



Australian Government

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.

Application

This unit describes the performance outcomes, skills and knowledge required to provide advice on and issue tickets or passes for events and productions in the screen, media, entertainment and events industry.

At this level, individuals are required to use some discretion and judgement and operate under broad supervision within an established framework of plans and procedures.

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. Maintain knowledge of venue facilities and performances	1.1 Identify and access sources of current and accurate venue information 1.2 Ensure full understanding of venue seating and ticketing arrangements, including consideration of issues affecting customers with special needs 1.3 Record and store information for future use, according to

	organisational systems
2. Respond to customer queries	2.1 Provide accurate information on costs of ticket categories, including concessional rates and conditions of availability 2.2 Provide accurate information on start and finish times in response to customer queries 2.3 Provide information on facilities and services for customers with special needs, as required 2.4 Advise customers on nature of seating, including location and viewing details 2.5 Take account of special requests and customers with special needs when selecting seats 2.6 Make appropriate recommendations for alternative or future performances, sessions or events as required 2.7 Provide accurate and clear advice on refund and exchange policies and procedures 2.8 Handle enquiries and sales in an efficient and polite manner, mindful of the need for speedy processing of requests at peak times 2.9 Seek advice or assistance from colleagues as required
3. Issue tickets	3.1 Check that required equipment and materials are available and operational before beginning ticket issue 3.2 Issue tickets and receipts according to organisational procedures and ticketing system 3.3 Check tickets before providing them to customers and reconfirm details with customers
4. Maintain online booking systems	4.1 Load performance session and venue seating data into ticketing software system 4.2 Monitor the currency of information about events and productions and update as required 4.3 Respond to queries received through online booking systems and refer issues beyond scope of own job role to relevant personnel

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance	Description
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	Criteria	
Reading	1.1, 1.2, 2.1, 2.2, 4.2	Interprets ticketing and venue information
Writing	1.3	Completes workplace documentation
Oral communication	2.1, 2.2, 2.3, 2.4, 2.6, 2.7, 2.8, 2.9, 3.3, 4.3	- Obtains information by listening and questioning - Uses clear language to provide information
Numeracy	2.1, 2.7, 3.2, 4.1	- Calculates number of seats - Advises on cost of tickets - Uses numerical features of electronic booking systems
Navigate the world of work	1.3, 4.3	- Follows workplace protocols - Understands and completes main tasks and responsibilities, within the boundaries of own role
Interact with others	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 3.2, 3.3, 4.3	- Uses language, tone and non-verbal behaviour appropriate for interacting with the general public - Works collaboratively with those involved in front of house duties
Get the work done	1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3	- Adopts a methodical and logical approach to providing seating and ticketing services - Handles peak periods of activity in a positive and enthusiastic manner - Takes responsibility for making decisions in relation to routine and some non-routine customer requests - Uses computer-based ticketing systems - Accesses information on the internet relevant to work activities

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
CUAFOH301 Provide seating and ticketing services	CUAFOH301 Provide seating and ticketing services (Release 1)	Updated knowledge evidence and assessment conditions sections. Updated	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
(Release 2)		modification history section to reflect changed name of training package.	

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 CUAFOH301 Provide seating and ticketing services

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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

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