

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Process and monitor event registration		
Unit code	Competency field	Sector	HSC Indicative Hours
SITXEVT003A	Event Management	Cross Sector	15

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to process and monitor registration for any type of event. No licensing, legislative, regulatory or certificate requirements apply to this unit at the time of endorsement.
Prerequisite units	Nil
Application of the unit	<p>Events are diverse in nature and are organised and administered in many different industry contexts. The underpinning principles of event management are consistent across these contexts and this unit is designed to apply to a broad range of events. It has particular relevance in the creative, hospitality, sport and tourism sectors within venues, event management organisations and professional conference organisers.</p> <p>Registration processing and monitoring requires underpinning clerical and administrative skills combined with knowledge of specific event administration procedures. This function is undertaken by individuals working according to broader event management procedures and under guidance from others.</p> <p>An individual achieving this unit would be expected to have a broad understanding of general event administration processes and principles to enable the transfer of skills across a range of different event types.</p>
Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged, will assist in identifying employability skill requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> ability to accurately process registration information and to produce accurate attendance reports and related documentation knowledge of administration systems and procedures for recording and reporting 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> project or work activities are conducted over a period of time to allow the candidate to demonstrate registration processing and monitoring for an event use of industry current systems and technology. 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> review of documentation and reports prepared by the candidate in preparation for an event 	<p>Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability skills embedded in this unit</p>

Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d		Methods of assessment cont/d	Assessing employability skills cont/d
<p>event attendance</p> <ul style="list-style-type: none"> • demonstration of skills in registration processing and monitoring for more than one event • production of work within commercial workplace time constraints. 		<ul style="list-style-type: none"> • evaluation of reports prepared by the candidate on the administrative process for an event, including challenges and responses • written or oral questioning to assess knowledge of event administration procedures and material formats • review of portfolios of evidence and third party workplace reports of on the job performance by the candidate. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>	<p>should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.</p>

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • organisational skills to collate, organise and process a wide range of information from varied sources • problem solving skills to address typical registration requirements, discrepancies and anomalies • communication skills to liaise with event attendees and colleagues on registration issues • literacy skills to interpret general event and specific registration documentation • numeracy skills to determine attendance numbers and relationship to venue or event capacity. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • overview knowledge of the event management process, such as key components for any type of event • event attendance procedures and systems, including current technological developments in the relevant industry context • impact and importance of accurate registration information for operational and services quality • issues and problems that arise in the event registration process • type of information and reports that assist in the event management process • different types of clients for different types of events and the associated impact on attendance administration. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • administration systems and procedures • attendance documents • attendance issues • attendance reports • event management • mechanisms • process and monitor registration information.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Process registration information.	1.1 Identify and confirm <i>mechanism</i> for recording <i>registration information</i> in consultation with appropriate colleagues.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p><i>Mechanism</i> for processing registrations may be:</p> <ul style="list-style-type: none"> • automated • manual. <p><i>Registration information</i> may relate to:</p> <ul style="list-style-type: none"> • payment status • details of pre-booked sessions • travel and touring arrangements • accommodation details • special requests • medical information • further action required at site or venue. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of the principles of and processes for general event registration.</p> <p>Knowledge of principles and procedures for processing and monitoring on-site registration in any event context.</p> <p>An understanding of the importance of effectively monitoring and processing registration information.</p> <p>Opportunities to participate in registration processing and monitoring procedures for a range of event styles.</p> <p>Knowledge of types of event registration record-keeping systems including:</p> <ul style="list-style-type: none"> • electronic • manual. <p>Knowledge of the type of registration information to be recorded including:</p> <ul style="list-style-type: none"> • delegate details <ul style="list-style-type: none"> - name - status/position - contact details - medical information • accommodation requirements <ul style="list-style-type: none"> - special accommodation or venue requests • meal requirements • pre-booked session requirements • additional pre-event and/or post-event accommodation or sightseeing requirements • transport arrangements or requirements <ul style="list-style-type: none"> - arrival and departure - pre- transfer and post-transfer requirements • booking conditions • cancellation and amendment fees • payment details <ul style="list-style-type: none"> - deposit - final payment status.

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	<p>1.2 Receive, interpret and accurately process registration information according to agreed procedures and timelines.</p>		<p>Learning experiences for the HSC must address:</p> <p>Procedures for processing registration information including:</p> <ul style="list-style-type: none"> • recording receipt • recording details on registration database • confirming registration with guest/delegate/participant • filing <ul style="list-style-type: none"> - manual - electronic. <p>The importance of recording information that is:</p> <ul style="list-style-type: none"> • clear • legible • accurate • concise. <p>An understanding of the importance of maintaining privacy and security when processing guest/delegate/participant registration information.</p> <p>Application of time management techniques to work activities in an events industry context.</p> <p>A knowledge of workplace/organisation standard turnaround times.</p>
	<p>1.3 Use appropriate features of technology to maximise work efficiency and speed.</p>		<p>Learning experiences for the HSC must address:</p> <p>An understanding of the function, operation and safe use of commonly used office equipment and consumables.</p> <p>Selection and use of various office equipment appropriate for the task to be undertaken.</p>
	<p>1.4 Organise all registration information in a clear and logical way.</p>		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of workplace/organisation procedures for maintaining and updating records.</p> <p>An understanding of the need for updated and accurate records to maintain system integrity.</p>

