

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Coordinate on-site event registrations		
Unit code	Competency field	Sector	HSC Indicative Hours 15
SITXEVT004A	Event Management	Cross-Sector	

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to prepare for and undertake the on site registration of delegates or participants at an event.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
Prerequisite units	Nil
Application of the unit	<p>This unit has particular application to events that involve a formal on site registration process, such as sporting events, seminars and conferences.</p> <p>On site registration requires the application of organisational, administrative and client service skills combined with knowledge of principles and procedures for coordinating on site registration in any event context. This role is undertaken by a person acting according to established procedures and with some guidance from others.</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"> • knowledge of registration procedures as they apply to a range of event styles • ability to prepare registration materials, set up a registration area and efficiently and accurately process registrations • provision of registration services to clients within typical workplace time constraints • demonstration of skills through coordination of on site registrations for an event. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • use of industry current registration materials and equipment, including a fully equipped and operational registration desk • operationally realistic ratios of registration staff to clients. 	<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"> • direct observation of the candidate processing registrations at an event • review of registration documentation prepared by the candidate • written and oral questioning or interview to test knowledge of registration procedures and materials 	<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 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>

		Methods of assessment cont/d	
		<ul style="list-style-type: none"> • 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, for example:</p> <ul style="list-style-type: none"> • SITXEVT003A Process and monitor event registrations. 	

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"> • problem solving skills to anticipate and respond to typical issues and challenges for on site registration • literacy skills to interpret a range of event documentation and record standard information on pre formatted documents • numeracy skills to check attendee numbers and record financial details for registrations. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • context and reasons for a comprehensive and accurate on site registration system • use and characteristics of materials and equipment used for event registration in the relevant industry context • typical registration procedures for a range of events • safe work practices particularly in relation to bending, lifting and carrying items used at registration desks • safety and risk issues associated with the gathering or movement of large numbers of people. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • prearranged agreements • registration discrepancies • registration equipment • registration materials • registration services • resources to address on-site contingencies • safe work practices • safety and access requirements • safety and risk issues.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Prepare for registration.	1.1 Check and prepare all registration materials and equipment prior to the event according to event procedures.	<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>Registration materials and equipment</i> may include:</p> <ul style="list-style-type: none"> • computer • guest, delegate or participant lists • guest, delegate or participant kits • guest, delegate or participant reports • promotional display materials • display stands • name tags • stationery • signage • cash float. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of principles and procedures for coordinating on-site registration in any event context.</p> <p>An understanding of the difference in event registration procedures for different event styles.</p> <p>An understanding of the need for a comprehensive and accurate on-site registration system.</p> <p>Opportunities to participate in registration procedures for a range of event styles.</p> <p>Preparation of a range of materials and equipment including:</p> <ul style="list-style-type: none"> • furniture • computer technology • telephones • promotional display materials • guest/delegate/participant lists • guest/delegate/participant kits • guest/delegate/participant reports • name tags • stationery • cash float. <p>Knowledge of safe work practices and procedures.</p>
	1.2 Identify and prepare appropriate resources to address on-site contingencies .	<p><i>Resources to address on-site contingencies</i> may include:</p> <ul style="list-style-type: none"> • spare supplies • emergency phone contacts • copies of all relevant event documentation and agreements. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of a range of situations requiring contingency planning including:</p> <ul style="list-style-type: none"> • too many guests/delegates turn up • unexpected problem(s) with the venue • technology failure • emergency situation • cancellation/no-show of guest speaker(s) • time constraints • weather conditions • transport or access problems.

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			<p>Knowledge of a range of resources that may be used to address on-site contingencies including:</p> <ul style="list-style-type: none"> • spare supplies <ul style="list-style-type: none"> - stationery - name tags - delegate kits - delegate/guest list • emergency phone contacts <ul style="list-style-type: none"> - event coordination team - guest speaker(s) - venue management • copies of relevant documents <ul style="list-style-type: none"> - contract - event orders. <p>Team problem-solving activities including:</p> <ul style="list-style-type: none"> • identify problem • consider solutions • take action • follow-up. <p>Possible/appropriate solutions to a range of situations.</p>
	1.3 Check and reconfirm the arrangements for venue or site access and registration set up according to event procedures.		
2 Set up registration area.	2.1 Locate and check registration set up against <i>prearranged agreements</i> and relevant <i>safety and access requirements</i> .	<p><i>Prearranged agreements</i> may relate to:</p> <ul style="list-style-type: none"> • location of registration area • signage • nature and quantity of furniture and other equipment. <p><i>Safety and access requirements</i> may relate to:</p> <ul style="list-style-type: none"> • profile of registration area for arriving attendees • safe positioning of registration area • awareness of emergency exits • ensuring adequate space for flow of people • checking safety of any cables in or around registration area • adequate sun and weather protection. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of factors affecting the location and set up of an event registration area including:</p> <ul style="list-style-type: none"> • prearranged agreements <ul style="list-style-type: none"> - location of registration area - signage - nature and quantity of furniture and other equipment • safety considerations <ul style="list-style-type: none"> - venue policy - legislative requirements - emergency exit/evacuation point(s) - ensuring adequate space for flow of people - checking safety of any cables in or around registration area

