

**Competency Standards for Caribbean Vocational Qualifications (CVQ)**  
**CCBSBC1006 CVQ Level 1 – Events Management Services (Balloon Craft)**

Unit Code	Unit Title	Mandatory/Elective
BS00542	Work With Others	Mandatory
BS00543	Communicate In the Workplace	Mandatory
BS00544	Follow Health, Safety and Security Procedures	Mandatory
BS00545	Identify and Obtain Materials and Equipment for an Event	Mandatory
BS00546	Carry Out Measurements and Calculations	Mandatory
BS00547	Apply Quality Standards to Work	Mandatory
BS00548	Create Templates and Balloon Design	Mandatory
BS00549	Read and Interpret Plans	Mandatory
BS00550	Develop Customer Relationships	Elective
BS00551	Create Balloon Arrangements	Elective
BS00501	Apply Basic Communication Skills In The Workplace	Elective

To achieve this qualification all mandatory units and a minimum of one (1) elective must be achieved.

## BS00542: Work with Others

## Unit Descriptor:

This unit deals with the skills and knowledge required to work harmoniously and effectively with team members, colleagues and others in a work environment.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Participate in the work/group process	1.1	Identify the work requirements for the group in accordance with established procedures
		1.2	Identify individual's role in meeting work requirements and perform to expectations
		1.3	Provide assistance to other team members involved in the work group/process and provide constructive contributions to meet working requirements
		1.4	Conduct work activities in compliance with the organisations work policies, procedures and conventions covering acceptable workplace conduct
2	Contribute to the flow of information and ideas	2.1	Share information and ideas relevant to the work activity with others
		2.2	Seek assistance from appropriate persons for information and ideas required to achieve work requirements
		2.3	Record information in the required detail where necessary
3	Deal effectively with issues and problems and conflicts	3.1	Identify and report where necessary any issues, problems and conflicts encountered in the workplace to the relevant persons
		3.2	Discuss problems and conflicts with team members and suggest solutions

## RANGE STATEMENT

Working with others include:

- one to one communication in a group or team
- taking part in informal discussions
- following instructions
- consulting with the community
- taking part in meetings
- dealing with conflict

Work requirements include:

- goals and objectives
- priorities
- specified targets or results
- clear role definitions
- application of particular procedures

Groups include:

- established or ad hoc work units
- working parties
- task forces
- committees
- self directed teams

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are their individual roles, responsibilities and relationships with others
2. what are the different techniques for managing own work load
3. what are effective communication techniques
4. what are the different conflict resolution techniques

## EVIDENCE GUIDE

### 1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- participate in work process and contribute to achieving goals and objectives
- communicate effectively with others within the range of situations required for the job role
- provide ideas, lend assistance to others and resolve conflicts
- apply different communication techniques including active listening, questioning and non verbal communication

### 2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and

oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials.

**3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

## BS00543: Communicate in the Workplace

### Unit Descriptor:

This unit deals with the skills and knowledge required to communicate in the workplace and applies to all individuals operating in a work environment.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Gather, convey and receive instructions, information and ideas	1.1	Receive and respond to verbal/written instructions in accordance with workplace procedures
		1.2	Collect information to achieve work responsibilities from appropriate sources
		1.3	Seek input from internal and external sources and use to develop and refine new ideas and approaches
		1.4	Use different communication methods to communicate ideas, instructions and information
		1.5	Ask questions to gain extra information and clarification
2	Carry out face to face routine communication	2.1	Conduct communications in an open, professional and friendly manner
		2.2	Use appropriate language and tone when communicating with others
		2.3	Use active listening and questioning skills to ensure effective two way communication
		2.4	Identify cultural and social difference and display sensitivity to differences in others
3	Draft routine correspondence	3.1	Prepare written information in a clear and concise language that is easily understood by others
		3.2	Present written information in accordance with workplace procedures

