

Training Package	Tourism (THT02)	HSC Requirements and Advice
Title:	Process and monitor event registrations	
Unit Code	Unit Descriptor:	HSC Indicative Hours:
THTSOP15B	This unit deals with the skills and knowledge required to process, monitor and finalise registrations for meetings or events. These skills are usually required by office-based staff involved in the event organisation process.	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"> • general knowledge of the meetings sector of the tourism industry • meeting/event registration procedures and systems, including current technological developments • issues that arise in the administration of meeting/event registrations. • operation of data base to control registrations • use of various reports • general knowledge of customers for different types of meetings/events. 	<p>Evidence of the following is critical:</p> <ul style="list-style-type: none"> • ability to accurately process registrations and produce accurate registration materials within enterprise acceptable timeframes • knowledge of meeting and event registration systems and procedures. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • project or work activities conducted over a period of time to allow the candidate to demonstrate registration processing and monitoring for an event • demonstration of skills on more than one occasion to ensure that skills in dealing with a range of circumstances is demonstrated and that registration performance is consistent • demonstration of skills within an operational office environment which provides access to industry-current computers, printers and database programs • use of a full range of meetings or events registration documentation • realistic ratios of registration requests to staff during actual or simulated activities • presence of typical workplace time constraints for the completion of tasks. 	<p>Methods must be chosen to ensure that the skills required to process, monitor and finalise registrations for a meeting or event 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"> • review of registration documentation and reports prepared by the candidate in preparation for an event • evaluation of reports prepared by the candidate on the registration process for an event, including challenges and responses • written and oral questioning or interview to test knowledge of registration procedures and material formats • 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"> • database • delegate • enterprise procedures • event registration • finalise registrations • guest/delegate documentation • guest/delegate report • monitor registrations • payment status • process registrations.

Essential Knowledge and Skills to be Assessed	Critical Aspects of Assessment	Context of Assessment and Resource Implications	Assessment Methods	HSC Requirements and Advice
		<p>Linkages with Other Units</p> <p>This unit must be assessed with or after the following units. These units describes skills and knowledge that are essential to this unit of competence:</p> <ul style="list-style-type: none"> • THHGGA02B Perform office procedures <p>There is also a very strong link between this unit and the following units and combined training and assessment may be appropriate:</p> <ul style="list-style-type: none"> • BSBCMN205A Use business technology • THTSOP07B Book and co-ordinate supplier services • THTFME01B Co-ordinate guest/delegate registrations at venue 		

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Process registrations	1.1 Set up a database according to the requirements for a specific meeting/event.	<p>This unit applies to all tourism industry sectors and enterprises where registrations for meetings and events are co-ordinated. It has particular application to professional conference organisers, meetings and events management organisations. The following explanations identify how this unit may be applied in different workplaces, tourism sectors and circumstances.</p> <p>Registration systems may be:</p> <ul style="list-style-type: none"> • computerised • manual. <p>Guest/delegate reports and/or lists may include the following information:</p> <ul style="list-style-type: none"> • payment status • details of pre booked sessions • travel and touring arrangements • accommodation details • special requests • further action required at venue. 	<p>Learning experiences for the HSC must address:</p> <p>Information to be included in an event registration database including:</p> <ul style="list-style-type: none"> • delegate name • delegate contact details • accommodation requirements • additional meal requirements • pre-booked session requirements • additional pre-event and/or post-event accommodation or sightseeing requirements • pre- and post-transfer requirements • arrival and departure transport arrangements or requirements • special accommodation or venue requests • booking conditions • cancellation and amendment fees • deposit and final payment status. <p>Event registration database may be:</p> <ul style="list-style-type: none"> • computerised • manual.
	1.2 Receive and process registrations in accordance with agreed procedures and timelines.		<p>Learning experiences for the HSC must address:</p> <p>Requirements to receive and process meetings and event registration within time frames including:</p> <ul style="list-style-type: none"> • payment status • details of pre-booked sessions • travel and touring arrangements • accommodation details • special requests • further action required at venue.
	1.3 Provide correct answers to guest/delegate questions relating to the meeting/event.		
	1.4 Action any accommodation, travel and touring requirements in accordance with agreed procedures.		<p>Learning experiences for the HSC must address:</p> <p>Requirements include:</p> <ul style="list-style-type: none"> • travel and touring arrangements • accommodation details • special requests.

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	1.5 Report special delegate requirements to suppliers.		
	1.6 Issue confirmations in accordance with agreed procedures and within designated timelines.		
	1.7 Prepare and issue documents and other materials to registered delegates/guests in accordance with requirements of the specific meeting/event.	<p>Documents issued to delegates and guests may include:</p> <ul style="list-style-type: none"> • invoices • credit notes • receipts • service vouchers • confirmation letters • information packs • sponsor advertisements. 	<p>Learning experiences for the HSC must address:</p> <p>Documents issued to guests/delegates including:</p> <ul style="list-style-type: none"> • invoices • credit notes • receipts • service vouchers • confirmation letters • information packs • sponsor advertisements.
	1.8 Update the financial status of the customer's records accurately and in accordance with enterprise procedures.	<p>Updating the financial status of the customer's records may include:</p> <ul style="list-style-type: none"> • receiving, processing and recording payments • generating and issuing invoices and credit notes for changed arrangements • checking that the customer has fully paid. 	<p>Learning experiences for the HSC must address:</p> <p>Updating the financial status of the customer's records including:</p> <ul style="list-style-type: none"> • receiving, processing and recording payments • generating and issuing invoices and credit notes for changed arrangements • processes for checking that the customer has fully paid.
2 Monitor registrations	2.1 Monitor registration numbers with complete accuracy and provide reports on a regular basis to appropriate colleagues/customers/suppliers.		
	2.2 Take any required action to boost numbers in accordance with instructions.		
3 Finalise registrations and produce materials	3.1 Finalise registration details within designated timelines.		
	3.2 Produce and check name tags and other individual delegate documentation in accordance with agreed style for a specific meeting/event.		

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	3.3 Produce and check for accuracy guest/delegate reports and/or lists to include all required 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 registration requests and processing registrations in line with the guest or delegate's request
Communicating Ideas and Information	2	Providing information on the venue facilities and meeting or event activities to the guests and delegates
Planning and Organising Activities	2	Determining the number of registrations to be processed and prioritising the order of confirmations to be provided to various customers
Working with Others and in Teams	2	Providing relevant reports to other personnel and suppliers to ensure the required information is available to them
Using Mathematical Ideas and Techniques	2	Checking and recording numbers of registrations for particular meeting or event sessions Calculating appropriate costs and issuing invoices
Solving Problems	2	Identifying and actioning any discrepancies with registrations
Using Technology	1	Using a calculator to calculate numbers of registrations and payment details Using a computer data base to control the registrations