according to organisational policies and procedures.

The unit applies to those 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 venue information	1.1 Source and access information on venue facilities and services available within the organisation 1.2 Share venue facility and service information with relevant colleagues 1.3 Update and maintain venue facility and service knowledge within scope of own role

ELEMENT	PERFORMANCE CRITERIA
2. Provide customer service to venue visitors	2.1 Provide venue information and assistance to visitors according to organisational policies and procedures 2.2 Demonstrate and instruct visitors in the use of equipment and facilities and refer to applicable colleagues as required 2.3 Refer complex enquiries and problems to colleagues, other areas of the organisation, and external organisations as required according to organisational policies and procedures
3. Collect feedback on facilities and services	3.1 Seek informal feedback on facilities and services from visitors 3.2 Observe visitor information and assistance requirements and inform organisational evaluation processes 3.3 Collect formal feedback from visitors where required according to organisational policies and procedures and within scope of own responsibilities 3.4 Provide information on visitor feedback to applicable colleagues according to organisational policies and procedures

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
Learning	Identifies and uses opportunities to learn about venue facilities and services
Oral communication	- Clearly articulates information using specific and industry standard language - Clarifies understanding and needs using listening and questioning techniques - Uses respectful tone and pace and specific and clear language suited to audience
Reading	- Interprets routine venue information and promotional material - Interprets key work requirements from workplace procedure documentation
Writing	Records information in a sequential manner using clear and industry standard terminology
Planning and organising	- 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

SKILL	DESCRIPTION
Self-management	- Understands roles and responsibilities for tasks and makes basic decisions on work completion parameters - Seeks clarification and assistance when required
Teamwork	- Follows accepted communication practices and protocols and adjusts personal communication style in response to requirements of others - Complies with work instructions and contributes to work group discussions using accepted conventions
Technology	Searches for, stores and shares information according to organisational policies and procedures using digital technology

Unit Mapping Information

Supersedes and is equivalent to CUA EVP202 Provide visitors with venue information and assistance.

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 CUA EVP212 Maintain venue information and provide assistance to visitors

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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 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

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