- |   |   |     |   |
|---|---|-----|---|
| 4 | Gather information  | 4.1 | Identify and confirm sources of information in accordance with workplace procedures           |
|   |   | 4.2 | Access and analyse relevant information from a range/ sources                                 |
|   |   | 4.3 | Select and sequenced information in accordance with workplace procedures                      |
| 5 | Participate in group discussion/meetings to achieve work outcomes | 5.1 | Participate in on site meetings/discussions in accordance with predetermined procedures       |
|   |   | 5.2 | Interact with others to achieve constructive outcomes in accordance with workplace procedures |
|   |   | 5.3 | Convey responses to others in the group in accordance with workplace procedures               |

## RANGE STATEMENT

Communication types include:

- oral
- electronic
- written
- non verbal
- formal/informal
- direct/indirect

Written information includes:

- handwritten and printed materials
- electronic mail
- internal memos
- documented telephone messages

Information to achieve work responsibilities include:

- work instructions
- diagrams
- work plans
- information on new developments
- health and safety requirements
- customer requirements

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the organisation's policies, plan and procedures

2. what is correct spelling, grammar and punctuation
3. what are the principles of effective communication in relation to listening, questioning and non verbal communication
4. what are the relevant signs and symbols commonly used in the workplace

## EVIDENCE GUIDE

### 1) **Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- identify work requirements
- request advice, receive feedback and work with a team
- communicate non verbally in a clear and precise manner
- select and use technology appropriate to a task
- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

### 2) **Method of Assessment**

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### 3) **Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

## BS00544: Follow Health, Safety and Security Procedures

## Unit Descriptor:

This unit deals with the skills and knowledge required to work safely in the workplace and applies to all individuals operating in the craft industry

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Follow workplace health, safety and security procedures	1.1	Follow health, safety and security procedures and comply with relevant regulations and insurance requirements
		1.2	Identify and report any breaches of health, safety and security procedures to relevant personnel
		1.3	Carry out work activities in a manner that is safe and does not present a hazard to fellow workers and the public
		1.4	Interpret and follow all safety symbols and signs
2	Deal with emergency situations	2.1	Recognise potential hazards, determine and take necessary action within scope of individual responsibility
		2.2	Follow emergency procedures in accordance with workplace procedures and guidelines
		2.4	Seek assistance from colleagues and or/other authorities where appropriate
		2.5	Report emergency situations in accordance with work policies and guidelines
		3.1	Use appropriate safety clothing, footwear and personal protective equipment in accordance with organisation policies and guidelines
3	Maintain personal safety standards	3.2	Apply appropriate measures when necessary to prevent personal injury or impairment resulting from work activities.
		3.3	Follow legal, safety and health guidelines when performing manual lifting



- |   |   |     |   |
|---|---|-----|---|
| 4 | Provide feedback on health, safety and security | 4.1 | Identify health, safety and security issues requiring attention   |
|   |   | 4.2 | Discuss health, safety and security issues with the designated person in accordance with workplace requirements |

## RANGE STATEMENT

Health safety and security procedures include:

- emergency fire and accident
- hazard identification and control
- use of personal protective clothing and equipment
- safe sitting, lifting and handling
- security of documents, cash, equipment and people

Work hazards include:

- safety
- process specific procedures
- use of materials
- recycling

Personal protective equipment includes:

- safety glasses/goggles
- gloves
- footwear
- protective clothing

Emergency situations include:

- bomb threats
- accidents
- robbery
- fire
- floods
- earthquakes

Workplace includes:

- established corporations
- home based operations
- outdoor sites
- one man operations
- natural or built environment

Potential hazards include:

- slippery floors
- unprotected equipment
- unsecured electrical outlets and cables
- obstacles in walkways

Measures to prevent injury or impairment includes:

- follow all safety procedures accurately
- adopting correct posture
- correct use of chemical and dangerous substances/equipment

