



Australian Government

Assessment Requirements for CUAFOH212 Usher patrons

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:

- check and process tickets, seat patrons efficiently, and monitor entry for at least three performances or events.

In the course of the above, the person must:

- identify and resolve seating problems as they arise
- provide assistance to people with special seating needs
- follow health, safety and security protocols relating to assigned tasks
- communicate and interact with required personnel and the public according to organisational policies and procedures.

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:

- procedures for:
 - ushering patrons
 - assisting people with special needs to and from their seats
 - late admissions
 - security checks
- facilities and services available to people with special needs
- information on tickets or passes
- layout of auditoriums in performance evidence
- methods of crowd control
- safety and security issues and regulations in relation to ushering patrons
- industry-standard technology used in different front of house duties that include:
 - ticketing software

- digital scanning
- venue accessibility equipment
- seating configuration of auditoriums and related pricing categories.

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:

- a live performance venue where ushers are required to direct patrons.

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>