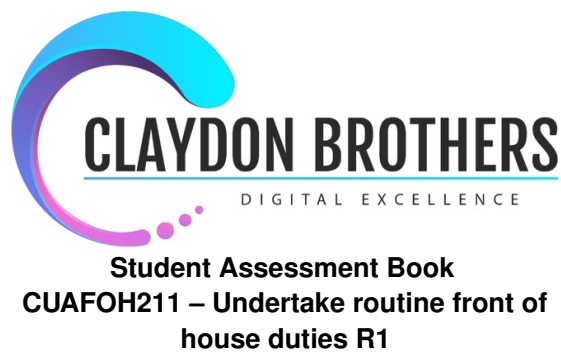




# CLAYDON BROTHERS CUAFOH211 Undertake Routine Front Of House Duties User Guide

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“[Fords Theatre – looking left across the orchestra and balcony](#)” by [Tim Evanson](#) is marked with [CC BY-SA 2.0](#).

Claydon Brothers

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**CUAFOH211 Undertake Routine Front Of House Duties**

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0.1	13-04-22	Bronwyn Blencowe	Author
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1	19-04-22	Michael Claydon	Issued

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### Ordering Information:

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## Introduction

This unit describes the performance outcomes, skills and knowledge required to undertake routine front of house duties for shows and performances in the screen, media, entertainment and events industries. It involves identifying and preparing for front of housework activities, completing these tasks according to organisational policies and procedures and reviewing one’s own work performance.

The unit applies to those who work under broad supervision and are expected to act autonomously within established parameters as they organise and complete front of housework activities.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil.

### Learning Outcomes

1. Prepare for work activities
2. Complete work tasks
3. Review work performance

## Assessments Overview

This Assessment Booklet includes all your tasks for the assessment in this unit of competency and you must complete all assessment tasks.

Assessment Task	About this Task
Assessment Task 1: Written Questions	You must correctly answer all questions to show that you understand the knowledge required for this unit.
Assessment Task 2: Research Project	You will conduct research and produce a report on FOH duties, customer services, Workplace Health, safety and security in a live performance environment.
Assessment Task 3: Practical Project	You will demonstrate your performance in the skills listed in the Assessor Checklist by carrying out a FOH role in two performances, evidence to include checklists completed, photo/video evidence, diary of activities completed for two live production shows.

### How to submit your Assessments

When you have completed each assessment task, submit all evidence listed to your Assessor either in hardcopy, electronically by email or uploading to the RTO's Assessment Portal or as otherwise instructed by your Assessor. Make sure you keep a copy of all submitted work as your Assessor will not return these to you. It is your responsibility to keep this copy until you have completed the course.

### Assessment Cover Sheet

Each Assessment Task has a cover sheet that you need to complete and sign the declaration. Submit this with your evidence for each Assessment Task. Ensure you answer all questions and complete all details prior to submitting this form.

### Feedback from your Assessor

Your Assessor will provide feedback on the Record of Outcome for each Assessment Task. This form will be provided to you and you must return this form to the Assessor for storage. Sign and Date this form. Provide any comments that you wish your Assessor to know.

### Resubmission of any Assessment Task

If you get something wrong and have to resubmit a part of your evidence or re-do a task again, the Assessor will discuss this with you and provide a deadline for you to resubmit the evidence by.

### Deadlines for submission of evidence

Your Assessor will notify you of the last possible date of submission of evidence. There are no extensions provided unless there are extenuating circumstances. You would need to apply for an extension with your Assessor stating the grounds for the request. Do not assume an extension will be approved. It rarely is.

### Assessment Cover Sheet

<b>Student Name</b>		<b>USI</b>	
<b>Unit of Competency</b>	BSBXCS301 – Protect own personal online profile from cyber security threats (Release 1)		
<b>Assessors Name</b>			
<b>Assessment Task 1</b>	Written Assignment		
<b>Submission Date</b>			
<b>Answer the following questions prior to commencing the Assessment Task</b>			
			<b>Yes</b>
			<b>No</b>
Are you ready to be assessed? I understand the assessment instructions and requirements and consent to being assessed. (i.e. you have completed all training and feel confident to undertake the assessment. You know the purpose of the assessment and what resources I can use).			
Do you understand your rights in the assessment process?			
Do you understand the appeal system if you are not happy with your outcomes?			
Do you have any special needs or support to be considered during assessment? (If Yes, advise your Assessor of what support you will need).			
Do you understand that you can apply for Recognition of Prior Learning (RPL) instead of completing the assessment? (i.e. the reason would be that you already have attained this unit or have the knowledge and skills to be assessed immediately without training).			
Do you know what evidence you must submit for this assessment?			
Do you understand the assessment process as explained by your Assessor?			
<b>Student's declaration</b>			
<ul style="list-style-type: none"> <li>• I declare that the evidence I have supplied is my own work.</li> <li>• None of this work has been completed by any other person.</li> <li>• I have not cheated or plagiarised the work or colluded with any other student/s.</li> <li>• I have correctly referenced all resources, reference texts throughout this assessment task.</li> <li>• I understand that if am in breach of this policy that disciplinary action may be taken against me.</li> </ul>			
<b>Student's Signature</b>		<b>Date</b>	

