



Australian Government

Assessment Requirements for SITEEVT003

Coordinate on-site 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:

- coordinate on-site registrations for at least two different types of events as listed in the knowledge evidence, including undertaking each of the following:
 - prepare registration materials and equipment
 - set up registration area
 - process on-site attendee registrations
 - take payments
 - check registration details
 - provide event documentation
 - communicate event information to all attendees
 - resolve registration discrepancies
- complete on-site registrations within commercial time constraints and customer deadlines.

Knowledge Evidence

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

- types of events for which on-site registrations take place:
 - business and corporate
 - community
 - entertainment and leisure
 - exhibitions, expositions and fairs
 - festivals
 - fundraising
 - government and civic
 - marketing
 - meetings and conventions
 - sports
- on-site registration processes for diverse event types
- safety considerations for on-site registration areas:
 - adequate space for gathering or moving large numbers of people

- adequate sun and weather protection
- emergency exits
- profile of registration area for arriving attendees
- safe positioning
- safety of electrical cables in registration area
- access issues for on-site registration areas, especially those associated with gathering or moving large numbers of people
- different types of operations systems, and software programs used to process on-site event registrations
- attendee information required to provide on-site event documentation and admission
- different 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 specific organisation and event:
 - agreements with venue or site for registration set-up
 - features of event program, schedules, inclusions and specific costs
 - procedures for processing on-site registrations.

Assessment Conditions

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

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

Assessment must ensure access to:

- venues or sites where events are operated with a designated on-site registration area
- industry current technology and software for processing on-site event registrations
- industry current templates for:
 - attendee lists
 - financial administration of on-site event payments
 - registration reports
- event registration documentation:
 - attendance lists per session, site, venue or table
 - event programs
 - event schedules
 - inclusions and costs
 - name lists

- payment status
- special requests
- venue or site agreements
- organisational procedures for processing on-site registrations
- registration equipment and materials:
 - attendee kits
 - cash float
 - computer
 - display stands
 - event program and running sheet
 - lanyards
 - name badge or identification documents
 - promotional display materials
 - receipts
 - service vouchers
 - signage
 - site maps
 - stationery
 - tickets
- venue or site personnel with whom the individual can interact
- industry-realistic ratios of registration staff to attendees; these can be:
 - those 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.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>