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the relevant industry safety guidelines
2. what are the different types and usage of personal protective gear and equipment
3. what are the safety requirements relating to the handling and usage of tools, equipment and materials
4. what is the emergency evacuation procedures
5. what are the relevant occupational health and safety legislation and codes of practice

## EVIDENCE GUIDE

### 1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- follow health, safety and security procedures
- identify major causes of workplace accidents relevant to work environment
- deal with emergency situations
- communicate effectively with peers
- perform work activities safely

### 2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### 3) Context of Assessment

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BS00545: Identify and Obtain Materials and Equipment for an Event

Unit Descriptor:

This unit deals with the skills and knowledge required to identify the materials needed for any given balloon design and to prepare a list of requirements to obtain the necessary materials and equipment for the assigned task.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Establish theme/design for an event	1.1	Meet with clients to establish their needs
		1.2	Develop a floor plan according to site specifications
		1.3	Develop a balloon design plan according to client needs
2	Develop material and equipment list	2.1	Review floor plan and balloon design plan in accordance with client needs
		2.2	Prepare material and equipment list to complete balloon design
3	Source suppliers	3.1	Review material and equipment list for the event and specify what is required from suppliers
		3.2	Develop a selection criteria for potential suppliers
		3.3	Obtain a list of potential suppliers from relevant sources
		3.4	Contact potential suppliers and enquire on the availability and prices of required materials and equipment
		3.5	Short list suppliers based on availability and prices of required materials and equipment
		3.6	Select supplier and place order for identified supplies and equipment
4	Obtain material and equipment	4.1	Confirm order with supplier

- 4.2 Organise transport for collection of materials and equipment where necessary
- 4.3 Confirm delivery of materials and equipment to designated site

## RANGE STATEMENT

Potential suppliers include:

- retail outlets
- online shopping

Relevant sources include:

- telephone directory
- tenders authority
- recommendations/references

Material and equipment includes:

- balloon pump/inflator
- glue gun
- masking tape
- ladder
- staple gun

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know

1. what is the importance of a template, balloon design and a floor plan
2. how to research potential suppliers
3. how to develop material and equipment requirements list

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- contact potential suppliers and obtain price information
- develop a floor
- develop a balloon design
- develop a template

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**(3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

## BS00546: Carry out Measurements and Calculations

### Unit Descriptor:

This unit deals with the skills and knowledge required to accurately complete measurements and calculations of materials relevant to the work requirements.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Prepare for calculations	1.1	Identify and select measuring and calculating equipment for work order
		1.2	Identify mathematical processes and guide charts as required
		1.3	Record balloon requirements from work order
2	Obtain measurements	2.1	Clarify and confirm the work order with client
		2.2	Obtain, confirm and record accurate measurements in accordance with work order
3	Estimate approximate quantities	3.1	Obtain dimensions from the work order to estimate quantity
		3.2	Calculate, confirm and record quantities of materials suitable for the work to be undertaken

### RANGE STATEMENT

Measuring and calculating equipment includes:

- calculators
- measuring tapes

### UNDERPINNING KNOWLEDGE & SKILLS

**Candidates must know:**

1. what tools are required to prepare for calculations
2. how to record measurements
3. how to estimate material quantities

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- effectively use the appropriate tools to calculate measurements
- interpret and understand a work order
- calculate and record quantities of materials suitable for the work to be undertaken

**2) Method of Assessment**

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

## BS00547: Apply Quality Standards to Work

### Unit Descriptor:

This unit deals with the skills and knowledge required to apply quality standards to work operations.

