

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

Purpose	This unit standard is for people who are working in an entry-level role in the entertainment and event industry under supervision. People credited with this unit standard are able to, for an entertainment and event operations role; apply policies, procedures and professional practices; carry out operational tasks; apply safe working procedures and practices; and demonstrate continuous improvement within own practice.
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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://www.etnz.org>;
 - organisational policies and procedures.

- 2 Definitions

Operations roles 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.

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

Venue refers to places such as stadia, 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 and 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 and event operations role.

Performance criteria

1.1 Exhibit the attributes, attitudes and behaviours that demonstrate professional practice while carrying out work in an entertainment and event operations role.

Range may include but is not limited to – personal presentation, alignment with organisation vision and values, etiquette.

1.2 Apply role specific policies and procedures, while carrying out tasks for an entertainment and event operations role.

1.3 Demonstrate professional practice when interacting with co-workers and stakeholders.

Range includes but is not limited to – use of industry terminology and operational language, respect for other team members, constructive contributions to team tasks, stage permissions, hierarchy.

Outcome 2

Carry out role specific operational tasks within an entertainment and event operation.

Performance criteria

2.1 Participate in event or task briefing.

2.2 Assist with the set-up for an event, production or show.

2.3 Carry out checks to ensure any equipment and venue space is ready for operation.

- 2.4 Carry out tasks to contribute to the smooth operation of the event or task, and ensure positive customer experiences.
- 2.5 Contribute to pack-down and post-event or production tasks in a professional and timely manner.

Outcome 3

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

Performance criteria

- 3.1 Select and use PPE to meet the requirements and expectations of an entertainment and event operations role.
- Range may include but is not limited to – PPE relevant for working in confined spaces, at heights, or with hazardous materials.
- 3.2 Demonstrate appropriate responses to, and report risks and hazards, while undertaking an entertainment and event operations role.
- 3.3 Safely use and monitor equipment to meet the requirements and expectations of an entertainment and event operations role for performances or events.
- 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 and 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 actions may include but are 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 reflection may include but is not limited to – evaluation and feedback from peers, team members and supervisors.

Planned review date	31 December 2023
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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	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 Skills Active Aotearoa info@skillsactive.org.nz if you wish to suggest changes to the content of this unit standard.