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	<p>1.5 Provide accurate and relevant event information to clients and colleagues as required.</p>		<p>Filing procedures/processes according to industry or workplace/organisation standards including:</p> <ul style="list-style-type: none"> • classifying • sorting • storing. <p>Learning experiences for the HSC must address:</p> <p>A knowledge of:</p> <ul style="list-style-type: none"> • workplace/organisation/venue policy and procedures in relation to establishing contact with clients • industry codes of practice in relation to quality customer service. <p>An understanding of the type of information required by clients including:</p> <ul style="list-style-type: none"> • guest/delegate/participant information • pre- event and post-event activities • event times <ul style="list-style-type: none"> – commencement and conclusion – agendas/timetables – break times • venue facilities • accommodation details • catering details. <p>A basic understanding of the principles covered by the following legislation:</p> <ul style="list-style-type: none"> • <i>Privacy Act 1988</i> (Cth) • <i>Privacy Amendment (Private Sector) Act 2000</i> (Cth) • <i>Freedom of Information Act 1982</i> (Cth). <p>A knowledge of workplace/organisation policy relating to workplace information including:</p> <ul style="list-style-type: none"> • acceptable use • confidentiality • privacy • security.
	<p>1.6 Prepare and issue <i>documents and other materials</i> according to event requirements.</p>	<p><i>Documents and other materials</i> to be issued may include:</p> <ul style="list-style-type: none"> • invoices 	<p>Learning experiences for the HSC must address:</p> <p>Documents issued to guests/delegates/participants including:</p>

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		<ul style="list-style-type: none"> • credit notes • receipts • service vouchers • tickets • confirmation letters • information or promotional packs • sponsor advertisements. 	<ul style="list-style-type: none"> • invoices • credit notes • receipts • service vouchers • tickets • confirmation letters • information/promotional packs • sponsor advertisements • agenda/program. <p>Procedures to update the financial status of customer records including:</p> <ul style="list-style-type: none"> • receiving, processing and recording payments • generating and issuing invoices and credit notes for changes to arrangements • processing and checking that the customer has fully paid.
	1.7 Identify and follow up on missing information within appropriate timelines.		<p>Learning experiences for the HSC must address:</p> <p>Locating and extracting specified files from the system and following up within designated timelines.</p>
2 Review and report registration information.	2.1 Monitor registration information and provide <i>attendance reports</i> to appropriate colleagues, clients and suppliers as required.	<p><i>Attendance reports</i> may include information on:</p> <ul style="list-style-type: none"> • numbers • characteristics of attendees • source of attendees • progress towards attendance expectations. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of the purpose and use of attendance reports to colleagues, clients and suppliers.</p> <p>Knowledge of the type of information to be included in attendance reports including:</p> <ul style="list-style-type: none"> • numbers • characteristics of attendees • source of attendees • progress towards attendance targets • special needs.
	2.2 Proactively identify issues or challenges emerging from attendance information and report accordingly.		<p>Learning experiences for the HSC must address:</p> <p>Analysis of registration information for trends or anomalies.</p> <p>Knowledge of issues or challenges that may emerge including:</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> • over-subscription • under-subscription • unexpected trends in guest/delegate/participant demographics • imbalanced registration in pre-booked sessions • significant numbers of cancellations • venue, accommodation or transport problems • meal requirements • special needs not addressed. <p>How and when to report.</p> <p>Personnel to whom issues or challenges should be reported:</p> <ul style="list-style-type: none"> • supervisor/manager • event coordinator • venue manager/coordinator • colleagues/team members • client • sponsor(s) • supplier(s).
	<p>2.3 Take <i>action to address attendance issues</i> according to instructions and in consultation with colleagues.</p>	<p><i>Action to address attendance issues</i> may include:</p> <ul style="list-style-type: none"> • additional promotional activity • targeting of specific groups • holding of space for particular individuals or groups • advice of change of venue. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of a range of actions that may be undertaken to address attendance issues including:</p> <ul style="list-style-type: none"> • additional promotional activity • targeting specific groups • holding space for particular individuals or groups • advice of changes of venue, ancillary services or activities • addition/reduction in staff. <p>Skills required including:</p> <ul style="list-style-type: none"> • consultation • problem-solving <ul style="list-style-type: none"> - identify problem - consider solutions - take action - follow-up • negotiation • communication

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> • prioritisation • feedback.
3 Finalise registration documentation.	3.1 Check and finalise registration documentation within agreed timelines.		
	3.2 Produce accurate and complete <i>final attendance documentation</i> in agreed formats and styles.	<p><i>Final attendance documentation</i> may be:</p> <ul style="list-style-type: none"> • attendance lists with basic details of attendees • attendance lists with additional information, such as payment status and special requests • name tags • information satchels. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of final attendance documentation including:</p> <ul style="list-style-type: none"> • attendance lists <ul style="list-style-type: none"> - with basic attendees details <ul style="list-style-type: none"> ▪ name ▪ contact details ▪ position/organisation - with additional information <ul style="list-style-type: none"> ▪ payment status ▪ special requests ▪ medical information ▪ travel and accommodation details • name tags <ul style="list-style-type: none"> - spare tags • participant kits/information satchels • promotional materials/giveaways. <p>Procedures for checking, correcting and dispatching final attendance documentation.</p> <ul style="list-style-type: none"> • electronic • manual.
	3.3 Distribute final registration documentation according to agreed procedures and within required timelines.		