### Assessment Task 1: Record of Outcome

Assessment Task #	Name of Assessment Task	Satisfactory	Not Yet Satisfactory
Assessment Task 1	Written Assignment	<input type="checkbox"/>	<input type="checkbox"/>
Assessor Statement	I certify that the student being assessed has the skills, knowledge and abilities as described in the unit of competency and associated assessment requirements. The quality, quantity, currency, and relevance of the assessment evidence enabled me to make a judgement of competency for this student. I have uploaded this student's evidence for the RTO to certify and forwarded results to the Administration for entry into RTO Student Management System on the Record of Outcome Form at the end of the Student Assessment Book.		
Feedback to Student			
I acknowledge the feedback provided by my Assessor. Provide any comments below that you wish your Assessor to know.			
Student's signature		Date	
Assessor's name Please print			
Assessor's Signature		Date	

## Assessment Task 1: Written Assessment

### Overview of Task

You are to answer all the questions in this task.

### What resources do I need to complete this task?

- Access to learning materials
- Access to a computer and the Internet
- Access to word processing software
- Access to the Resources Folder for documents from the Internet and Templates

### Instructions to Students:

- This is an open book test which means you can use your learning materials as a reference.
- You need to answer all questions
- You must answer the questions by writing in the space provided or by word processing your answers. It is recommended that all evidence is word processed wherever possible.
- **Note:** If you hand write your answers and the Assessor cannot read your handwriting the evidence will be returned to you to word process.
- Your Assessor will advise you if you can email your evidence or if you have to print it out and submit hard copies.
- Submit your evidence on time.
- Your evidence must be authentic (original, references, not plagiarised).

**You will be required to have a good understanding of the following areas:**

- organisational procedures in relation to own front of house duties that include interacting with the public
- industry-standard technology used in different front of house duties that include:
- ticketing software
- digital scanning
- venue accessibility equipment
- safety and security procedures in relation to front of house operations.

### Grading

You must get all questions 100% correct and any supporting documentation requested is submitted to gain a satisfactory in this task.

### Location

The assessment will take place in the classroom, a Computing Lab or as otherwise instructed by the Assessor.

Questions to respond to.		Satis (S) Unsatis (U)
Q1	Check out the document 'safeandethicaltheatrepractices' in the resources folder and refer to the policy Child Safety Code of Conduct. Explain in your own words the intent of this policy and how this applies in a theatre setting.	
Q2	List three ticketing systems currently employed in Australia.	
Q3	What is digital scanning and why is it important?	
Q4	List and explain three types of venue accessibility equipment typically employed in Australia theatres.	
Q5	There are several procedures that you must follow when working as part of the 'Front of House' team. These include Safety, Security, and other procedures such as general duties, cleaning, opening, and closing. Describe the importance of these procedures and explain how they are relevant to your work.	
Q6	Conflict with Colleague The school is putting on a Live Production based on Les Misérables. One of your classmates who was allocated the job of ushering people to their seats has just been	

### Assessment Cover Sheet

<b>Student Name</b>		<b>USI</b>	
<b>Unit of Competency</b>	CUAFOH211 – Undertake routine front of house duties (Release 1)		
<b>Assessors Name</b>			
<b>Assessment Task 2</b>	Research Project		
<b>Submission Date</b>			
<b>Answer the following questions prior to commencing the Assessment Task</b>		<b>Yes</b>	<b>No</b>
Are you ready to be assessed? I understand the assessment instructions and requirements and consent to being assessed. (i.e. you have completed all training and feel confident to undertake the assessment. You know the purpose of the assessment and what resources I can use).			
Do you understand your rights in the assessment process?			
Do you understand the appeal system if you are not happy with your outcomes?			
Do you have any special needs or support to be considered during assessment? (If Yes, advise your Assessor of what support you will need).			
Do you understand that you can apply for Recognition of Prior Learning (RPL) instead of completing the assessment? (i.e. the reason would be that you already have attained this unit or have the knowledge and skills to be assessed immediately without training).			
Do you know what evidence you must submit for this assessment?			
Do you understand the assessment process as explained by your Assessor?			
<b>Student's declaration</b>			
<ul style="list-style-type: none"> <li>• I declare that the evidence I have supplied is my own work.</li> <li>• None of this work has been completed by any other person.</li> <li>• I have not cheated or plagiarised the work or colluded with any other student/s.</li> <li>• I have correctly referenced all resources, reference texts throughout this assessment task.</li> <li>• I understand that if am in breach of this policy that disciplinary action may be taken against me.</li> </ul>			
Student's Signature		<b>Date</b>	