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			<ul style="list-style-type: none"> - adequate sun and weather protection • nature and quantity of furniture and other equipment required • requirements for guests/delegates with disabilities or special needs <ul style="list-style-type: none"> - mobility-impaired - sight-impaired - hearing-impaired - non-English speaking background (NESB) • crowd movement. <p>Standard operating procedures to ensure the appropriate set up of registration areas.</p> <p>A knowledge of appropriate personnel to liaise with regarding the venue including:</p> <ul style="list-style-type: none"> • venue personnel • supervisor/manager • event coordinator • colleagues • security personnel. <p>Considerations for the safe set up and display of signage including:</p> <ul style="list-style-type: none"> • cooperation with venue personnel • correct application and positioning of any signage • consideration of OHS guidelines • multilingual. <p>An understanding of the principles of crowd control and effective crowd movement.</p> <p>A knowledge of emergency evacuation procedures including assembly points for indoor and outdoor venues.</p>
	<p>2.2 Carry out a brief site inspection in order to become completely familiar with event venue or site.</p>		<p>Learning experiences for the HSC must address:</p> <p>An understanding of the importance of undertaking a site inspection to become familiar with the venue facility and environment.</p>

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	2.3 Establish contact with appropriate venue or site personnel and other operations staff to facilitate effective communication during the event.		
	2.4 Install or arrange for the installation of materials and equipment and check their efficiency and working order prior to registration commencement.		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of trouble-shooting procedures and contingency plans to overcome any issues with materials and equipment.</p>
3 Process registrations.	3.1 Welcome attendees in a courteous and friendly manner and provide accurate and relevant information on venue and event features.		<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 guests/delegates • industry codes of practice in relation to quality customer service. <p>An understanding of the type of information required by guests/delegates including:</p> <ul style="list-style-type: none"> • pre- event and post-event activities • destination area information • accommodation details • event times <ul style="list-style-type: none"> - commencement and conclusion - agendas/timetables - break times • venue facilities <ul style="list-style-type: none"> - toilets - access to technology • meal details. <p>Materials/information to be provided to guests/delegates including:</p> <ul style="list-style-type: none"> • guest/delegate/participant list • delegate kit • speakers' papers or reports • name tag • stationery • conference agenda and timetable • voucher(s)

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			<ul style="list-style-type: none"> - accommodation - meal • venue orientation kit • destination area information. <p>A knowledge of factors guests/delegates expect in good service including:</p> <ul style="list-style-type: none"> • individualised attention • product/service knowledge • presentation • polite and courteous service • efficiency • consistency. <p>Establishing good work habits through knowledge of the workplace/organisation/venue:</p> <ul style="list-style-type: none"> • products and services offered • venue facilities/environment • greeting, closing and farewelling procedures/techniques • guest/delegate/participant interaction protocols • request/enquiry procedures • complaints handling procedures.
	<p>3.2 Check and accurately record registration details according to event procedures.</p>	<p>Registration details may include:</p> <ul style="list-style-type: none"> • payment status • details of pre-booked sessions • travel and touring arrangements • accommodation details • physical fitness requirements and documentation. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of details to be confirmed through guest/delegate/participant registration including:</p> <ul style="list-style-type: none"> • personal details <ul style="list-style-type: none"> - position/role - organisation - contact details • payment status • details of pre-booked sessions • accommodation details • meal requirements. <p>The importance of recording information that is:</p> <ul style="list-style-type: none"> • clear • legible • accurate • concise.

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	3.3 Assist where possible with work overflow of other registration personnel.		<p>Learning experiences for the HSC must address:</p> <p>Providing assistance to team members including:</p> <ul style="list-style-type: none"> • formal/informal support • mentoring • sharing ideas and knowledge.
	3.4 Identify, record and action any <i>registration discrepancies</i> with minimum disruption to the attendee.	<p><i>Registration discrepancies</i> may include:</p> <ul style="list-style-type: none"> • unexpected on-site registrations • incorrect details, such as name and payment information • no shows • incorrect pre-bookings for particular sessions. 	<p>Learning experiences for the HSC must address:</p> <p>Procedures to follow when discrepancies occur including:</p> <ul style="list-style-type: none"> • unexpected guest/delegate/participant • amendment/update of incorrect guest/delegate/participant details • recalculation and adjustment of incorrect payment details • adjustment of conference pre-bookings • additional requirements such as pre-accommodation or post-accommodation, sightseeing tours and transfer.
	3.5 Accurately finalise documentation and pack or store registration resources according to event procedures.		<p>Learning experiences for the HSC must address:</p> <p>Importance of accurate record-keeping to allow for post-event administration including provision of post-event information or applicable cancellation fees.</p>