



**Australian Government**

# **SITEEVT003 Coordinate on-site event registrations**

**Release: 1**

## SITEEVT003 Coordinate on-site event registrations

### Modification History

Not applicable.

### Application

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 registration details before admission.

This unit is relevant to events that are diverse in nature and are 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. Prepare on-site registration materials.

#### PERFORMANCE CRITERIA

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

- 1.1.Prepare and check all registration materials and equipment prior to event.
- 1.2.Source and prepare appropriate resources to address on-site contingencies.
- 1.3.Minimise use of printed materials and maximise use of electronic documents to reduce waste.

- |                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                   | 1.4. Check and reconfirm arrangements for venue or site access and registration set-up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2. Set up registration area.      | <ul style="list-style-type: none"><li>2.1. Establish contact with venue or site personnel to facilitate effective communication during event.</li><li>2.2. Complete site inspection to establish familiarity with event venue or site.</li><li>2.3. Locate and check registration set-up against prearranged agreements.</li><li>2.4. Identify registration area safety and access issues and resolve with venue or site personnel.</li><li>2.5. Check efficiency and working order of registration equipment and resolve or report deficiencies.</li></ul>         |
| 3. Process on-site registrations. | <ul style="list-style-type: none"><li>3.1. Welcome attendees and provide information on venue and event features.</li><li>3.2. Check attendee registration details and provide event documentation and admission according to organisational procedures and event deadlines.</li><li>3.3. Identify, record and resolve registration discrepancies according to individual responsibility and organisational procedures.</li><li>3.4. Process on-site event payments.</li><li>3.5. Finalise registration records and pack or store registration resources.</li></ul> |

## 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:            | <ul style="list-style-type: none"><li>interpret documents detailing name, payment status and booking details for attendees; complex registration reports; event programs; and costs.</li></ul>                                                                         |
| Writing skills to:            | <ul style="list-style-type: none"><li>record accurate customer and event operational details, customer notes and receipts.</li></ul>                                                                                                                                   |
| Oral communication skills to: | <ul style="list-style-type: none"><li>liaise with venue or site personnel on registration set-up</li><li>interact with attendees in a polite, professional and friendly manner</li><li>respond to attendees with diverse and special needs and expectations.</li></ul> |
| Numeracy skills to:           | <ul style="list-style-type: none"><li>interpret payment details for registrations and calculate any under or over payments</li></ul>                                                                                                                                   |

- calculate costs for on-site event payments.
- Teamwork skills to:
  - work with venue or site personnel for smooth service delivery to attendees.
- Planning and organising skills to:
  - coordinate set-up of registration area for operational efficiency.
- Self-management skills to:
  - manage own speed, timing and productivity for processing on-site registrations.
- Technology skills to:
  - use calculators, computers, software programs, printers and other business technology for processing event registrations.

## Unit Mapping Information

SITXEVT303 Coordinate on-site 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 SITEEVT003 Coordinate on-site 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:

- 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>