<b>ELEMENTS</b> Candidates must be able to:		<b>PERFORMANCE CRITERIA</b>	
1	Assess own work	1.1	Check completed work against workplace standards relevant to the job being undertaken
		1.2	Identify faulty pieces or final job and remove in accordance with workplace procedures
		1.3	Record final job and report faulty pieces against workplace standards and specifications for such things as size, colour and finish
2	Assess quality of received components/ parts	2.1	Check received materials for faults, correct quantity, size and colour
		2.2	Identify faulty material and remove in accordance with workplace procedures
		2.3	Report faulty/incorrect quantity to the supervisor concerned in accordance with workplace procedures

### RANGE STATEMENT

Quality includes:

- finish
- size
- product variations
- alignment
- damage and imperfections

### UNDERPINNING KNOWLEDGE & SKILLS

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**Candidates must know:**

1. how to check and identify faulty pieces or final jobs
2. what are the relevant production procedures, materials and products
3. what are the reporting and workplace procedures
4. what are the relevant measurement techniques and quality checking procedures

**EVIDENCE GUIDE****1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- check completed work against workplace standards relevant to the job being undertaken
- check and measure the relevant quality parameters
- interpret the results of quality checks in terms of specifications, patterns and work standards
- interpret work instructions, specifications, standards and patterns
- maintain accurate work records in accordance with procedures

**2) Method of Assessment**

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

## BS00548: Create Templates and Balloon Design

### Unit Descriptor:

This unit deals with the skills and knowledge required for preparing templates or designs for balloon decorations.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Prepare for creating designs/templates	1.1	Select tools and equipment according to the design/template to be created
		1.2	Take and record measurements in accordance with the design/template
		1.3	Select appropriate materials for designs and or templates
		1.4	Organise work area by laying out all required items within reach
2	Create a template	2.1	Obtain and prepare open box in accordance with work order
		2.2	Make several template frames in accordance with work order
		2.3	Use a compass ,trace and cut out circles of varying sizes on the template frame
		2.4	Screw in eye hooks or cut small holes through the opening to lie the frame into place over the box
3	Create a balloon design	3.1	Determine the type of balloon design in accordance with work order
		3.2	Draft balloon design in accordance with work order
		3.3	Lay out supplies and equipment needed in accordance with work order
		3.4	Make balloon design as required and in accordance with work order

## RANGE STATEMENT

An open box includes:

- particle board
- ply board
- plexiglas

Balloon designs include:

- balloon bouquet
- balloon centrepiece
- balloon tree

Template frames include:

- flat squares of board,
- Plexiglas
- foam core

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what tools and supplies are needed to complete a work order
2. what are the different types of balloons and its uses
3. what are the different types of balloon designs
4. what is a balloon template

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- create a template using a work order
- create a balloon design using a work order
- read and interpret a work order
- identify and obtain the relevant tools and supplies needed to complete a work order

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools,

equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**(3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

BS00549: Read and Interpret Plans

Unit Descriptor:

The unit deals with the skills and knowledge required to effectively read and interpret balloon designs, plans and drawings.

<b>ELEMENTS</b> Candidates must be able to:	<b>PERFORMANCE CRITERIA</b>
1 Identify types of drawings and their functions	1.1 Identify the main types of plans and drawings used in the balloon craft industry 1.2 Identify key functions of each type of drawing in accordance with the work order 1.3 Identify the key users of these drawings in accordance with the work order
2 Locate and identify key features on a site plan/event plan	2.1 Identify and locate key features and dimensions on site plan/event plan 2.2 Identify orientation of site / event in accordance with the work order 2.3 Locate and identify roadways to worksite / event where necessary 2.4 Identify services and conform to any health and safety regulations with regards to the site/event
3 Read and interpret specifications on balloon design/plan/drawing	3.1 Identify purpose of specifications on balloon design/plan/drawing 3.2 Identify details/requirements from specifications

## RANGE STATEMENT

Types of drawings include:

- event/site plans
- floor plans
- sectional plans
- details and specifications providing illustrations and dimensions

Orientation of site includes:

- relationship to the 'north'
- location of roads

Key features of site plans include:

- shape of site
- proposed location
- roads
- existing buildings/structures
- services
- dimensions

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. how to read and interpret balloon designs/drawings or plans
2. what are the materials relative to drawings/specifications

