Table: APPLY ORGANISATION AND INDUSTRY KNOWLEDGE

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<tr>
<th>Training Package</th>
<th>ENTERTAINMENT INDUSTRY (CUE98)</th>
<th>Title:</th>
<th>APPLY ORGANISATION AND INDUSTRY KNOWLEDGE</th>
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<tr>
<td>Unit Code</td>
<td>Unit Descriptor:</td>
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<td>This unit describes the skills and knowledge required to effectively acquire and apply relevant organisational and industrial knowledge.</td>
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<td>CUEIND1A</td>
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<tr>
<th>Methods and Context of Assessment</th>
<th>Critical aspects of Evidence</th>
<th>Concurrent Assessment</th>
<th>Resource Requirements</th>
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| This unit may be assessed on or off the job. | Evidence to demonstrate consistent achievement of this unit’s outcomes include:  
  - ability to gather and apply information appropriate to the job role  
  - ability to communicate effectively with colleagues and external individuals/organisations within the range of situations required for the job role | This unit may be assessed concurrently with the following units of competency:  
  - Work with others  
  - Manage own work and learning  
  - Work in a socially diverse environment | This unit of competency should be assessed using relevant materials to be read and interpreted and/or listened or spoken as identified in the Range of Variables. | Key Terms and Concepts:  
  - union  
  - employers  
  - media monitoring  
  - information sources  
  - mission statement  
  - organisational goals and objectives  
  - rights and responsibilities  
  - industrial relations  
  - induction  
  - role descriptions  
  - duty of care  
  - accountability  
  - industry codes of practice  
  - rehearsal schedule  
  - ethical behaviour  
  - confidentiality  
  - appraisal  
  - current industry trends  
  - maintain industry knowledge  
  - dispute resolution  
  - effective communication  
  - organisational goals and functions  
  - organisational policies and procedures  
  - awards and agreements  
  - occupational health and safety laws and regulations |
1. Acquire and apply knowledge of the organisation

- Relevant information sources are used to acquire knowledge of the organisation including its history, key goals and functions, the names of the key departments and basic details of their operations, the names of senior personnel and their key functions.
- Knowledge of the organisation is applied as appropriate within the relevant job role

The following variables may apply:

Material to be read and interpreted which may include:

- statements of organisational goals and functions
- general material about the organisation and its function, such as newsletters, bulletins, promotional materials, annual reports strategic plans
- induction manuals
- awards and agreements covering employment and conditions
- union publications including newsletters, magazines, bulletins, letters
- organisational policies and procedures
- occupational health and safety laws and regulations.
- newspapers, magazines, books, specialist technical and/or professional publications
- internet, video and audiotape sources

Learning experiences for the HSC must address:

- An understanding of the importance of relevant sources of information relating to organisations, such as:
  - Mission Statements
  - Statements of goals and functions
  - Strategic plans and annual reports
  - Role descriptions and titles (including, but not limited to director, executive producer, production co-ordinator, usher, sales/merchandising assistant, front of house administrator, lighting technician, sound technician, dress assistant, costume assistant, make-up artist, costume maker, scenic artist, mechanism, cinema projectionist, set maker, stage manager, props maker, designer, technical supervisor in any field, stage manager/assistant stage manager, human resource manager, marketing and promotions specialist, general manager, event coordinator or manager, operations manager, tour manager, and programming manager
- Introductory manuals and organisational charts
- Routine schedules and events-in-progress plans

2. Acquire and apply knowledge of the basic rights and responsibilities of the employer and employee

- Relevant information sources are used to acquire knowledge of the basic rights and responsibilities of the employer and employee, the union and employer bodies with whom the organisation is involved are identified, and the reasons for union and

Material to be written which may include:

- time sheets and other time records

UNDERPINNING KNOWLEDGE AND SKILLS

Skills and knowledge are required in:

- general knowledge of the entertainment industry

An understanding of documentation relevant to the employer – employee relationship including:

- Award and entitlements
- Role descriptions
- Union publications
<table>
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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
<th>RANGE OF VARIABLES</th>
<th>EVIDENCE GUIDE</th>
<th>HSC REQUIREMENTS AND ADVICE</th>
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<tr>
<td>employer body membership</td>
<td>- Knowledge of the basic rights of the employer and employee is applied as appropriate within the relevant job role</td>
<td>Material to be listened to, or spoken, which may include:  - information about the organisation, what it does, key people  - anecdotal or historical information about the organisation  - anecdotal information (‘gossip’) important to getting a job, such as what events are coming up, where the jobs are (and where they are likely to be), conditions and rates of pay</td>
<td>- knowledge of entertainment industry terminology  - knowledge of the nature, role and functions of unions and employer associations  - knowledge of unions and employer associations in the entertainment industry  - knowledge of procedures for resolving disputes between employers and employees  - knowledge of the rights and responsibilities of employers and employees, including legal rights and responsibilities</td>
<td>- Disputes and Grievance Procedures  - Appraisal / Performance Review documents  - Lines of accountability, flowcharts  - Organisational protocols (including OH&amp;S, Affirmative Action)</td>
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<td>3. Acquire and apply knowledge of the industry</td>
<td>- Relevant publications are used to acquire knowledge of the industry  - Participation in industry events and associations is undertaken to acquire and maintain current industry knowledge</td>
<td>- technical or industry language relating needed for work  - information about awards, entitlements, responsibilities  - information about how work is organised and appropriate methods of interacting with other worker</td>
<td>- knowledge of the obligations of employers including safe system of work, non-discrimination  - knowledge of the obligations of employees including attendance, ethical behaviour, taking directions, confidentiality, work performance, safety and care</td>
<td>- An understanding of the importance of the role of information dissemination in the industry including industry wide publications promoting the industry and communicating current developments  - An understanding of industry language used for specific technical roles within the industry  - An understanding of the importance of anecdotal information and networking in developing knowledge of the industry</td>
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<td>- Current industry issues are monitored through general media sources e.g. newspaper review and arts columns  - Current professional issues trends and technological developments are routinely monitored</td>
<td>Oral communications tasks include:  - discussion and negotiation in relation to conditions of employment, including employer requests that are considered to impinge on conditions of employment  - Cultural awareness may include:  - awareness of the organisation’s culture, its way of doing things and its requirements of staff</td>
<td>- gathering and applying information appropriate to the job role  - knowledge of effective communication techniques including active listening, questioning and non-verbal communication  - communicating effectively with people from diverse cultural backgrounds</td>
<td>An understanding of how to source information about current industry issues across a range of media</td>
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### KEY COMPETENCIES

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<tr>
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<th>Level</th>
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<tbody>
<tr>
<td>Collecting, analysing and organising ideas and information</td>
<td>1</td>
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<tr>
<td>Communicating ideas and information</td>
<td>1</td>
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<tr>
<td>Working with others and in teams</td>
<td>1</td>
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<tr>
<td>Using technology</td>
<td>1</td>
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