

Title	Apply professional practice in an entertainment or event operations role		
Level	3	Credits	25

Purpose	<p>This unit standard is for people who are working in an entry-level role in the entertainment and event industry under supervision.</p> <p>People credited with this unit standard are able to, for an entertainment or event operations role; apply the policies, procedures and professional practices of the event and venue; carry out role specific operational tasks; apply safe working procedures and practices; and demonstrate continuous improvement within own practice.</p>
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Classification	Performing Arts General > Entertainment and Event Technology and Operations
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Available grade	Achieved
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Guidance Information

- 1 All learning and assessment leading to this unit standard must be carried out in accordance with the following as relevant:
 - legislation including Health and Safety at Work Act 2015 and subsequent amendments;
 - current industry best practice and industry guidelines including but not limited to *Safe Rigging Practices for the Entertainment Industry in New Zealand*, June 2015, and *A Guide for Safe Working Practices in the New Zealand Theatre & Entertainment Industry*, April 2011, or replacements that supersede these guidelines, available from the Entertainment Technology New Zealand (ETNZ) website, [http:// etnz.org](http://etnz.org);
 - organisational policies and procedures.

2 Definitions

Operations role in the entertainment and event industry include front of house which may include but are not limited to ushering, hosting, ticket office, stage door, merchandising, programme sales, first aid, foyer, customer enquiries; and back of house which may include but are not limited to assistant lighting, assistant rigging, assistant sound, assistant AV technician, assistant stage manager, administration, marketing.

Organisational policies and procedures are instructions to staff that may be documented and available for reference in the form of an operations manual and/or policy and procedures manual. They include, as relevant, production schedules, technical requirements, event brief, health and safety plan including event-specific risk assessment and the use of personal protective equipment (PPE), and normal venue operating policy and procedures.

PPE – Personal Protection Equipment.

Professional practice refers to the application and demonstration of skills, attributes, attitudes, and behaviours consistent with an entertainment or event organisation's vision, values, policies and procedures.

Venue refers to places such as stadia, arenas, theatres, event and convention centres, parks and sports grounds, outdoor spaces, museums and galleries, places of worship, cultural places (e.g. marae), or other places where performances or events take place.

3 For assessment purposes:

- The candidate must be assessed while undertaking an entertainment or event operations role.
- Evidence must be gathered over five different performances or events.

Outcomes and performance criteria

Outcome 1

Apply the policies, procedures and professional practices of the event and venue while carrying out an entertainment or event operations role.

Performance criteria

- 1.1 Apply role specific policies and procedures while carrying out tasks.
- 1.2 Demonstrate professional practice when carrying out own role and interacting with co-workers and stakeholders.

Range includes but is not limited to – personal presentation, alignment with organisation vision and values, etiquette, use of industry terminology and operational language, respect for other team members, constructive contributions to team tasks, interactions with other teams.

Outcome 2

Carry out role specific operational tasks within entertainment or event operations.

Performance criteria

- 2.1 Participate in event or task briefings to gain understanding of required tasks.
- 2.2 Contribute to pack-in, pre-event or pre-production tasks for a performance or event.
- Range includes but is not limited to – checks of equipment and venue space.
- 2.3 Carry out tasks which contribute to the efficient operation of the event or task, and positive customer or client experiences.
- 2.4 Contribute to pack-out, post-event or post-production tasks for a performance or event.

Outcome 3

Apply safe working procedures and practices while carrying out an entertainment or event operations role.

Performance criteria

- 3.1 Select and use PPE appropriate to the requirements and expectations of a task and role.
- 3.2 Demonstrate appropriate responses to, and report risks and hazards, while undertaking a role.
- 3.3 Safely use equipment to meet the requirements and expectations of a role.
- Range may include but is not limited to – stage scenery, rigging equipment, video equipment, flying systems, theatre equipment, lighting equipment, ropes, chains, hoists, ladders, pallets, containers, stage equipment, cases, seating, catering equipment, public area equipment.

Outcome 4

Demonstrate continuous improvement within own practice in an entertainment or event operations role.

Performance criteria

- 4.1 Identify personal development goals related to own operations role and select and implement actions to meet goals.
- Range may include but is not limited to – opportunities to work across a range of venues and events to broaden industry knowledge and experience.

4.2 Reflect on own behaviours and practices to ensure progress towards identified goals.

Range may include but is not limited to – evaluation and feedback from peers, team members and supervisors.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	31 May 2018	31 December 2024
Review	2	26 January 2023	N/A

Consent and Moderation Requirements (CMR) reference	0099
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Toi Mai Workforce Development Council qualifications@toimai.nz if you wish to suggest changes to the content of this unit standard.