



Australian Government

Assessment Requirements for SITEEVT002 Process and monitor event registrations

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- process and administer registrations for six different customers through to finalisation for at least two different types of events
- produce reports for registrations for each of the above events on:
 - breakdown of attendances per session, site, table or venue
 - payment status
 - special requests
 - characteristics of attendees
 - numbers
 - progress towards attendance expectations
 - sources of registrations
- complete registrations within commercial time constraints and deadlines.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- operation systems and software programs used to process and monitor event registrations
- types of events for which registrations are required:
 - business and corporate
 - community
 - entertainment and leisure
 - exhibitions, expositions and fairs
 - festivals
 - fundraising
 - government and civic
 - meetings and conventions
 - social
 - sports

- types of customers for different types of events and methods of administering different registrations
- customer information required to administer registrations
- different formats for, inclusions, and uses of:
 - financial administration documents for customer payments
 - customer event attendance documents
 - event registration reports
- for specific organisation or event:
 - features of event programs, schedules, inclusions and specific costs
 - information required by event coordinators and managers to monitor attendance numbers and deliver events
 - procedures and deadlines for processing and administering registrations and issuing registration reports
 - generating and issuing invoices and credit notes for changed registrations
 - receiving, processing and recording payments.

Assessment Conditions

Skills must be demonstrated in an operational events business or activity where event registrations are processed and monitored. This can be:

- an industry workplace
- a simulated event set up for the purpose of skills assessment.

Assessment must ensure access to:

- event registration documentation:
 - event program
 - event schedules
 - event inclusions and costs
 - information or sales kit
 - confirmation letters
 - credit notes
 - invoices
 - name lists
 - participant name badge or identification document
 - receipts
 - service vouchers
 - site maps
 - sponsor advertisements
 - tickets

- comprehensive operational and capacity information for venues and sites for the events listed in the knowledge evidence
- industry current technology and software for processing event registrations
- event registrants with whom the individual can interact; these can be:
 - registrants in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899df092694>