



Australian Government

CUAFOH312 Monitor entry to venues

Release: 1

CUAFOH312 Monitor entry to venues

Modification History

Release	Comments
Release 1	This version first released with CUA Creative Arts and Culture Training Package Version 5.0.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor entry to venues and report on crowd movements. It involves checking access identification when monitoring restricted areas, monitoring crowds entering the venue and checking the venue post-event. It does not cover specialist security activities performed by licensed security staff. Units covering security skills are found in CPP Property Services Training Package.

The unit applies to those who 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

ELEMENT	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 and confirm functionality 1.2 Control access to venue areas according to organisational procedures 1.3 Check areas regularly for safety and comfort of customers 1.4 Check identification and allow only authorised personnel to enter when monitoring restricted access areas 1.5 Restrict access to auditorium until clearance is obtained
2. Monitor crowds	2.1 Identify the maximum number of customers areas can accommodate

ELEMENT	PERFORMANCE CRITERIA
	2.2 Control queues according to organisational policies and procedures 2.3 Monitor crowd size and confirm maximum numbers are not exceeded 2.4 Request customers surrender restricted items and confiscate them, if necessary, according to organisational policies and procedures 2.5 Identify issues promptly and take action to rectify and refer to required personnel 2.6 Monitor crowd behaviour and promptly report problems to required personnel 2.7 Communicate with colleagues and customers according to organisational policies and procedures
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 those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	Checks personal identification information
Oral communication	- Obtains information by listening and questioning - Provides information using clear language
Numeracy	Applies simple mathematical principles when estimating crowd numbers and area capacity
Self-management	- Understands and completes main tasks and responsibilities, within the boundaries of own role - Completes own tasks within required timeframes and in a logical sequence - Follows standard procedures when responding to familiar problems
Teamwork	Uses polite, and where appropriate conciliatory, language, tone and non-verbal behaviour appropriate for interacting with the general

SKILL	DESCRIPTION
	public • Works collaboratively with those involved in front of house duties and any other applicable work areas
Initiative and enterprise	• Takes action to report faults or technical issues • Seeks assistance when problems are beyond immediate responsibilities or experience • Identifies and reports any safety hazards and security issues

Unit Mapping Information

Supersedes and is equivalent to CUAFOH302 Monitor entry to venues.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5>

Assessment Requirements for CUAFOH312 Monitor entry to venues

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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.

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