## EVIDENCE GUIDE

### 1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- read and interpret drawings
- measure accurately

### 2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### 3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic

workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

## BS00550: Develop Customer Relationships

### Unit Descriptor:

This unit deals with the skills and knowledge required to create a positive impression, deliver consistent and reliable customer service and to encourage loyalty from external customers or long term service partnerships with internal customers.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Build customers confidence in the level of service provided	1.1	Deal with your customers promptly in accordance with organisational guidelines
		1.2	Communicate with customers in a way that provides confidence and reassurance in their dealings with the organisation
		1.3	Manage the time to deal with customers in accordance with organisational guidelines
		1.4	Reassure customers that everything possible is being done to keep the commitments made by the organisation
2	Meet the ongoing needs and expectations of your customers	2.1	Operate within the limits of one's authority in attempting to meet customers and organisation needs
		2.2	Recognise when there may be a conflict between the needs of customers and the organisation
		2.3	Take all reasonable actions to minimise the conflict between customer needs and the products or services offered by the organisation
		2.4	Work effectively with others to resolve difficulties in meeting the needs of customers and the organisation
3	Develop the relationship between your customers and your organisation	3.1	Give additional help and information to customers in response to their questions and comments about the products and services organisation provides



- 3.2 Discuss expectations with customers and explain how these compare with the products or services the organisation provide
- 3.3 Inform others of feedback received from customers and follow up within limits of one's authority
- 3.4 Identify new ways of helping customers based on the feedback they was given

## RANGE STATEMENT

Communicate includes:

- face to face methods
- using the telephone
- using written methods(including electronic

Identify ways of helping your customers include:

- making use of alternative products and services offered by the organisation
- making an exception to the service that is normally offered

Minimise conflict includes:

- making use of alternative products and services offered by the organisation
- making an exception to the service that is normally offered

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. how one's behaviour will affect the behaviour of the customer
2. how to behave assertively and professionally in times of conflict
3. how to diffuse potentially stressful situations
4. how customer needs and expectations may change as they deal with the organisation

## EVIDENCE GUIDE

### 1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- to meet the needs and expectations of customers
- to overcome conflict with customers
- communicate with customers in a clear, polite and confident manner
- to deal with persons with diverse background and abilities

**2) Method of Assessment**

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**3) Context of Assessment**

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## BS00551: Create Balloon Arrangements

### Unit Descriptor:

This unit deals with the skills and knowledge required to create balloon arrangements using different types of balloon.

### ELEMENTS

### PERFORMANCE CRITERIA

Candidates must be able to:

- |   |                                      |     |  |
|---|--------------------------------------|-----|--|
| 1 | Prepare to make balloon arrangements | 1.1 | Check work order and identify work to be completed in accordance with specifications                               |
|   |                                      | 1.2 | Select, obtain and prepare basic materials, tools and equipment in accordance with work order                      |
|   |                                      | 1.3 | Identify and select the balloon design in accordance with the work order   |
| 2 | Create balloon arrangements          | 2.1 | Use appropriate inflation techniques to prepare the balloons for the arrangement                                   |
|   |                                      | 2.2 | Secure balloons using the appropriate sizing and knotting techniques for the arrangement                           |
|   |                                      | 2.3 | Create branching units using appropriate techniques in accordance with work order                                  |
|   |                                      | 2.4 | Prepare and construct foil and latex petals/flowers using appropriate techniques in accordance with the work order |
|   |                                      | 2.5 | Prepare an arrangement base for the balloon arrangement/s in accordance with specifications                        |
|   |                                      | 2.6 | Make, finish and present the balloon arrangement/s to the selected design in accordance with the work order        |
|   |                                      | 2.7 | Prepare a cost sheet in accordance with the work order   |
|   |                                      | 2.8 | Record any adjustments made to the work order in accordance with workplace procedures                              |

**RANGE STATEMENT**

Techniques include:

