

CERTIFICATE II Information & Cultural Services

CUA20520

QCE Credits	Up to 4
Availability	Year 12.
Delivery location	On-Campus.
Registered Training Organisation	Stanthorpe State High School.
Duration	1 year/2 semesters.
Units of competency	10
Third party arrangement	Yes.
Vocational placement	Minimum 6 functions, tours or service periods in the cultural services industry including work experience and service at events outside of school hours.
Resource Requirements	A laptop that meets school minimum Specifications. Practical Uniform including Stanthorpe SHS Hospitality polo shirt, long black pants, black shoes that meet school uniform policy.
Cost	See the schedule of fees for costs in addition to the standard school fees.
Additional or supplementary opportunities	Study Tour. Work experience.

This qualification reflects the role of individuals who perform mainly routine tasks using limited practical skills and fundamental operational knowledge in administrative and assistant type roles, including in galleries, museums and libraries. They possess the skills to work in a defined context under direct supervision with limited opportunities to work autonomously. The job roles that relate to this qualification may include cultural services customer service officers and library assistants. This is a practical subject with regular excursions to cultural venues and are mandatory for this course.

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BSBOPS203	Deliver a service to customers
BSBTWK201	Work effectively with others
BSBWHS211	Contribute to the health and safety of self and others
CUAIND212	Develop and apply knowledge of information and cultural services organisations
ICTICT214	Operate application software packages
CUAEVP211	Assist with the staging of public activities and events
CUAEVP212	Maintain venue information and provide assistance to visitors
SITXCCS002	Provide visitor information
SITTGDE017	Prepare and present tour commentaries or activities.
SITXCOM008	Provide a briefing or scripted commentary