

<b>Training Package</b>	Entertainment (CUE03)	<b>HSC Requirements and Advice</b>
<b>Unit code</b>	<b>Unit title</b>	<b>HSC Indicative Hours</b>
<b>CUEFOH03C</b>	<b>Provide seating and ticketing advice</b>	<b>15</b>

<b>Unit descriptor</b>	This unit describes the skills and knowledge required to advise customers on the seating facilities available at single or multi auditoria venues and to provide general information on ticket categories, prices and availability. The unit requires detailed product knowledge of performances/events and venues and is most relevant to theatre, cinema and event venue box office personnel. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
<b>Employability skills</b>	This unit contains employability skills.
<b>Prerequisite units</b>	This unit has strong linkages to the following units, and combined training and/or assessment is recommended: <ul style="list-style-type: none"> <li>• CUEFOH07B Process financial transactions</li> <li>• CUEFOH08B Process incoming customer orders</li> <li>• SIRXSL001A Sell products and services.</li> </ul>

### 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.

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<b>Context of and specific resources for assessment</b>	<b>Method of assessment</b>
<p>The following evidence is <u>critical</u> to the judgement of competence in this unit:</p> <ul style="list-style-type: none"> <li>• ability to access appropriate information on venue facilities, and all operational aspects of the performance/session/event – times, prices, ticketing categories</li> <li>• provision of accurate seating and ticketing advice and issuance of tickets within industry-realistic timeframes</li> <li>• ability to provide information and advice which matches customer needs and requests.</li> </ul>	<p>The assessment context <u>must</u> provide for:</p> <ul style="list-style-type: none"> <li>• practical demonstration of skills in providing information for multiple ticketing products to meet varying customer needs</li> <li>• processing requests within typical workplace time constraints, eg serving a physical or telephone queue of customers waiting to access seating and ticketing information</li> <li>• interaction with and involvement of a customer group to whom information and advice can be provided.</li> </ul>	<p>Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:</p> <ul style="list-style-type: none"> <li>• direct observation of the candidate providing information and advice and issuing tickets</li> <li>• case studies to assess ability to match product to customer needs/requests</li> <li>• review of documentation, information manuals or notes kept by the candidate</li> <li>• written or oral questions and tests to assess knowledge of information sources and actual knowledge of venues, ticketing products and prices</li> </ul>

		<b>Method of assessment cont/d</b>
		<ul style="list-style-type: none"> <li>• review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.</li> </ul> <p>Assessment methods should closely reflect workplace demands and the needs of particular groups (eg 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 interrupted schooling).</p> <p>Assessment of this unit <u>requires</u> access to:</p> <ul style="list-style-type: none"> <li>• typical industry information storage systems for venue, ticketing and performance/session/event information</li> <li>• tickets/passes.</li> </ul>

<b>Required Skills and Knowledge</b>	
This section describes the skills and knowledge <u>required</u> for this unit.	
<p><b>Required skills</b></p> <ul style="list-style-type: none"> <li>• literacy skills sufficient to accurately interpret seating and ticketing information</li> <li>• numeracy skills sufficient to calculate numbers of seats, advise on pricing information.</li> </ul>	<p><b>Required knowledge</b></p> <ul style="list-style-type: none"> <li>• information systems used by venues in relation to seating and ticketing</li> <li>• product knowledge of venue facilities, seating layout and prices as appropriate to the organisation</li> <li>• product knowledge of venue performances/sessions/events times as appropriate to the organisation</li> <li>• broad understanding of the different types and styles of performances/sessions/events as appropriate to the organisation or industry sector</li> <li>• special facilities and services available to people with special needs</li> <li>• procedures and systems for determining availability of tickets</li> <li>• ticket issuing systems, as appropriate to the organisation</li> <li>• payment, refund and exchange policy and procedures.</li> </ul>

