



Australian Government

SITEEVT005 Plan in-house events or functions

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to plan the delivery of events or functions in a commercial venue. It requires the ability to identify customer operational needs and preferences, prepare and confirm event proposals, and finalise operational documents for the delivery of events.

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 coordinators who operate independently, and are responsible for making a range of operational decisions. They may work in commercial event or function venues, such as hotels, clubs, theatres, and convention and exhibition centres.

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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Liaise with event customer to satisfy service expectations.	1.1.Discuss and confirm purpose and scope of event or function with customer. 1.2.Liaise with customer to determine specific operational needs, preferences and budget for event. 1.3.Conduct site inspection as required. 1.4.Hold ongoing discussions about event plans to satisfy all

- requirements and service expectations.
2. Prepare and confirm event proposal.
 - 2.1. Analyse and document event staging requirements based on detailed review of brief.
 - 2.2. Identify and pursue additional sales opportunities to ensure maximum event profitability.
 - 2.3. Develop options and ideas on event concept, theme and format for inclusion in event proposal.
 - 2.4. Verify operational and service practicality of proposal through consultation with colleagues and suppliers.
 - 2.5. Present proposal including accurate information on costs, range and style of products and services.
 - 2.6. Negotiate and agree on final event details.
 - 2.7. Prepare and issue relevant event documentation and update as required.
 3. Coordinate event services.
 - 3.1. Liaise with internal personnel and external suppliers to facilitate effective event planning.
 - 3.2. Identify potential environmental and social impacts and organise services to minimise impacts.
 - 3.3. Determine event components and create schedule to facilitate event service bookings.
 - 3.4. Issue event orders to venue departments and external suppliers according to event deadlines, and update as changes occur.
 - 3.5. Prepare and distribute operational documentation to internal personnel and suppliers according to organisational procedures.
 - 3.6. Develop and provide event briefings to relevant operations personnel in advance of event.
 - 3.7. Minimise use of printed materials and maximise electronic transmission of documents to reduce waste.
 4. Finalise event and evaluate operational success.
 - 4.1. Prepare final customer invoices and check and authorise payment of supplier invoices.
 - 4.2. Obtain feedback from customers and seek input from personnel and contractors on event operations.
 - 4.3. Evaluate operational problems.
 - 4.4. Use all information to enhance future event planning activities.

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 unfamiliar and detailed product and technical information from event staging supply organisations • research new product and service options for event staging.
Writing skills to:	• write complex and detailed event operational documents.
Numeracy skills to:	• calculate: • number of products and services required for an event or function • timings for the delivery of the event.
Learning skills to:	• seek and assimilate new knowledge of event staging options from external suppliers.
Problem-solving skills to:	• analyse event staging requirements and consider and determine practicality of various options • anticipate and analyse service difficulties for proposed options, and resolve or abandon ideas before submitting proposals.
Planning and organising skills to:	• access and sort required information to submit event proposal within designated deadlines.
Technology skills to:	• use event industry operations systems and other business technology for word processing, presentations and spreadsheets.

Unit Mapping Information

SITXEVT401 Plan in-house events or functions

Links

Companion Volume implementation guides are found in VETNet -

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