

Training Package	Tourism (THT02)	HSC Requirements and Advice
Title:	Co-ordinate guest and delegate registrations at venue	
Unit Code	Unit Descriptor:	HSC Indicative Hours:
THTFME01B	This unit deals with the skills and knowledge required to prepare for and undertake the on-site registration of guests and delegates at a meeting or event. On-site registration may be performed by venue staff or external staff. This role would normally be undertaken by a person acting under supervision.	15

Essential Knowledge and Skills to be Assessed	Critical Aspects of Assessment	Context of Assessment and Resource Implications	Assessment Methods	HSC Requirements and Advice
<p>The following knowledge and skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • use and characteristics of materials and equipment used for meeting or event registration • interpretation of meeting or event order documentation and pre registration documentation • typical registration procedures for a range of meetings and events • safe work practices particularly in relation to bending, lifting and carrying items used at registration desks • safety/risk issues associated with the movement of numbers of people at meeting and event venues. 	<p>Evidence of the following is critical:</p> <ul style="list-style-type: none"> • knowledge of registration procedures as they apply to a range of meeting and event styles • ability to prepare registration materials, set up a registration area and efficiently process registrations within workplace acceptable timeframes. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • demonstration of skills for an actual meeting or event at a venue which includes a fully-equipped and operational events registration desk • commercially-realistic ratios of registration staff to customers • provision of registration services to customers within typical workplace time constraints • use of industry-current types of registration materials and equipment. 	<p>Methods must be chosen to ensure that the skills required to prepare for and to action registrations at a venue can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.</p> <p>The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of the candidate processing registrations at a meeting or event • review of registration documentation prepared by the candidate • written and oral questioning or interview to test knowledge of registration procedures and materials • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • audio-visual equipment • cash float • delegate • enterprise procedures • no-shows • on-site registration • pre-event and post-event signage • site inspection • venue orientation kits • venue provider • work overflow.
		<p>Linkages with Other Units</p> <p>This unit has strong linkages to the following unit and combined training and assessment may be appropriate:</p> <ul style="list-style-type: none"> • THTSOP15B Process and monitor meeting or event registrations 		

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Prepare for registration	1.1 Check and prepare all materials and equipment required for registration prior to the meeting or event.	This unit applies to all tourism and hospitality industry sectors and enterprises where on-site registration for meetings and events is required. The following explanations identify how this unit may be applied in different workplaces, tourism sectors and circumstances. Registration and information materials and equipment may include: <ul style="list-style-type: none"> • computer • guest/delegate lists • delegate kits • delegate reports • promotional display materials • display stands • name tags • stationery • signage • spare supplies • cash float. 	Learning experiences for the HSC must address: On-site procedures to set up equipment and guest/delegate information including: <ul style="list-style-type: none"> • audiovisual equipment • computers • guest/delegate lists • delegate kits • delegate reports • promotional display materials • display stands • name tags • stationery • signage • spare supplies • cash float.
	1.2 Check and reconfirm the arrangements for set up of the registration area with the venue in accordance with enterprise procedures.		Learning experiences for the HSC must address: An understanding of promotional and guest/delegate venue preparation and equipment required including: <ul style="list-style-type: none"> • computers • furniture • promotional display materials • display stands • venue stationery • signage • audiovisual equipment.
	1.3 Confirm access details with the venue to ensure that registration materials and equipment can be readily unloaded and reloaded at the venue.		Learning experiences for the HSC must address: An understanding of which venue personnel may assist and/or give advice including: <ul style="list-style-type: none"> • availability of on-site personnel and equipment to assist transfer, set up and collection of information and equipment at venue • relevant OHS issues • specific venue requirements.

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2 Set up registration area	2.1 Locate the registration area and check that the venue provider has completed the set up in accordance with pre-arranged requests.		
	2.2 Carry out a brief site inspection to become completely familiar with the venue and its facilities.		<p>Learning experiences for the HSC must address:</p> <p>An understanding of a site inspection and why it is necessary to familiarise the coordinator with the venue facility and environment including:</p> <ul style="list-style-type: none"> • restaurants and bars • leisure areas including swimming pools, saunas, gyms and sporting facilities • babysitting facilities • on-site shops • beauty parlour • meeting and conference rooms • front desk reception area • venue cashier and secure safe deposit facilities • location of delegate accommodation • local area destination information.
	2.3 Erect all signage so that it is clearly visible and as per the agreed requirements.		<p>Learning experiences for the HSC must address:</p> <p>Facilitation 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.
	2.4 Install or arrange for the installation of equipment and conduct checks to ensure its working order prior to commencement of the meeting or event.		<p>Learning experiences for the HSC must address:</p> <p>Installation or final check of equipment including:</p> <ul style="list-style-type: none"> • audiovisual equipment • computers • lighting • signage • promotional displays.
	2.5 Check that the registration area and any equipment has been set up to allow for easy access, especially for those with disabilities, and to avoid risk of injury to guests, delegates and colleagues.		<p>Learning experiences for the HSC must address:</p> <p>Procedures to follow and appropriate personnel to contact to ensure venue facility is safe and appropriate to avoid injury to guests/delegates including:</p> <ul style="list-style-type: none"> • liaison with venue personnel to ascertain easy or more appropriate access and any venue specific OHS issues

