

Training Package	Entertainment (CUE03)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
CUEFOH10B	Monitor entry to a venue	15

Unit descriptor	This unit describes the skills and knowledge required to monitor entry to a venue and to monitor and report on crowd movements. These duties would usually be undertaken by operative or managerial front-of-house personnel. This unit does not encompass specialist security activities performed by licensed security staff. Units covering security skills are found within the Asset Security Training Package (PRS98). No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Employability skills	This unit contains employability skills.
Prerequisite units	This unit has strong linkages to the following units, and combined training and/or assessment is recommended: <ul style="list-style-type: none"> • BSBOHS201A Participate in OHS processes • CUECOR04B Deal with conflict and resolve complaints • CUEFOH09B Provide venue information and assistance.

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.		
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment
<p>The following evidence is <u>critical</u> to the judgement of competence in this unit:</p> <ul style="list-style-type: none"> • knowledge of procedures for monitoring entry areas • ability to effectively communicate with the crowds and quickly resolve any conflict as it arises. 	<p>The assessment context <u>must</u> provide for:</p> <ul style="list-style-type: none"> • 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. 	<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"> • 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, eg safety and security, confiscation of items • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

		Method of assessment cont/d
		<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"> • a venue where performances/cinema sessions/events take place.

Required Skills and Knowledge	
This section describes the skills and knowledge <u>required</u> for this unit.	
<p>Required skills</p> <ul style="list-style-type: none"> • effective communication techniques for dealing with customers and crowds • numeracy skills sufficient to make counts and estimate crowd numbers. 	<p>Required knowledge</p> <ul style="list-style-type: none"> • 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.

Element	Performance Criteria	Range Statement
1 Monitor and maintain access to the venue.	1.1 Check all <i>items associated with access</i> to the venue before arrival of customers to ensure functionality.	<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. <i>Bold italicised</i> 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>Items associated with access</i> to the venue may include:</p> <ul style="list-style-type: none"> • barriers • exit and entry locations • fences, gates • signage.
	1.2 Control <i>access</i> to the <i>venue</i> according to organisational procedures, complying at all times with specific safety and security regulations.	<p><i>Access</i> points may include:</p> <ul style="list-style-type: none"> • fire exits • public entrance • stage door. <p><i>Venue</i> areas to be monitored may include:</p> <ul style="list-style-type: none"> • entry areas for the auditorium within the venue • foyer areas • street entrance and footpaths outside the venue.
	1.3 Check areas regularly for safety and comfort of customers.	
	1.4 When monitoring <i>restricted access areas</i> , check identification and allow only authorised personnel to enter restricted areas.	<p><i>Restricted access areas</i> may include:</p> <ul style="list-style-type: none"> • backstage • operating point for technical equipment, eg sound mixing desk • the performance area.
	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.	

Element	Performance Criteria	Range Statement
	2.3 Monitor the crowd size and ensure that the maximum number is not exceeded.	Numeracy tasks may include: <ul style="list-style-type: none"> • counting patrons entering the venue, or a restricted area.
	2.4 Request that customers surrender <i>restricted items</i> and confiscate, if necessary, according to organisational procedures.	<i>Restricted items</i> to be surrendered or confiscated may include: <ul style="list-style-type: none"> • cameras • dangerous or illegal items, eg drugs, weapons, other items that are potential weapons • drinks • food • recording devices, eg cassette/video recorders • telecommunication equipment, eg mobile phones, pagers • umbrellas.
	2.5 Identify problems promptly and take action to rectify or refer to <i>appropriate personnel</i> .	<i>Appropriate personnel</i> may include: <ul style="list-style-type: none"> • crowd control staff • front-of-house manager • medical personnel • other security staff • police • venue management.
	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.	