



Australian Government

CUAFOH212 Usher patrons

Release: 1

CUAFOH212 Usher patrons

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 performance outcomes, skills and knowledge required to process tickets or passes, and seat patrons for theatre performances, events and cinema sessions. It involves checking and processing tickets, seating patrons within the venue and monitoring the auditorium during and after the event.

The unit applies to those who work 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

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. Check and process tickets	1.1 Check tickets for validity and seating location, and process according to organisational procedures 1.2 Take action should problems arise with tickets according to organisational procedures 1.3 Provide patrons with accurate auditorium information and information about special restrictions or requirements that apply 1.4 Refer security and other issues beyond own level of responsibility to required personnel according to organisational policies and procedures
2. Seat patrons	2.1 Encourage patrons to enter location according to public

ELEMENT	PERFORMANCE CRITERIA
	announcements 2.2 Manage queues so that patrons are seated efficiently and performances are not delayed 2.3 Monitor crowd movement and take required action to address problems 2.4 Check 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 applicable 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 applicable time
3. Monitor entry in and out of auditoriums	3.1 Close auditorium doors in time for event 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 event according to safety requirements and regulations 3.4 Tidy and secure auditorium as required

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
Reading	Interprets information on tickets or passes and documentation associated with front of house duties
Oral Communication	Provides information and explains requirements using clear language
Numeracy	Counts tickets and seats
Teamwork	Interacts with colleagues and general public in an appropriate and collaborative manner
Planning and organising	- Adopts a logical and time-efficient approach to ushering duties - Facilitates the movement of queues and crowds by following scheduled times
Initiative and	Identifies ways to assist customers with special needs according to

SKILL	DESCRIPTION
enterprise	organisational policies and procedures Identifies and deals with problems that arise when ushering patrons according to organisational policies and procedures

Unit Mapping Information

Supersedes and is equivalent to CUAFOH202 Usher patrons.

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 CUAFOH212 Usher patrons

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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:

- 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

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