



**Australian Government**

# **SITX EVT303 Coordinate on-site event registrations**

**Release 1**

## SITX EVT303 Coordinate on-site event registrations

### Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITX EVT004B Coordinate on-site event registration. Re-worked Elements, Performance Criteria, Required skills and Required knowledge to more fully articulate content. Re-worked Evidence Guide to better articulate rigorous assessment requirements.

### Unit Descriptor

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's registration details before admission.

### Application of the Unit

Events are diverse in nature and this unit is relevant to any type of event coordinated in any industry context, including the tourism, hospitality, sport, cultural and community sectors. This unit 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 which organise their own events.

### Licensing/Regulatory Information

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

### Pre-Requisites

Not applicable.

## **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- |   |  |
|---|--|
| <p>1. Prepare on-site registration materials.</p> | <p>1.1 Prepare and check all <b><i>registration materials and equipment</i></b> prior to <b><i>event</i></b>.</p> <p>1.2 Identify and prepare appropriate <b><i>resources</i></b> to address on site contingencies.</p> <p>1.3 Minimise use of printed materials and maximise use of electronic documents to reduce waste.</p> <p>1.4 Check and reconfirm arrangements for venue or site access and registration set up.</p>   |
| <p>2. Set up registration area.</p>               | <p>2.1 Establish contact with venue or site personnel to facilitate effective communication during event.</p> <p>2.2 Locate and check registration set up against <b><i>prearranged agreements</i></b>.</p> <p>2.3 Identify registration area <b><i>safety and access issues</i></b> and resolve with venue or site personnel.</p> <p>2.4 Complete site inspection to establish familiarity with event venue or site.</p> <p>2.5 Check efficiency and working order of registration equipment and resolve or report any deficiencies.</p>  |
| <p>3. Process on-site registrations.</p>          | <p>3.1 Welcome attendees and provide accurate and relevant information on venue and event features.</p> <p>3.2 Check <b><i>attendee registration details</i></b> and provide event documentation and admission according to organisational procedures and event deadlines.</p> <p>3.3 Identify, record and resolve <b><i>registration discrepancies</i></b> according to individual responsibility and organisational procedures.</p> <p>3.4 Process on-site event payments.</p> <p>3.5 Accurately finalise registration records and pack or store registration resources.</p> <p>3.6 Provide ongoing internal feedback on registration procedures and suggest improvements.</p> |

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills to:
  - 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
- literacy skills to:
  - read and interpret documents detailing name, payment status and booking details for attendees; complex registration reports, event programs and costs
  - write and input accurate customer and event operational details; customer notes and receipts
- numeracy skills to:
  - interpret payment details for registrations and calculate any under or over payments
  - calculate costs for on-site event payments
- planning and organising skills to:
  - prepare and check a diverse range of registration materials and equipment in advance of the event
  - coordinate the set up of the registration area for operational efficiency
- problem-solving skills to identify, resolve or report:
  - registration area safety issues
  - deficiencies with registration equipment
  - attendee registration discrepancies
- self-management skills to manage own speed, timing and productivity for processing on-site registrations
- teamwork skills to:
  - work with venue or site personnel for smooth service delivery to attendees
  - provide feedback on registration procedures and suggest improvements
- technology skills to use calculators, computers, software programs and printers for processing event registrations.

### Required knowledge

- reasons for and a range of on-site registration processes for diverse event types
- safety and access issues for on-site registration areas especially those associated with the gathering or movement of large numbers of people
- different types of operation systems and software programs used to process on-site event registrations
- attendee information required to provide on-site event documentation and admission
- a range of formats for, inclusions and uses of:
  - event registration reports

- registration materials required to process on-site event registrations
- financial administration documents for attendee payments
- event attendance documents
- for the specific organisation and event:
  - agreements with the venue or site for registration set up
  - features of event program, schedules, inclusions and specific costs
  - procedures for processing on-site registrations.

## Evidence Guide

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

### Overview of assessment

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the ability to:

- prepare registration materials and equipment and process on-site attendee registrations for multiple events
- check registration details and provide event documentation for multiple and diverse attendees
- identify and resolve registration discrepancies
- integrate knowledge of:
  - event programs and costs
  - formats for registration reports and attendee documents
  - procedures for processing on-site registrations
  - safety and access issues for on-site registration areas
- process on-site event registrations with speed and efficiency and within event deadlines.

#### **Context of and specific resources for assessment**

Assessment must ensure use of:

- actual events for which on-site event registrations are coordinated. Events may be created for the specific purpose of skills assessment, but must have commercial, community or business relevance. Small personal events are not appropriate as a means of assessing an individual's skills and knowledge
- venues and sites where events are operated with a designated on-site registration area; these can be:
  - real event venues and sites
  - event venues and sites operated within a training organisation such as auditoria, exhibition areas, conference rooms, restaurants and sporting facilities where real events are staged
- industry-realistic ratios of registration staff to attendees
- industry current computer systems and software programs for processing on-site event registrations
- comprehensive event programs, schedules, inclusions and costs
- industry current template documents for:
  - registration reports
  - attendee documents
  - financial administration of on-site event payments

- procedures for processing on-site registrations.

**Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- activities that allow assessment of the individual's ability to prepare registration materials and equipment and process on-site attendee registrations for different events and for varying attendee requirements
- review of materials prepared by the individual in advance of the event:
  - attendee documents
  - registration reports
- direct observation of the individual using the various features of a computerised event registration system to process a series of on-site registrations
- direct observation, using role plays, of the individual:
  - interacting with venue staff to set up the registration area and resolve safety issues
  - interacting with attendees to check registration details and provide event documentation
- problem-solving exercises to allow the individual to respond to on-site registration discrepancies and safety issues
- written or oral questioning to assess knowledge of:
  - event programs and costs
  - formats for registration reports and attendee documents
  - procedures for processing on-site registrations
  - safety and access issues for on-site registration areas
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

**Guidance information for assessment**

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, organisation and job role, for example:

- SITTTSL308 Use a computerised reservations or operations system
- SITXCCS303 Provide service to customers
- SITXFIN201 Process financial transactions.



## 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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

### ***Registration materials and equipment***

may include:

- attendee:
  - kits
  - lanyards
  - lists
  - name badge or identification documents
  - receipts
  - service vouchers
  - tickets
- cash float
- computer
- display stands
- event:
  - program
  - running sheet
- promotional display materials
- registration reports:
  - attendance lists per session, site, venue or table
  - name lists
  - payment status
  - special requests
- signage
- site maps
- stationery.
- business and corporate
- entertainment and leisure
- exhibitions, expositions and fairs
- festivals
- fundraising
- government and civic
- marketing
- meetings and conventions
- social
- sports.

***Event*** may include:

**Resources** may include:

- emergency phone contacts
- spare supplies
- venue or site agreements.

**Prearranged agreements** may relate to:

- access
- location of registration area
- nature and quantity of furniture and other equipment
- signage.

**Safety and access issues** may involve:

- adequate space for flow of people
- adequate sun and weather protection
- emergency exits
- profile of registration area for arriving attendees
- safe positioning of registration area
- safety of electrical cables in registration area.

**Attendee registration details** may include:

- accommodation details
- address
- details of pre-booked sessions
- full name and title
- medical information
- payment status
- contact details
- special requests
- seating
- travel and touring arrangements.

**Registration discrepancies** may include:

- incorrect:
  - accommodation, travel and touring arrangements
  - names and/or titles
  - contact details
  - payment status
  - pre-booked sessions
  - seating
- no-shows
- omission of special requests
- unexpected on-site registrations.

## Unit Sector(s)

Cross-Sector

## Competency Field

Events