## Assessment Task 2: Record of Outcome



Assessment Task #	Name of Assessment Task	Satisfactory	Not Yet Satisfactory
Assessment Task 1	Research Project	<input type="checkbox"/>	<input type="checkbox"/>
Assessor Statement	I certify that the student being assessed has the skills, knowledge and abilities as described in the unit of competency and associated assessment requirements. The quality, quantity, currency, and relevance of the assessment evidence enabled me to make a judgement of competency for this student. I have uploaded this student's evidence for the RTO to certify and forwarded results to the Administration for entry into RTO Student Management System on the Record of Outcome Form at the end of the Student Assessment Book.		
Feedback to Student			
I acknowledge the feedback provided by my Assessor. Provide any comments below that you wish your Assessor to know.			
Student's signature		Date	
Assessor's name Please print			
Assessor's Signature		Date	

## Assessment Task 2: Research Job Roles for FOH in a Theatre environment

### Overview of the Assessment

You are to research front of house job roles in a live production environment and customer service guidelines and safety/security requirements in the theatre.

### What resources do I need to complete this task?

- Access to learning materials
- Access to live theatre performance venues
- Access to the internet, PC, Word Processing software
- Access to the Resources Folder for documents from the Internet and Templates

### Instructions to Students:

- Your Assessor will advise you if you can email your evidence or if you must print it out and submit hard copies.
- Submit your evidence on time.
- Your evidence must be authentic (original, references, not plagiarised).
- Research using the internet and information from theatre venue.
- Word Process your research project using appropriate font levels and spacing as specified by your Assessor/Trainer.
- Reference all information used in the Research Project.
- Provide a minimum of 1000 words.

### You will be required to have a good understanding of the following areas:

- Routine front of house duties.

- Planning and prioritising of FOH tasks
- Health, safety, and security protocols relating to assigned tasks
- Communication skills with colleagues and the public using appropriate language, tone, and non-verbal behaviour.
- Additional tasks you may need to complete.

### Grading

All supporting documentation requested must be submitted; and demonstrations to the Assessor must meet the criteria specified and to industry standards to gain a satisfactory in this task.

### Location

The assessment will take place in the classroom/computing lab.

### Evidence to submit

Did you submit the following evidence?		Tick is submitted
1	Assessors Checklist	<input type="checkbox"/>
2	Research Report	<input type="checkbox"/>
5	Assessment Cover Sheet and Evidence List	<input type="checkbox"/>

### Assessment Cover Sheet

<b>Student Name</b>		<b>USI</b>	
<b>Unit of Competency</b>	CUAFOH211 – Undertake routine front of house duties (Release 1)		
<b>Assessors Name</b>			
<b>Assessment Task 3</b>	Performing FOH activities		
<b>Submission Date</b>			
<b>Answer the following questions prior to commencing the Assessment Task</b>		<b>Yes</b>	<b>No</b>
Are you ready to be assessed? I understand the assessment instructions and requirements and consent to being assessed. (i.e., you have completed all training and feel confident to undertake the assessment. You know the purpose of the assessment and what resources I can use).			
Do you understand your rights in the assessment process?			
Do you understand the appeal system if you are not happy with your outcomes?			
Do you have any special needs or support to be considered during assessment? (If yes, advise your Assessor of what support you will need).			
Do you understand that you can apply for Recognition of Prior Learning (RPL) instead of completing the assessment? (i.e., the reason would be that you already have attained this unit or have the knowledge and skills to be assessed immediately without training).			
Do you know what evidence you must submit for this assessment?			
Do you understand the assessment process as explained by your Assessor?			
<b>Student's declaration</b>			
<ul style="list-style-type: none"> <li>• I declare that the evidence I have supplied is my own work.</li> <li>• None of this work has been completed by any other person.</li> <li>• I have not cheated or plagiarised the work or colluded with any other student/s.</li> <li>• I have correctly referenced all resources, reference texts throughout this assessment task.</li> <li>• I understand that if am in breach of this policy that disciplinary action may be taken against me.</li> </ul>			
<b>Student's Signature</b>		<b>Date</b>	

### Assessment Task 3: Record of Outcome

Assessment Task #	Name of Assessment Task	Satisfactory	Not Yet Satisfactory
Assessment Task 3	Performing FOH activities	<input type="checkbox"/>	<input type="checkbox"/>
Assessor Statement	I certify that the student being assessed has the skills, knowledge and abilities as described in the unit of competency and associated assessment requirements. The quality, quantity, currency, and relevance of the assessment evidence enabled me to make a judgement of competency for this student. I have uploaded this student's evidence for the RTO to certify and forwarded results to the Administration for entry into RTO Student Management System on the Record of Outcome Form at the end of the Student Assessment Book.		
Feedback to Student			
I acknowledge the feedback provided by my Assessor. Provide any comments below that you wish your Assessor to know.			
Student's signature		Date	
Assessor's name Please print			
Assessor's Signature		Date	

### Assignment 3: Performing FOH activities

#### Overview of the Assessment

You are to carry out the duties of a front of house person in two live performances.

