



Australian Government

SITEEVT002 Process and monitor event registrations

Release: 1

SITEEVT002 Process and monitor event registrations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to process attendee registrations for events, and administer them through to finalisation. It requires the ability to record customer information, monitor attendance numbers, generate sales and operational reports, and issue customer documents for event attendance.

This unit is relevant to events 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

Elements describe the essential outcomes.

1. Process registrations.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Interpret and accurately process event registrations according to organisational procedures and timelines.
- 1.2. Identify, collect and process missing customer information within appropriate timelines.
- 1.3. Offer alternatives for unavailable registrations or provide information on waitlist options.

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| | 1.4. Answer enquiries about costs and other event details. |
| | 1.5. Record customer details using appropriate systems and technology. |
| | 1.6. File event registrations according to organisational procedures. |
| 2. Update registrations. | 2.1. Accurately update financial status of registrations. |
| | 2.2. Accept, process and record requests for amendments or cancellations. |
| | 2.3. Provide details of amendment or cancellation conditions and charges and confirm customer understanding. |
| 3. Monitor and report on registrations. | 3.1. Monitor registrations and generate registration reports for relevant personnel. |
| | 3.2. Identify and report on problems emerging from registration information. |
| | 3.3. Take action to address potential attendance issues according to individual responsibility and organisational procedures. |
| 4. Produce final registration documentation. | 4.1. Check and finalise event registration details within designated timelines. |
| | 4.2. Prepare and issue customer documents within designated timelines. |
| | 4.3. Check and correct as necessary all documentation for accuracy prior to issue. |
| | 4.4. Generate and distribute final registration reports in agreed formats and styles according to procedures and timelines. |
| | 4.5. Minimise use of printed materials and maximise electronic transmission of documents to reduce waste. |

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
Reading skills to:	interpret complex event information regarding event schedules, costs, and conditions of sale.
Writing skills to:	- record accurate customer and operational details - create accurate and succinct notes for special requests and event operational details.
Oral communication skills to:	- elicit information from customers about registration requirements - liaise with event coordinators and managers on attendance issues.

- Numeracy skills to:
- manage the accounting processes for event registrations and interpret statistical data within various reports.
- Self-management skills to:
- coordinate own workflow for processing and monitoring registrations within deadlines.
- Technology skills to:
- use calculators, computers, software programs, printers and other business technology for processing event registrations.

Unit Mapping Information

SITXEVT302 Process and monitor event registrations

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for SITEEVT002 Process and monitor event registrations

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.

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