



Australian Government

SITEEVT021 Administer event registrations

Release: 1

SITEEVT021 Administer 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, and to prepare event registration materials and set-up and process on-site event registrations.

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.

The skills in this unit of competency must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Unit Sector

Events

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Process and update 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 client information within appropriate timelines.
- 1.3. Offer alternatives for unavailable registrations or provide information on waitlist options.

- 1.4. Answer client enquiries about costs and other event details.
 - 1.5. Record client details and financial status of registrations using relevant systems and technology.
 - 1.6. Accept, process and record requests for amendments or cancellations.
 - 1.7. Provide details of amendment or cancellation conditions and charges and confirm client understanding.
 - 1.8. File event registrations according to organisational procedures.
2. Monitor and report on registrations.
 - 2.1. Check and finalise event registration details within designated timelines.
 - 2.2. Monitor registrations and generate registration reports for relevant personnel.
 - 2.3. Identify and report on potential attendance issues emerging from registration information.
 - 2.4. Prepare and issue client documentation, checking for accuracy and amending as required, within designated timeframes.
 - 2.5. Generate and distribute final registration reports in agreed formats and styles according to organisational procedures and timelines.
3. Prepare event registration materials.
 - 3.1. Prepare and check all registration materials and equipment prior to event.
 - 3.2. Source and prepare required resources to address contingencies.
 - 3.3. Check and reconfirm arrangements for event access.
4. Set up on-site registration area.
 - 4.1. Establish contact with venue or site personnel and conduct site inspection, to establish familiarity and facilitate effective communication during event.
 - 4.2. Locate and check registration set-up against pre-arranged agreements, ensuring traffic management is considered and optimised.
 - 4.3. Identify registration area safety and access issues and resolve with venue or site personnel.
 - 4.4. Check efficiency and working order of registration equipment and resolve or report deficiencies.
5. Process on-site registrations.
 - 5.1. Check attendee registration details and provide event information and admission according to organisational procedures and event deadlines.
 - 5.2. Identify, record and resolve registration discrepancies according to individual responsibility and organisational procedures.
 - 5.3. Process on-site event payments.

5.4. Finalise and store registration records and resources.

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 documents detailing name, payment status and booking details for attendees - interpret event information regarding event schedules, costs and conditions of sale.
Writing skills to:	create accurate and succinct notes for special requests and event operational details.
Oral communication skills to:	- elicit information from clients about registration requirements - liaise with event coordinators and managers on attendance issues.
Numeracy skills to:	- administer the accounting processes for event registrations - interpret payment details for registrations and calculate under and over 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:	coordinate own workflow for processing and monitoring registrations within deadlines.
Technology skills to:	use technology for processing event registrations.

Unit Mapping Information

Supersedes and is not equivalent to SITEEVT002 Process and monitor event registrations and SITEEVT003 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 SITEEVT021 Administer 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 attendees through to finalisation for at least two different types of events
- produce registration reports for each of the above events on:
 - payment status
 - special needs or requests
 - demographics of attendees
 - attendance
 - tracking progress towards attendance forecasts
 - sources of registrations
- coordinate registrations at event commencement for at least two different events, one of which must be a face-to-face event, including undertaking each of the following:
 - preparing registration materials and equipment
 - setting up registration and access
 - testing equipment functionality prior to event opening
 - processing attendee registrations
 - providing event information
 - resolving registration discrepancies
- complete the above activities 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
- information required to administer registrations
- registration processes for different event types
- event registration materials and resources required for:
 - face-to-face events
 - hybrid events
 - virtual events

- features of event programs, schedules, inclusions and specific costs
- formats for, inclusions, and uses of:
 - financial administration documents for payments
 - event attendance documents
 - event registration reports
- procedures for processing payments:
 - generating and issuing invoices and credit notes for changed registrations
 - receiving and recording payments
- considerations for on-site registration areas:
 - adequate space for gathering or moving large numbers of people
 - access and egress
 - adequate sun and weather protection
 - emergency exits
 - profile of registration area for arriving attendees
 - safe positioning
 - safety of electrical cables
 - agreements with venue or site for registration set-up
- considerations for virtual events:
 - internet access and bandwidth
 - information sharing protocols
 - technical requirements for client and attendees
 - capacity of event platforms.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace; or
- a simulated event set up for the purposes of assessment.

Assessment must ensure access to:

- event registration documentation
- registration equipment and materials
- venues or sites where events are operated with a designated on-site registration area
- operational and capacity information for event venues and sites
- organisational procedures for processing event registrations
- industry current templates for:
 - attendee lists
 - financial administration of payments
 - registration reports
- industry current technology and software for processing event registrations

- event registrants and venue and site personnel 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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