



Australian Government

CUAFOH302 Monitor entry to venues

Release: 2

CUAFOH302 Monitor entry to venues

Modification History

Release	Comments
Release 2	This version released with CUA Creative Arts and Culture Training Package version 2.0. Updated assessment conditions section. 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 monitor entry to venues and report on crowd movements. It does not cover specialist security activities performed by licensed security staff. Units covering security skills are found in CPP07 Property Services Training Package.

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. Monitor and maintain access to venues	1.1 Check items associated with access to venues before customers arrive to ensure functionality 1.2 Control access to venue areas according to organisational procedures, complying at all times with specific safety and security regulations 1.3 Check areas regularly for safety and comfort of customers

	1.4 When monitoring restricted access areas, check identification and allow only authorised personnel to enter 1.5 Restrict access to auditorium until clearance is obtained
2. Monitor crowds	2.1 Identify the maximum number of customers areas can accommodate 2.2 Control queues firmly and courteously 2.3 Monitor crowd size to ensure that maximum numbers are not exceeded 2.4 Request that customers surrender restricted items and confiscate them, if necessary, according to organisational procedures 2.5 Identify problems or conflict promptly and take action to rectify or refer to relevant personnel 2.6 Monitor crowd behaviour and promptly report problems to appropriate personnel 2.7 Communicate with colleagues and customers in a courteous manner at all times
3. Complete post-event procedures	3.1 Complete post-event check of items associated with access to venues, and report faults or technical issues that need to be addressed prior to next event 3.2 Complete workplace documentation as required 3.3 Seek feedback on own work performance to identify areas for future improvement

Foundation Skills

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

Skill	Performance Criteria	Description
Reading	1.4	Checks personal identification information
Oral communication	1.4, 1.5, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	- Obtains information by listening and questioning - Uses clear language to provide information
Numeracy	2.1, 2.3	Applies simple mathematical principles when estimating crowd numbers and area

		capacity
Navigate the world of work	1.2, 1.5, 2.3, 2.4	- Follows workplace protocols - Understands and completes main tasks and responsibilities, within the boundaries of own role
Interact with others	1.4, 1.5, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	- Uses polite, and where appropriate conciliatory, 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, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1	- Completes own tasks within required timeframes and in a logical sequence - Follows standard procedures when responding to familiar problems - Takes action to report faults or technical issues - Seeks assistance when problems are beyond immediate responsibilities or experience

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
CUAFOH302 Monitor entry to venues (Release 2)	CUAFOH302 Monitor entry to venues (Release 1)	Updated assessment conditions sections. Updated modification history section to reflect changed name of training package.	Equivalent unit

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 CUAFOH302 Monitor entry to venues

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Performance Evidence

Evidence of the ability to:

- monitor entry to a venue by patrons on at least two occasions in line with venue procedures
- effectively communicate with crowds and quickly resolve conflicts as they arise
- work effectively in a team environment.

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 the individual must:

- describe typical venue policies and procedures in relation to restricted items, and security and monitoring
- provide examples of work health and safety issues and regulations in relation to crowd control
- provide examples of protocols for contacting emergency or security services, including local contacts
- describe typical formats for identification worn by those associated with performances, sessions or events.

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 venues and events where monitoring a crowd for a commercially realistic period of time can occur.

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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