#### What resources do I need to complete this task?

- Access to learning materials
- Access to live theatre performance venues
- Access to two live performances
- Access to the internet, PC, Word Processing software
- Access to the Resources Folder for documents from the Internet and Templates
- Access to Job Description for FOH staff member
- Access to policies and procedures for operating as a FOH staff member.

#### Instructions to Students:

- You must demonstrate the skills of operating as a FOH staff member in two live performances.
- Your real work for these two productions will also be observed over the period of this course by your Assessor
- Your Assessor will advise you if you can email your evidence or if you must print it out and submit hard copies.
- Submit your evidence on time.
- Your evidence must be authentic (original, references, not plagiarised).
- Complete a time sheet of the time spent working as a FOH staff member and duties completed. Refer to Template 1 for this.

**You will be required to have a good understanding of the following areas:**

- Work collaboratively as a team in completing tasks.
- Routine front of house duties.
- Planning and prioritising of FOH tasks
- Health, safety, and security protocols relating to assigned tasks
- Communication skills with colleagues and the public using appropriate language, tone, and nonverbal behaviour.
- Additional tasks you may need to complete.

### Grading

All supporting documentation requested must be submitted; and demonstrations to the Assessor must meet the criteria specified and to industry standards to gain a satisfactory in this task.

### Location

The assessment will take place in the live production venue.

Evidence Submitted to Assessor – Tick if submitted (√) Attach this checklist to your Assessment Cover Sheet and evidence		Sub mitted
1	Observation checklist – Practical Demonstration 1	<input type="checkbox"/>
2	Observation checklist – Practical Demonstration 2	<input type="checkbox"/>
3	Supporting documents – Timesheet, checklists, diary	<input type="checkbox"/>
4	Evaluation from Supervisor- workplace evaluation proforma	<input type="checkbox"/>
5	Assessment Cover Sheet and Record of Outcomes	<input type="checkbox"/>

### Record of Assessment Outcomes

This section records all the evidence used to form the final assessment decision. Please document all types of evidence used in this assessment.

Student Name			
Unit of Competency	CUAFOH211 – Undertake routine front of house duties (Release 1)		
Assessment Requirements	Task Outcomes		
	Satisfactory (S)	Not Satisfactory (NS)	Resubmit
Assessment Task 1: Written Assignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment Task 2: Research Project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment Task 3: Practical Project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Assessment Outcome			
<input type="checkbox"/> Competent	<input type="checkbox"/> Not Yet Competent	<input type="checkbox"/> Resubmit	
If a resubmission is required what additional evidence or corrections are required?			
Assessor Name:			
Assessor Signature:		Date	

## Appendix 1 – Student Survey

At the end of each unit, we would like to collect feedback, so we can identify areas for improvement in our materials. Circle or highlight the response you wish to use. We would appreciate your assistance by providing your constructive feedback.

Please complete the survey and return it to Claydon Brothers Pty Ltd by email: [sales@claydonbrothers.com.au](mailto:sales@claydonbrothers.com.au).

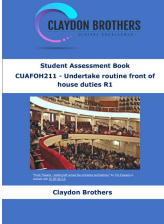
Thank you for your time.

<b>Qualification code and name</b>					
<b>Unit code and name</b>	CUAFOH211 – Undertake routine front of house duties (Release 1)				
<b>Date:</b>					
<b>Please read the statements below and circle the most appropriate response:</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>
1.The amount of time for the assessment was appropriate.	1	2	3	4	5
2.The training and assessment were suitable to my learning	1	2	3	4	5
3.The content was interesting and engaging.	1	2	3	4	5
4.The topics were presented in a logical sequence.	1	2	3	4	5
5.The assessment tasks were clear; and it was easy for me to understand what was required of me.	1	2	3	4	5
6.What did you find most interesting or useful about this unit?					
7.What, if anything, did you find the least useful about the unit?					
8.Please make any constructive suggestions that would improve these materials for future students?					

Thank you for providing your valuable feedback.

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## Documents / Resources

	<p><b><a href="#">CLAYDON BROTHERS CUAFOH211 Undertake Routine Front Of House Duties</a></b> [pdf] User Guide</p> <p>CUAFOH211, CUAFOH211 Undertake Routine Front Of House Duties, Undertake Routine Front Of House Duties, Routine Front Of House Duties, House Duties, Duties</p>
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## References

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- [User Manual](#)

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