



Australian Government

Assessment Requirements for CUAFOH312 Monitor entry to venues

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:

- monitor entry to a venue by patrons on at least two occasions in line with venue procedures.

In the course of the above, the person must:

- communicate with crowds in a polite and courteous manner and quickly resolve conflicts as they arise
- comply with specific safety and security regulations and workplace standards and procedures
- work effectively in a team environment.

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:

- typical venue policies and procedures in relation to restricted items, and security and monitoring
- work health and safety issues and regulations in relation to crowd control
- protocols for contacting emergency or security services, including local contacts
- industry-standard technology used in different front of house duties that include:
 - ticketing software
 - digital scanning
 - venue accessibility equipment
 - radios
- typical formats for identification worn by those associated with performances, sessions or events.

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:

- 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 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>