



Australian Government

Assessment Requirements for CUAFOH311 Provide seating and ticketing services

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:

- provide seating and ticketing services for at least two different performance or events.

In the course of the above, the candidate must:

- provide accurate advice in response to customer requests that include:
 - seating
 - cost of ticket categories, including concessional rates and conditions of availability
 - start and finish times of events
 - facilities and services for customers with special needs
- use a standard ticketing system to issue tickets
- interact in a helpful and positive manner with colleagues and members of the public.

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:

- main features of ticketing systems used by venues and where information about venue facilities and ticketing systems can usually be found
- types and styles of performances, sessions or events offered by venues
- facilities and services typically available to people with special needs
- organisational policies and procedures for providing seating and ticketing services for events
- procedures and systems for determining availability of tickets
- safety and security issues and regulations in relation to providing seating and ticketing services for events
- industry-standard technology used in different front of house duties that include:

- ticketing software
- digital scanning
- venue accessibility equipment
- typical payment, refund and exchange procedures.

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:

- ticketing systems and venues where tickets can be issued.

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>