Element	Performance Criteria	Range Statement
1 Develop and update knowledge of venues facilities, seating and performances.	1.1 Identify and access information <i>sources for current and accurate information</i> on venue/s, facilities, seating and performances/sessions/events.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording, if used in the performance criteria, is detailed below.</p> <p>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.</p> <p><i>Sources for current and accurate information</i> on venue/s, facilities, seating and performances/sessions/events may include:</p> <ul style="list-style-type: none"> <li>• formal familiarisation visits</li> <li>• hirer information sheets</li> <li>• information manuals</li> <li>• personal site observation/exploration</li> <li>• venue information sheets/manuals.</li> </ul>
	1.2 Read and accurately interpret information on all <i>aspects of venue seating and ticketing</i> , including consideration of issues affecting people with special needs.	<p><i>Aspects of venue seating and ticketing include:</i></p> <ul style="list-style-type: none"> <li>• categories of seating and features</li> <li>• changing configurations</li> <li>• general seating layout</li> <li>• scheduled dates and times for performances</li> <li>• viewing issues, eg full view, restricted view.</li> </ul>
	1.3 Record and store <i>information</i> for future use, in accordance with organisational systems.	<p>Storage of <i>information</i> may include:</p> <ul style="list-style-type: none"> <li>• card reference systems</li> <li>• computerised database of information</li> <li>• file notes of particular venues/performances/events/sessions</li> <li>• information manual.</li> </ul>
2 Provide seating and ticketing information.	2.1 Provide accurate information on costs of all ticket categories, including any concessional rates.	
	2.2 Provide accurate information on performance/session/event commencement and conclusion times, as requested.	
	2.3 Provide information on facilities and services provided for people with special needs, as required.	

Element	Performance Criteria	Range Statement
	2.4 Advise <i>customers</i> on nature of <i>seating</i> , including location and viewing details.	<p><i>Seating</i> and ticket advice may be provided by:</p> <ul style="list-style-type: none"> <li>• a ticketing agency</li> <li>• the venue itself.</li> </ul>
	2.5 Consider special requests or <i>special needs of customers</i> when <i>selecting seats</i> .	<p><i>Customers with special needs</i> may include:</p> <ul style="list-style-type: none"> <li>• aged people</li> <li>• first-time patrons</li> <li>• groups</li> <li>• infants</li> <li>• parents with young children</li> <li>• pregnant women</li> <li>• school groups</li> <li>• those with a disability</li> <li>• those with special or cultural needs</li> <li>• unaccompanied children</li> <li>• VIPs.</li> </ul> <p><i>Customers with special needs</i> may require:</p> <ul style="list-style-type: none"> <li>• hearing assistance</li> <li>• immobility access</li> <li>• special car parking</li> <li>• special seating</li> <li>• translation assistance</li> <li>• wheelchair access.</li> </ul> <p><i>Selection of seats</i> may take into account:</p> <ul style="list-style-type: none"> <li>• best presentation of the venue – ‘dressing the house’</li> <li>• best viewing position for the particular type of performance/event/session</li> <li>• special needs of the customer.</li> </ul>
	2.6 Make appropriate recommendations for alternative or future performances/sessions/events as appropriate.	
	2.7 Provide accurate advice on refund and exchange policy and procedures and clearly reinforce these issues.	
	2.8 Handle all enquiries and sales in an efficient and polite manner according to the speed requirements of the sales situation.	
	2.9 Seek advice or assistance from colleagues as required.	

Element	Performance Criteria	Range Statement
3 Issue tickets.	3.1 Check that all <i>equipment and materials</i> are available and operational before commencing ticket issue.	Required <i>equipment and materials</i> may include: <ul style="list-style-type: none"> <li>• computer hardware</li> <li>• computer software</li> <li>• point of sale transaction documents and equipment.</li> </ul>
	3.2 <i>Issue tickets</i> and receipts, if required, in accordance with organisational procedures and <i>ticketing</i> system.	Advising on and <i>issuing tickets</i> may take place: <ul style="list-style-type: none"> <li>• over the counter/face-to-face</li> <li>• via fax or modem</li> <li>• via mail</li> <li>• via telephone</li> <li>• via the Internet or other electronic technology.</li> </ul> <p><i>Tickets</i> may be issued:</p> <ul style="list-style-type: none"> <li>• manually</li> <li>• via a ticketing software system.</li> </ul> <p><i>Ticketing</i> software systems may include:</p> <ul style="list-style-type: none"> <li>• Bocs</li> <li>• Globe</li> <li>• Select</li> <li>• Softix</li> <li>• Ticketmaster.</li> </ul> <p><i>Tickets</i> may be:</p> <ul style="list-style-type: none"> <li>• concession</li> <li>• discounted</li> <li>• free</li> <li>• full price</li> <li>• group bookings</li> <li>• pre-paid.</li> </ul>
	3.3 Check tickets before providing them to customer and reconfirm details to the customer.	