



Australian Government

CUAFOH202 Usher patrons

Release: 2

CUAFOH202 Usher patrons

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 process tickets or passes, and seat patrons for theatre performances, events and cinema sessions.

At this level, individuals are under broad supervision and are expected to act autonomously within established parameters as they take responsibility for monitoring patron movements in and out of auditoriums and assisting with special seating requirements.

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. Check and process tickets	1.1 Check tickets or passes for validity and seating location, and process according to organisational procedures 1.2 Take appropriate action should problems arise with tickets or passes 1.3 Provide patrons with accurate auditorium information and information about special restrictions or requirements that apply

	1.4 Promptly refer issues beyond own level of responsibility to relevant personnel
2. Seat patrons	2.1 Encourage patrons to enter location according to public announcements 2.2 Manage queues so that patrons are seated efficiently and performances are not delayed 2.3 Monitor crowd movement and take appropriate action to address problems 2.4 Ensure the safety of patrons when directing or guiding them to seats 2.5 Manage seating problems and take remedial action according to individual level of responsibility and organisational procedures 2.6 Identify patrons with special needs and provide assistance to seat them at the most appropriate time for the comfort and convenience of all patrons 2.7 Provide latecomers with accurate information on when they may be seated and assist them to their seats at the appropriate time
3. Monitor entry in and out of auditoriums	3.1 Close auditorium doors in time for performances, sessions or events and monitor state of doors according to organisational procedures and safety requirements 3.2 Assist patrons to exit and re-enter auditorium safely as required 3.3 Clear auditorium of patrons at the end of performance, session or event according to safety requirements and regulations 3.4 Tidy and secure auditorium as required

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
Reading	1.1	Interprets information on tickets or passes and documentation associated with front of house duties
Oral Communication	1.3, 1.4, 2.1, 2.4, 2.7, 3.2	Uses clear language to provide information and explain requirements

Numeracy	1.1	Counts tickets and seats
Navigate the world of work	1.4, 2.4, 2.5, 3.1, 3.2, 3.3	- Undertakes tasks in line with own level of responsibility - Follows safety and workplace procedures
Interact with others	1.3, 1.4, 2.1, 2.4, 2.7, 3.2	Interacts with colleagues and general public in an appropriate and collaborative manner
Get the work done	1.1, 1.2, 2.1, 2.2, 2.3, 2.5, 2.6, 3.1, 3.3, 3.4	- Adopts a logical and time-efficient approach to ushering duties - Facilitates the movement of queues and crowds by following scheduled times - Identifies the most appropriate way to handle customers with special needs - Identifies and deals efficiently with problems that arise when ushering patrons

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
CUAFOH202 Usher patrons (Release 2)	CUAFOH202 Usher patrons (Release 1)	Updated knowledge evidence and assessment conditions 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 CUAFOH202 Usher patrons

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Performance Evidence

Evidence of the ability to:

- check and process tickets and seat patrons efficiently for at least one performance or event
- identify and resolve seating problems
- provide assistance to people with special seating needs
- interact with colleagues and members of the public in a polite and helpful manner.

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:

- describe typical features or procedures in relation to:
 - assisting people with special needs to and from their seats
 - facilities and services available to people with special needs
 - information on tickets or passes
 - layout of auditoriums
 - seating configuration and related pricing categories
 - methods of crowd control
 - safety issues and regulations in relation to ushering patrons
 - carrying out security checks
 - ushering patrons.

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 a venue where ushers are required to direct patrons.

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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