



Australian Government

Assessment Requirements for CUAFOH211 Undertake routine front of house duties

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:

- organise and complete routine front of house duties on at least two occasions.

In the course of the above, the person must:

- identify, plan and prioritise tasks according to timeframes
- seek and act on feedback from supervisor about own job performance
- follow health, safety and security protocols relating to assigned tasks
- communicate with required personnel and the public according to organisational policies and procedures
- work collaboratively as a team in completing tasks.

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:

- organisational procedures in relation to own front of house duties that include interacting with the general public
- industry-standard technology used in different front of house duties that include:
 - ticketing software
 - digital scanning
 - venue accessibility equipment
- safety and security procedures in relation to front of house operations.

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:

- live theatre performance venues
- performances or events that require different front of house services.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education 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>