



Australian Government

Department of Education, Employment and Workplace Relations

SITXEVT005A Organise in-house events or functions

Release: 1

SITXEVT005A Organise in-house events or functions

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to organise in-house events or functions from the perspective of an individual working within a commercial venue. The skills required by independent event organisers are covered in other Events units.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit has particular relevance in the cultural, hospitality, sporting and tourism sectors to individuals working in venues with a responsibility for the internal coordination of events. This role requires a combination of sales, service and organisational skills, underpinned by sound knowledge of event management processes and procedures. Those undertaking this function work autonomously, but within a framework of organisational systems and procedures and with some limited guidance from others.

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 Establish and confirm event requirements.	1.1 Liaise with client to establish specific event operational requirements .
	1.2 Provide costings to client in line with organisation procedures and profitability requirements.
	1.3 Develop options and ideas in consultation with colleagues and suppliers to assist client with event planning.
	1.4 Identify and pursue additional sales opportunities through effective communication with client.
	1.5 Negotiate and agree upon final event details, with confirmation in writing provided to client, including financial and other conditions.
	1.6 Prepare, maintain and issue relevant event documentation to clients and suppliers.
2 Coordinate in-house event services.	2.1 Liaise with appropriate colleagues and suppliers to facilitate effective planning of event services.
	2.2 Identify and organise appropriate internal and external resource requirements .
	2.3 Research relevant information about new or previously unused services for incorporation into current and future events.
	2.4 Identify and consider possible event impacts and take appropriate action to address these impacts.
	2.5 Prepare, update and distribute event documentation to clients, relevant colleagues and suppliers

- according to organisation procedures.
- 2.6 Prepare and organise relevant **event briefings** in a timely fashion.
- 3 Monitor and evaluate in-house services.
- 3.1 Monitor event set-up and operation according to service agreements and relevant safety requirements.
- 3.2 Promptly identify **operational problems** and take appropriate action to resolve.
- 3.3 Obtain feedback from clients, colleagues and suppliers and use or share this information for future event organisation.
- 3.4 Finalise **post-event administrative requirements** accurately and promptly.

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 coordinate a complete event within a framework of existing venue procedures and systems

problem-solving skills to anticipate and respond to a range of event planning and operational issues

communication and interpersonal skills to establish and conduct positive business relationships with internal and external clients

literacy skills to develop and interpret a range of event documentation

numeracy skills to estimate and calculate costs of different services and products.

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

general characteristics of different types of events and event clients for different styles of venue

role of different venue personnel in the event management process, including the relationships of different venue personnel to clients

understanding of event costings and venue profitability requirements

range and general features of typical internal and external services required for different types of events, including:

catering

technical

use of space or different layouts

security

entertainment

display and decoration

current industry practice in relation to use of different services and technologies

typical event coordination procedures and systems within a commercial venue

types of problems that commonly occur during event planning and operations

purposes and features of various types of documentation used to control the event management process within a venue

safety legislation and requirements that impact on event set-up and operation.

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 coordinate the complete event organisation process and ensure services meet agreed requirements

accuracy in presentation of event information and the ability to tailor venue services to meet client needs

knowledge of the types and range of event services that may be required by different clients

demonstration of skills through the organisation of more than one event

presence of typical workplace time constraints for the completion of tasks.

Context of and specific resources for assessment

Assessment must ensure:

access to and demonstration of skills within a suitable venue for the operation of an event

project or work activities conducted over a period of time so that the candidate is able to coordinate the complete event organisation process

access to industry-current technology used in the event organisation process

use of industry-current event documentation.

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 actual event documentation and reports prepared by the candidate

evaluation of an event organised by the candidate, including documentation and operational efficiency and cohesiveness

evaluation of reports prepared by the candidate detailing the way in which a particular event was organised and highlighting key issues and challenges in the event organisation process

written and oral questioning or interview to test knowledge of event coordination procedures and materials

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.

Specific event operational requirements may relate to:

catering
technical equipment
overall format and style
access
bump-in and bump-out
security
timing.

Options and ideas may relate to:

different approaches to use of space
refining or adjusting catering options
ideas about technical requirements
possible use of other suppliers.

Additional sales opportunities may include: extra services

upgraded services.

Event documentation may include:

access and security details
booking conditions
confirmations
financial documents, including invoices and receipts
running sheets
service vouchers
information packs.

Internal and external resource requirements may include:	entertainment equipment furniture catering security display or decoration other specialist services, such as interpreters.
Event impacts may relate to:	access crowds noise security staffing requirements.
Event briefings may be verbal or written and may be for:	internal staff external suppliers participants staff in client organisation.
Operational problems may relate to:	failure to provide agreed services deficit in quality of services being provided non-performance of internal or external suppliers technical malfunctions last minute changes in client requirements unforeseen incidents or circumstances.
Post-event administrative requirements may include:	finalising accounts collating event feedback.

Unit Sector(s)

Cross-Sector

Competency field

Event Management