



Australian Government

SITX EVT304 Provide event staging support

Release 1

SITX EVT 304 Provide event staging support

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITX EVT 002B Provide event staging support. Re-worked Elements, Performance Criteria, Required skills and Required knowledge to more fully articulate content. Re-worked Evidence Guide to better articulate rigorous assessment requirements.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assist with staging requirements during event set up, operation and break down. It requires the ability to integrate fundamental knowledge of event staging and technical production requirements.

Application of the Unit

Events are diverse in nature and this unit is relevant to any type of event coordinated in any industry context, including the tourism, hospitality, sport, cultural and community sectors. This unit applies to event support personnel who operate under the supervision and guidance of event staging and technical production specialists. They may work in event management or technical staging companies, in event venues, or in organisations which organise their own events.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|--|---|
| 1. Prepare for event staging. | 1.1 Interpret <i>operational documentation</i> for <i>event</i> and clarify, with supervisor, details of <i>staging requirements and resources</i> .
1.2 Participate in <i>event briefings</i> and clarify own and team roles, responsibilities and timelines.
1.3 Obtain staging resources according to plans to meet cost requirements and minimise waste. |
| 2. Provide on site staging assistance. | 2.1 Participate effectively in event set up, operation and break down using <i>plans and procedures</i> to guide staging activities.
2.2 Provide <i>assistance with staging requirements</i> and take opportunities to acquire new skills.
2.3 <i>Liaise</i> with colleagues to maximise work efficiency and effectiveness.
2.4 Identify <i>operational problems</i> and resolve within scope of individual responsibility or refer to <i>relevant personnel</i> .
2.5 Comply with environmental and social sustainability procedures. |
| 3. Provide feedback on event operations. | 3.1 Review event operation and factors impacting on its efficiency and success, including own role.
3.2 Participate in event debrief, provide feedback on operational issues and suggest improvements. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - actively listen to instructions from event management personnel and seek clarification of issues
 - interact with venue personnel, event staging and technical production specialists in a polite, professional and friendly manner
- initiative and enterprise skills to identify and suggest ways to improve event operations
- learning skills to seek and assimilate new knowledge of event staging requirements from event staging specialists
- literacy skills to:
 - read and interpret complex event staging documents including plans, procedures briefing papers, running sheets, event registration reports and layout plans for venues or sites
 - write basic notes, messages and simple reports on staging problems
- numeracy skills to calculate required numbers of staging resources, check numbers of installed staging elements against attendance numbers, monitor time against running sheets
- planning and organising skills to:
 - prepare and check staging resources in advance of the event
 - use event plans to guide all activities during the set up of event staging elements
- problem-solving skills to:
 - identify missing staging elements during set up and take action to source and provide these
 - identify deficiencies and discrepancies in installed staging elements and report these to relevant personnel for resolution
- self-management skills to manage own speed and timing to meet deadlines for event set up, operation and break down
- teamwork skills to:
 - work with venue personnel, event staging and technical production specialists for smooth service delivery to attendees
 - provide feedback on event operations and suggest improvements.

Required knowledge

- basic aspects of different types of events; their format and running order
- roles and general responsibilities, in event staging, of:
 - internal event team members, venue personnel and external contractors
 - on-site event manager
- basic aspects of event staging products and services including:
 - catering

- displays, stands and signage
- talent:
 - entertainers
 - speakers
- technical equipment and services:
 - audio-visual
 - lighting
 - sound
- venue or site:
 - layouts
 - registration areas and equipment
 - styling
- for the specific organisation or event:
 - features of event documentation used to participate in event staging
 - team structure for instructions, reporting and resolution of problems during event operation
 - procedures and practices for the set up, operation and break down of events
 - environmental and social sustainability procedures for:
 - recycling and disposal of all waste, especially hazardous substances
 - reducing impacts on the lifestyle of neighbouring residents
 - safety for crowds and the movement of large numbers of attendees
 - use of energy, water and other resources during event set up, operation and break down.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- efficiently assist with staging requirements for multiple and diverse events during event set up, operation and break down
- communicate and work effectively with venue personnel, event staging and technical production specialists for smooth service delivery to attendees
- integrate knowledge of:
 - basic aspects of event staging products and services
 - roles and general responsibilities of different personnel in the event staging process
- provide event staging support in live time where commercially realistic time pressures and constraints play a key factor.

Context of and specific resources for assessment

Assessment must ensure use of:

- actual events for which event staging support is provided. Events may be created for the specific purpose of skills assessment, but must have commercial, community or business relevance. Small personal events are not appropriate as a means of assessing a individual's skills and knowledge
- venues and sites where events are operated; these can be:
 - real event venues and sites
 - event venues and sites operated within a training organisation such as auditoria, exhibition areas, conference rooms, restaurants and sporting facilities where real events are staged
- venue personnel, event staging and technical production specialists with whom the individual can interact
- industry current documents used to manage on-site event staging including plans, procedures briefing papers, running sheets event, registration reports and layout plans for venues or sites.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the individual completing tasks during set up, operation and break down of events
- direct observation, using role plays, of the individual:

- participating in pre-event briefings and consulting with supervisors to clarify staging requirements
- communicating and working effectively with venue personnel, event staging and technical production specialists
- case studies and problem-solving exercises to allow the individual to identify and suggest solutions for deficiencies and discrepancies in the installation of staging elements
- written or oral questioning to assess knowledge of:
 - basic aspects of event staging products and services
 - roles and general responsibilities of different personnel in the event staging process
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

**Guidance information
for assessment**

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, organisation and job role, for example:

- BSBWOR203B Work effectively with others
- SITXWHS101 Participate in safe work practices.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Operational documentation may include:

- briefing papers
- contact numbers for:
 - contractors
 - emergency services
- event program and scheduled time for activities
- event orders
- itemised lists of resources
- layout plan for venue or site
- plans and procedures
- registration reports:
 - attendance lists per session, site, venue or table
 - name lists
 - special requests
- running sheet for delivery of event
- service vouchers
- signage
- site maps
- staffing rosters.

Event may include:

- business and corporate
- entertainment and leisure
- exhibitions, expositions and fairs
- festivals
- fundraising
- government and civic
- marketing
- meetings and conventions
- social
- sports.

Staging requirements and resources may involve:

- attendee:
 - kits
 - lanyards
 - name badge or identification documents
 - receipts
 - service vouchers

- tickets
- catering
- promotional display materials and handouts
- security
- set up of:
 - client displays and livery
 - exhibitor or sponsor stands
 - furniture
 - merchandising stands
 - on-site registration area
 - seating
 - tables
- signage
- site maps
- staff and volunteer
 - kits
 - lanyards
 - name badge or identification documents
- stationery
- technical equipment and production services:
 - audio-visual
 - costumes
 - props
 - pyrotechnics
 - rigging
 - sets
 - sound and lighting
 - special effects
 - stage design and construction
 - venue styling
- transportation.
- access times for service personnel, client and attendees
- client expectations
- client role in event management
- event program and scheduled time for activities
- procedures for event staging
- regulatory compliance and roles and responsibilities of individual team members
- roles and responsibilities of internal staff, contractors and volunteers
- service expectations

Event briefings may involve clarification of:

Plans and procedures may manage:

- staffing rosters
- team structure for instructions, reporting and resolution of problems during event operation.
- bump-in and bump-out of staging requirements
- communication channels with and between:
 - clients
 - event operational team
 - exhibitors
 - organising committee
 - sponsors
 - suppliers
 - volunteers
- crowd control
- hazard identification and risk assessment
- minimal impacts on lifestyle of local residents
- on-site registrations
- record keeping and reporting
- recycling and correct and environmentally sound disposal practices for waste
- regulatory requirements
- roles and responsibilities of internal staff, contractors and volunteers
- reporting structures for resolution of problems
- risk to and control measures for:
 - attendees
 - contract staff
 - local community
 - personnel
 - site and environment
 - volunteers
- security
- storage facilities for client and outside contractors
- use of energy, water and other resources during event set up, operation and break down
- transportation and timelines
- work health and safety.
- assisting bump-in and bump-out of:
 - client displays and livery
 - exhibitor or sponsor stands
 - merchandising stands
 - on-site registration area

Assistance with staging requirements may involve:

- seating
- tables
- technical equipment and services
- venue styling
- assisting or running messages for:
 - caterers
 - display suppliers
 - event staging and technical production specialists
 - food and beverage personnel
 - florists
 - equipment hire companies
 - registration and ticket sales personnel
 - suppliers of technical equipment and services
 - venue coordinators or duty managers

To ***liaise*** may involve:

- developing a team approach to particular tasks
- discussing potential problems
- making suggestions
- reporting deficiencies and discrepancies
- seeking clarity on operational requirements
- taking instructions.

Operational problems may include:

- client dissatisfaction
- delays
- faulty or unavailable technical equipment
- inadequate supplies
- incorrect set up of equipment, displays and seating
- inappropriate space for on-site registration areas
- inappropriate management of risk to personnel, participants and the site environment
- lack of equipment to manage displays and signage
- shortage of or incorrect food and beverage
- staff shortages.

Relevant personnel may include:

- contractors
- event manager
- event staging and technical production specialists
- suppliers
- venue personnel, coordinators and duty managers.

Unit Sector(s)

Cross-Sector

Competency Field

Events