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	2.6 Prepare and position all necessary registration and information materials within the registration areas to allow for efficient use by all personnel.	Registration and information materials and equipment may include: <ul style="list-style-type: none"> • computer • guest/delegate lists • delegate kits • delegate reports • promotional display materials • display stands • name tags • stationery • signage • spare supplies • cash float. 	<ul style="list-style-type: none"> • requirements for guests/delegates with disabilities or special needs including: <ul style="list-style-type: none"> – mobility-impaired – sight-impaired – hearing-impaired. <p>Learning experiences for the HSC must address:</p> <p>Venue set-up and preparation including:</p> <ul style="list-style-type: none"> • entry and exit areas • registration point • pick-up point for information kits • collection area for any documentation • pre-event or post-event bookings or information • onward transfer arrangements • specific area or personnel assigned to assist with unregistered delegates or incorrect information • contact details of venue personnel who may assist with set-up or any special requests.
3 Process registrations	3.1 Welcome guests and delegates in a courteous and friendly manner.		
	3.2 Check and record all registration details in accordance with registration procedures.	Registration details may include: <ul style="list-style-type: none"> • payment status • details of pre booked sessions • touring arrangements • accommodation details. 	<p>Learning experiences for the HSC must address:</p> <p>Understanding and interpreting guest/delegate documentation including:</p> <ul style="list-style-type: none"> • conference agendas and timetables • guest/delegate lists • rooming lists • accommodation vouchers • meal vouchers • pre-event and post-event activities including sightseeing and accommodation lists • onward transfer arrangements. <p>Procedures to follow and check when guests/delegates register including:</p> <ul style="list-style-type: none"> • payment status • details of pre-booked sessions • accommodation details • pre-event or post-event additional sightseeing or accommodation • onward transport arrangements.

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	3.3 Assist with work overflow of other registration personnel.		
	3.4 Identify and action any discrepancies with minimum disruption to the guest or delegate.	Discrepancies may include: <ul style="list-style-type: none"> • unexpected on-site registrations • incorrect name details • incorrect payment details • incorrect pre bookings for particular sessions. 	Learning experiences for the HSC must address: Procedures to follow when discrepancies occur including: <ul style="list-style-type: none"> • unexpected on-site registration process • amendment/update of incorrect guest/delegate details • recalculation and adjustment of incorrect payment details • adjustment of conference pre-bookings • additional requirements such as pre- or post-accommodation, sightseeing tours and transfers.
	3.5 Keep an accurate record of no shows to allow for post event administration.	Record keeping may be: <ul style="list-style-type: none"> • computerised • manual. 	Learning experiences for the HSC must address: Importance of accurate record-keeping to allow for post-event administration including provision of post-event information or applicable cancellation fees.
	3.6 Provide correct and useful information and materials to the guests and delegates on features of the meeting or event and venue.	Registration and information materials and equipment may include: <ul style="list-style-type: none"> • computer • guest/delegate lists • delegate kits • delegate reports • promotional display materials • display stands • name tags • stationery • signage • spare supplies • cash float. 	Learning experiences for the HSC must address: Guest/delegate information and material including: <ul style="list-style-type: none"> • guest/delegate lists • delegate kits • speakers' papers or reports • name tags • stationery • conference agendas and timetables • accommodation vouchers • meal vouchers • pre-event and post-event activity sightseeing and accommodation options • venue orientation kits • destination area information.

Key Competencies in this Unit

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies	Level	Examples
Collecting, Organising and Analysing Information	2	Checking and preparing all registration records and organising correct amounts and type of information materials to be available for guests and delegates
Communicating Ideas and Information	1	Providing information on the venue facilities and meeting or event activities to the guests and delegates
Planning and Organising Activities	2	Checking and reconfirming the arrangements for the set up of the registration area
Working with Others and in Teams	1	Assisting with the registration work overflow of other registration personnel Assisting stand holders when they take a break
Using Mathematical Ideas and Techniques	1	Checking and recording numbers of registrations for particular meeting or event sessions Processing cash and non-cash financial transactions for on site payments
Solving Problems	2	Identifying and actioning any discrepancies with pre bookings
Using Technology	1	Using a calculator to calculate numbers of registrations and payment details Checking equipment to ensure it is operational