



Australian Government

Department of Education, Employment and Workplace Relations

CUEFOH10B Monitor entry to a venue

Revision Number: 1

CUEFOH10B Monitor entry to a venue

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to monitor entry to a venue and to monitor and report on crowd movements. It does not cover specialist security activities performed by licensed security staff. Units covering security skills are found within the Asset Maintenance Training Package (PRM04). No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	Operative or managerial front-of-house personnel typically undertake the duties outlined in this unit. They could be working in any live entertainment venue or in cinema complexes. This unit has strong linkages to the following units, and combined training and/or assessment is recommended: • CUSOHS301A Follow occupational health and safety procedures • CUECOR04B Deal with conflict and resolve complaints • CUEFOH09B Provide venue information and assistance.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Monitor and maintain access to the venue	1.1. Check all items associated with access to the venue before arrival of customers to ensure functionality 1.2. Control access to the venue 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 restricted areas 1.5. Restrict access to the auditorium until clearance is obtained
2. Monitor crowds	2.1. Identify the maximum number of customers the area can accommodate 2.2. Ensure that queues are controlled firmly and courteously 2.3. Monitor the crowd size and ensure that the maximum number is not exceeded 2.4. Request that customers surrender restricted items and confiscate, if necessary, according to organisational procedures 2.5. Identify problems promptly and take action to rectify or refer to relevant personnel 2.6. Monitor crowd behaviour and promptly report any problems to the appropriate personnel or security personnel 2.7. Communicate with colleagues and customers in a courteous manner at all times

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- effective communication techniques for dealing with customers and crowds
- numeracy skills sufficient to make counts and estimate crowd numbers

Required knowledge

- venue security and monitoring procedures
- restricted items and associated policies
- health and safety issues and regulations
- protocols for contacting emergency or security services and relevant contacts
- layout of venue, including fire and safety exits, entrance doors/gates
- various formats for identification worn by those associated with the performance/session/event

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

- knowledge of procedures for monitoring entry areas
- ability to effectively communicate with the crowds and quickly resolve any conflict as it arises.

Context of and specific resources for assessment

The assessment context must provide for:

- practical demonstration of skills within a fully equipped operational venue, eg a cinema, live theatre, conference centre
- monitoring a crowd for a commercially realistic period of time to allow for a variety of crowd circumstances to arise
- commercially realistic ratios of customers to candidate to reflect typical workplace and crowd conditions.

Method of assessment

Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:

- direct observation of the candidate monitoring crowds at a venue
- role plays to assess ability to negotiate the surrender or confiscation of restricted items
- written or oral questions and tests to assess knowledge of the venue and procedures, e.g. safety and security, confiscation of items
- review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with

EVIDENCE GUIDE	
	interrupted schooling).
Guidance information for assessment	Assessment of this unit requires access to: • a venue where performances/cinema sessions/events take place.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Items associated with access</i> to the venue may include:	• barriers • exit and entry locations • fences, gates • signage
<i>Access</i> points may include:	• fire exits • public entrance • stage door
<i>Venue</i> areas to be monitored may include:	• entry areas for the auditorium within the venue • foyer areas • street entrance and footpaths outside the venue
<i>Restricted access areas</i> may include:	• backstage • operating point for technical equipment, e.g. sound mixing desk • the performance area
<i>Restricted items</i> to be surrendered or confiscated may include:	• cameras • dangerous or illegal items, eg drugs, weapons, other items that are potential weapons • drinks • food • recording devices, e.g. DVD/video recorders • telecommunication equipment, eg mobile phones, pagers • umbrellas
<i>Relevant personnel</i> may include:	• crowd control staff • front-of-house manager • medical personnel • other security staff • police • venue management

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Media and entertainment production - front of house
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Co-requisite units

Co-requisite units		