



**Australian Government**

# **SITEEVT002 Process and monitor event registrations**

**Release: 1**

## **SITEEVT002 Process and monitor event registrations**

### **Modification History**

Not applicable.

### **Application**

This unit describes the performance outcomes, skills and knowledge required to process attendee registrations for events, and administer them through to finalisation. It requires the ability to record customer information, monitor attendance numbers, generate sales and operational reports, and issue customer documents for event attendance.

This unit is relevant to events coordinated in many industry contexts, including the tourism, hospitality, sport, cultural and community sectors.

It applies to event operations personnel who operate with some level of independence and under limited supervision. They may work in event management companies, in event venues, or in organisations that organise their own events.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### **Pre-requisite Unit**

Nil

### **Competency Field**

Events

### **Unit Sector**

Events

### **Elements and Performance Criteria**

#### **ELEMENTS**

Elements describe the essential outcomes.

1. Process registrations.

#### **PERFORMANCE CRITERIA**

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Interpret and accurately process event registrations according to organisational procedures and timelines.
- 1.2. Identify, collect and process missing customer information within appropriate timelines.
- 1.3. Offer alternatives for unavailable registrations or provide information on waitlist options.

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|  | 1.4. Answer enquiries about costs and other event details.  |
|  | 1.5. Record customer details using appropriate systems and technology.  |
|  | 1.6. File event registrations according to organisational procedures.   |
| 2. Update registrations.                     | 2.1. Accurately update financial status of registrations.   |
|  | 2.2. Accept, process and record requests for amendments or cancellations.   |
|  | 2.3. Provide details of amendment or cancellation conditions and charges and confirm customer understanding.                  |
| 3. Monitor and report on registrations.      | 3.1. Monitor registrations and generate registration reports for relevant personnel.  |
|  | 3.2. Identify and report on problems emerging from registration information.  |
|  | 3.3. Take action to address potential attendance issues according to individual responsibility and organisational procedures. |
| 4. Produce final registration documentation. | 4.1. Check and finalise event registration details within designated timelines.   |
|  | 4.2. Prepare and issue customer documents within designated timelines.  |
|  | 4.3. Check and correct as necessary all documentation for accuracy prior to issue.  |
|  | 4.4. Generate and distribute final registration reports in agreed formats and styles according to procedures and timelines.   |
|  | 4.5. Minimise use of printed materials and maximise electronic transmission of documents to reduce waste.                     |

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> <li>interpret complex event information regarding event schedules, costs, and conditions of sale.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>record accurate customer and operational details</li> <li>create accurate and succinct notes for special requests and event operational details.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>elicit information from customers about registration requirements</li> <li>liaise with event coordinators and managers on attendance issues.</li> </ul>

- Numeracy skills to:
- manage the accounting processes for event registrations and interpret statistical data within various reports.
- Self-management skills to:
- coordinate own workflow for processing and monitoring registrations within deadlines.
- Technology skills to:
- use calculators, computers, software programs, printers and other business technology for processing event registrations.

## Unit Mapping Information

SITXEVT302 Process and monitor event registrations

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>