



Australian Government

Assessment Requirements for CUAFOH301 Provide seating and ticketing services

Release: 2

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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.

Performance Evidence

Evidence of the ability to:

- provide accurate seating and ticketing advice in response to customer requests
- use standard ticketing systems to issue tickets for at least two events or performances
- interact in a helpful and positive manner with colleagues and members of the public.

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:

- outline the main features of ticketing systems used by venues and where information about venue facilities and ticketing systems can usually be found
- list and briefly describe different types and styles of performances, sessions or events offered by venues
- list and describe the facilities and services typically available to people with special needs
- explain the procedures and systems for determining availability of tickets
- explain the payment, refund and exchange procedures.

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 ticketing systems and venues where tickets can be issued.

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

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5>