



Australian Government

CUAFOH201 Undertake routine front of house duties

Release: 2

CUAFOH201 Undertake routine front of house duties

Modification History

Release	Comments
Release 2	This version released with CUA Creative Arts and Culture Training Package version 2.0. Updated knowledge evidence and assessment conditions sections. Updated modification history section to reflect changed name of training package.
Release 1	This version first released with CUA Creative Arts and Culture Training Package version 1.0.

Application

This unit describes the performance outcomes, skills and knowledge required to develop basic skills and knowledge in relation to front of house duties for shows and performances in the screen, media, entertainment and events industries.

At this level, individuals are under broad supervision and are expected to act autonomously within established parameters as they organise and complete work activities.

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

Unit Sector

Media and entertainment production – front of house

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for work activities	1.1 In consultation with relevant personnel, identify routine front of house tasks that need to be completed in relation to shows or performances 1.2 Check regularly with supervisor to identify additional tasks that need to be done and incorporate into work schedule as required

	1.3 Plan and prioritise workload within allocated timeframes
2. Complete work tasks	2.1 Set air conditioning, heating and lighting to required levels in venues before, during and after shows 2.2 Turn front of house visual display and audio systems on and off as required 2.3 Complete tasks in relation to retail and catering services promptly and according to instructions 2.4 Check venue facilities and amenities regularly, and advise relevant personnel if matters are beyond scope of own job role 2.5 Follow health and safety and security procedures in relation to assigned tasks 2.6 Advise relevant personnel of security, health and safety or emergency issues that need attention 2.7 Use effective questioning to seek assistance from relevant personnel when difficulties arise in achieving allocated tasks 2.8 Identify factors affecting work requirements and take appropriate action within scope of own job role 2.9 Communicate appropriately with relevant personnel and the public during the completion of tasks
3. Review work performance	3.1 Seek feedback on work performance from supervisors and colleagues 3.2 Monitor and adjust work according to feedback obtained through supervision and comparison with established team and organisational standards 3.3 Identify and plan opportunities for improvement through discussions with colleagues

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	3.1, 3.2, 3.3	Takes action to improve own skills based on advice and feedback from supervisor and colleagues
Oral communication	1.1, 1.2, 2.4,	Obtains information by listening and

	2.6, 2.7, 2.9, 3.1, 3.3	questioning
Numeracy	2.1	Uses numerically-based controls on equipment
Navigate the world of work	1.3, 2.3, 2.4, 2.5, 2.8, 3.2	- Follows health and safety procedures in relation to assigned duties - Understands and completes main tasks and responsibilities within the boundaries of own role
Interact with others	1.1, 1.2, 2.3, 2.4, 2.6, 2.7, 2.9, 3.1, 3.3	- Works collaboratively to complete front of house tasks - Uses language, tone and non-verbal behaviour appropriate for interacting with the general public
Get the work done	1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 2.4, 2.6, 2.8	- Prepares for and completes front of house tasks in a logical sequence - Prioritises work tasks in consultation with supervisor - Completes tasks according to schedules - Seeks expert assistance when problems arise - Applies knowledge of venue technology to work activities - Identifies and solves routine problems in relation to own duties

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
CUAFOH201 Undertake routine front of house duties (Release 2)	CUAFOH201 Undertake routine front of house duties (Release 1)	Updated assessment conditions and knowledge evidence sections. Updated modification history section to reflect changed name of training package.	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 CUAFOH201 Undertake routine front of house duties

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Performance Evidence

Evidence of the ability to:

- organise and complete work activities in relation to routine front of house duties on at least two occasions
- seek and act on feedback from supervisor about own job performance
- work collaboratively.

Note: If a specific volume or frequency is not stated, then evidence must be provided for each of the above points at least once.

Knowledge Evidence

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

- briefly explain the organisational procedures that apply to own front of house duties
- outline the safety and security procedures relevant to front of house operations.

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 venues and performances or events that require a range of front of house services.

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

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