SITXEVT003A Process and monitor event registrations

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to process and monitor registration for any type of event.
No licensing, legislative, regulatory or certificate requirements apply to this unit at the time of endorsement.

Application of the Unit

Events are diverse in nature and are organised and administered in many different industry contexts. The underpinning principles of event management are consistent across these contexts and this unit is designed to apply to a broad range of events. It has particular relevance in the creative, hospitality, sport and tourism sectors within venues, event management organisations and professional conference organisers.
Registration processing and monitoring requires underpinning clerical and administrative skills combined with knowledge of specific event administration procedures. This function is undertaken by individuals working according to broader event management procedures and under guidance from others.
An individual achieving this unit would be expected to have a broad understanding of general event administration processes and principles to enable the transfer of skills across a range of different event types.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Nil

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Process registration information.	1.1 Identify and confirm **mechanism** for recording **registration information** in consultation with appropriate colleagues.
	1.2 Receive, interpret and accurately process registration information according to agreed procedures and timelines.
	1.3 Use appropriate features of technology to maximise work efficiency and speed.
	1.4 Organise all registration information in a clear and logical way.
	1.5 Provide accurate and relevant event information to clients and colleagues as required.
	1.6 Prepare and issue **documents and other materials** according to event requirements.
	1.7 Identify and follow up on missing information within appropriate timelines.
2 Review and report registration information.	2.1 Monitor registration information and provide **attendance reports** to appropriate colleagues, clients and suppliers as required.
	2.2 Proactively identify issues or challenges emerging from attendance information and report accordingly.
	2.3 Take **action to address attendance issues** according to instructions and in consultation with colleagues.

3	Finalise registration documentation.	3.1	Check and finalise registration documentation within agreed timelines.
		3.2	Produce accurate and complete **final attendance documentation** in agreed formats and styles.
		3.3	Distribute final registration documentation according to agreed procedures and within required timelines.

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Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

organisational skills to collate, organise and process a wide range of information from varied sources

problem-solving skills to address typical registration requirements, discrepancies and anomalies

communication skills to liaise with event attendees and colleagues on registration issues

literacy skills to interpret general event and specific registration documentation

numeracy skills to determine attendance numbers and relationship to venue or event capacity.

The following knowledge must be assessed as part of this unit:

overview knowledge of the event management process, such as key components for any type of event

event attendance procedures and systems, including current technological developments in the relevant industry context

impact and importance of accurate registration information for operational and services quality

issues and problems that arise in the event registration process

type of information and reports that assist in the event management process

different types of clients for different types of events and the associated impact on attendance administration.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential:
	ability to accurately process registration information and to produce accurate attendance reports and related documentation
	knowledge of administration systems and procedures for recording and reporting event attendance
	demonstration of skills in registration processing and monitoring for more than one event
	production of work within commercial workplace time constraints.
Context of and specific resources for assessment	Assessment must ensure:
	project or work activities are conducted over a period of time to allow the candidate to demonstrate registration processing and monitoring for an event
	use of industry-current systems and technology.

Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
	review of documentation and reports prepared by the candidate in preparation for an event
	evaluation of reports prepared by the candidate on the administrative process for an event, including challenges and responses
	written or oral questioning to assess knowledge of event administration procedures and material formats
	review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.
	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Mechanism for processing registrations may be:	automated manual.
Registration information may relate to:	payment status details of pre-booked sessions travel and touring arrangements accommodation details special requests medical information further action required at site or venue.
Documents and other materials to be issued may include:	invoices credit notes receipts service vouchers tickets confirmation letters information or promotional packs sponsor advertisements.
Attendance reports may include information on:	numbers characteristics of attendees source of attendees progress towards attendance expectations.

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Action to address attendance issues may include:	additional promotional activity
	targeting of specific groups
	holding of space for particular individuals or groups
	advice of change of venue.
Final attendance documentation may be:	attendance lists with basic details of attendees
	attendance lists with additional information, such as payment status and special requests
	name tags
	information satchels.

Unit Sector(s)

Cross-Sector

Competency field

Event Management

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