



Australian Government

SITEEVT003 Coordinate on-site event registrations

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare for and process on-site attendee registrations at events. It requires the ability to collect and collate all registration materials in advance of the event, set up the registration area, and check attendee registration details before admission.

This unit is relevant to events that are diverse in nature and are 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare on-site registration materials.	1.1.Prepare and check all registration materials and equipment prior to event. 1.2.Source and prepare appropriate resources to address on-site contingencies. 1.3.Minimise use of printed materials and maximise use of electronic documents to reduce waste.

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| | 1.4. Check and reconfirm arrangements for venue or site access and registration set-up. |
| 2. Set up registration area. | 2.1. Establish contact with venue or site personnel to facilitate effective communication during event.
2.2. Complete site inspection to establish familiarity with event venue or site.
2.3. Locate and check registration set-up against prearranged agreements.
2.4. Identify registration area safety and access issues and resolve with venue or site personnel.
2.5. Check efficiency and working order of registration equipment and resolve or report deficiencies. |
| 3. Process on-site registrations. | 3.1. Welcome attendees and provide information on venue and event features.
3.2. Check attendee registration details and provide event documentation and admission according to organisational procedures and event deadlines.
3.3. Identify, record and resolve registration discrepancies according to individual responsibility and organisational procedures.
3.4. Process on-site event payments.
3.5. Finalise registration records and pack or store registration resources. |

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

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| Reading skills to: | <ul style="list-style-type: none"> interpret documents detailing name, payment status and booking details for attendees; complex registration reports; event programs; and costs. |
| Writing skills to: | <ul style="list-style-type: none"> record accurate customer and event operational details, customer notes and receipts. |
| Oral communication skills to: | <ul style="list-style-type: none"> liaise with venue or site personnel on registration set-up interact with attendees in a polite, professional and friendly manner respond to attendees with diverse and special needs and expectations. |
| Numeracy skills to: | <ul style="list-style-type: none"> interpret payment details for registrations and calculate any under or over payments |

- calculate costs for on-site event payments.
- Teamwork skills to:
- work with venue or site personnel for smooth service delivery to attendees.
- Planning and organising skills to:
- coordinate set-up of registration area for operational efficiency.
- Self-management skills to:
- manage own speed, timing and productivity for processing on-site registrations.
- Technology skills to:
- use calculators, computers, software programs, printers and other business technology for processing event registrations.

Unit Mapping Information

SITXEVT303 Coordinate on-site event registrations

Links

Companion Volume implementation guides are found in VETNet -

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