- wiring
- taping

Tools include:

- regulator
- balloon hand pump
- measuring tape
- electric air inflator

Basic materials include:

- latex balloons
- foil balloons
- aerial balloons
- ribbons and bows
- balloon gas
- balloon weights

**UNDERPINNING KNOWLEDGE & SKILLS**

Candidates must know:

1. what are the different materials, tools and equipment needed to fulfil a work order
2. how to create a balloon arrangement
3. how to prepare a cost sheet

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- create a balloon arrangement
- prepare a cost sheet
- create branching units
- prepare and construct foil and latex petals/flowers
- prepare an arrangement base for balloon arrangements

**(2) Method of Assessment**

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**(3) Context of Assessment**

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## BS00501: Apply Basic Communication Skills in the Workplace

### Unit Descriptor:

This unit covers the basic communication skills required to work in any sector of events management. It includes the skills needed for interacting with customers, internal and external and for giving, receiving and recording information.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1	Obtain workplace information	1.1	Ask questions to clarify what is required by senior staff
		1.2	Follow instructions given by senior staff
		1.3	Access information from record systems and use according to instructions given by senior staff
		1.4	Implement organisational procedures and policies in accordance with related workplace information
		1.5	Gather information and use for its purpose following workplace procedures
		1.6	Use telephone techniques to receive information following workplace procedures
		1.7	Seek clarification from caller as required
2	Communicate information to others	2.1	Use clear speech and language appropriate to the audience when communicating information
		2.2	Convey information accurately to the relevant persons
		2.3	Confirm that the information given is understood
		2.4	Contribute to team discussions and informal meetings
		2.5	Prepare routine correspondence following industry and organisations standards
		2.6	Perform calculations as required following workplace and regulatory procedures

3	Interact with others to achieve workplace outcomes	3.1	Communicate with people from diverse backgrounds based on respect and sensitivity
		3.2	Define own role in achieving workplace outcomes following standard operating procedures
		3.3	Use cooperation and negotiation skills to fulfil workplace requirements
		3.4	Make constructive contributions to group decision making processes
4	Record workplace information	4.1	Complete workplace forms and documents manually or electronically in an easy to read format following workplace procedures
		4.2	Keep workplace records up to date

## RANGE STATEMENT

### Instructions include:

- given orally or in writing
- tasks to be completed
- policies and procedures to be followed

### Organisational policies and procedures include:

- mission statements
- induction and procedure manuals
- policy statements
- customer service statements
- memoranda
- occupational health and safety manuals
- general workplace documents
- compliant and grievance procedures
- franchise agreements
- operating manuals
- company codes of practice

### Appropriate personnel includes:

- managers or supervisors
- peer support officers
- senior colleagues
- other personnel with special expertise as appropriate

### Record systems include:

- work unit or centralised
- active or archived
- paper based electronic

### Information includes:

- oral communication
- formal or information messages
- customer details
- queries
- written communication
- tables, charts, such as budgets, accounts
- diagrams, pie charts, graphs
- performance charts
- sales charts

### Routine correspondence includes:

- memos,
- letters
- notes
- records
- email

Diverse backgrounds include:

- culture
- language
- religion
- ethnic origin
- socio –economic status
- age, sex

Communication techniques include:

- face to face
- written communication such as emails, memos, written messages, letters,
- notices
- technology based including telephone, fax and computer
- verbal
- sign language

Forms and documents include:

- memoranda
- letters
- incidents forms
- brief reports
- applications forms
- complaints forms

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the company policies and procedures with regard to customer service and communications,
2. how to use basic listening and questioning techniques
3. what are the different telephone techniques
4. how to use basic software
5. how to use interpersonal skills
6. how to use negotiation skills
7. how to perform calculations

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- complete a range of communications tasks
- use basic listening and questioning techniques
- use basic software
- use Interpersonal skills
- use negotiation skills
- use calculation skills

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**(3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams