



Australian Government

Department of Education, Employment and Workplace Relations

THTFME02B Provide on site event management services

Release: 1

THTFME02B Provide on site event management services

Modification History

Not applicable.

Unit Descriptor

This unit deals with the skills and knowledge required to co ordinate the final preparation and set-up of a major event comprising multiple components and to manage all aspects of the on-site operation. On site management requires considerable communication, negotiation and problem solving skills and would normally be undertaken by senior meeting or events personnel.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Prepare for on-site management	1.1 Develop plans for on-site management in accordance with agreed procedures for the meeting or event. 1.2 Check final arrangements for all aspects of the meeting or event and attend to any discrepancies. 1.3 Create and collate materials to facilitate effective on-site management. 1.4 Provide an accurate briefing to operational staff and contractors prior to the meeting or event in an appropriate format including clarification of roles and responsibilities.
2 Oversee meeting/event set up	2.1 Establish contact with the nominated contractor personnel at the appropriate time and reconfirm and agree to all requirements. 2.2 Make and agree to any necessary adjustments with the contractor. 2.3 Check all aspects of the event or meeting set up against the pre- arranged agreements including; ; availability of all materials and equipment; room set ups; staging; technical equipment; display and signage; food and beverage arrangements; registration areas. 2.4 Check that all aspects of the venue space used and any equipment has been set up to allow for easy access, especially for those with disabilities, and to avoid risk of injury to guests, delegates and colleagues. 2.5 Identify any deficiencies and discrepancies and take prompt action to rectify the situation. 2.6 Brief any additional on-site staff on the full details of the meeting or event operation including communication and control mechanisms.

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| 3 | Monitor meeting/event operation | 3.1 Monitor sessions and activities throughout the meeting or event through observation and appropriate reporting processes. |
| | | 3.2 Identify any problems as they arise and take prompt action to resolve the situation. |
| | | 3.3 Identify any additional requirements and promptly organise them. |
| | | 3.4 Liaise with the customer throughout the meeting or event to ensure it is progressing to his/her satisfaction. |
| | | 3.5 Liaise with all contractors on an ongoing basis to ensure effective delivery of services. |
| 4 | Oversee meeting/event breakdown | 4.1 Oversee the break down of the meeting or event to ensure it is completed in accordance with agreements. |
| | | 4.2 Co ordinate the packing and removal of all materials and equipment in accordance with pre-arranged details. |
| | | 4.3 Check the venue to ensure items and belongings are not left behind. |
| | | 4.4 De brief with contractors if it is necessary to discuss any difficulties or suggestions for future improvements. |
| | | 4.5 Check and sign accounts in accordance with contractor agreements. |
| | | 4.6 Note any outstanding items requiring post-event action. |

Required Skills and Knowledge

Not applicable.

Evidence Guide

Essential Knowledge and Skills to be Assessed

The following knowledge and skills must be assessed as part of this unit:

- typical systems, procedures and logistics for on site management including:
- contractor communication mechanisms and protocols (e.g. main liaison person within a venue, hierarchy of control, walkie-talkie options)
- running sheets and how they are used
- the importance of and techniques for managing stress and time during the operation of an event
- characteristics of written contractor documentation including event order and other technical specifications
- problem solving
- negotiation skills in specific relation to time constraints of on-site activities
- safety/risk issues associated with the movement of numbers of people at meeting and event venues.

Linkages to Other Units

This unit has strong linkages to the following units and combined training and assessment may be appropriate:

THHGGA09B Manage projects

THTFME06A Manage event contractors

Critical Aspects of Assessment

Evidence of the following is critical:

- ability to manage the on-site operation of a meeting or event including all aspects of preparation, set up, operation and move out
- knowledge of the range of issues and problems that may arise during the conduct of meetings/events.

Context of Assessment and Resource Implications

Assessment must ensure:

- project or work activities that allow the candidate to manage the on-site aspects of a meeting or event within an appropriate venue on more than one occasion to ensure that skills in dealing with a range of circumstances is demonstrated
- involvement of a team of operational staff involved in delivering a meeting or event
- involvement of suppliers of equipment and services
- realistic ratios of operational staff to delegates and guests
- presence of commercially-realistic time pressures related to the operation of an event
- use of meeting and event operational documents and equipment.

Assessment Methods

Methods must be chosen to ensure that the skills required to manage on-site event operations can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- evaluation of the operational efficiency and service quality at an event site-managed by the candidate
- evaluation of reports prepared by the candidate on the event management process, including the issues and challenges associated with delivering effective outcomes
- review of documentation such as running-sheets and other site management plans prepared by the candidate

review of staff or supplier briefing documents and reconfirmation checklists prepared by the candidate

written and oral questioning or interview to test knowledge of management procedures and systems, meeting and event documentation requirements and negotiating techniques

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Key Competencies in this Unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies

Collecting, Organising and Analysing Information

For example:

Checking all aspects of the event or meeting set up against the pre- arranged agreements (3)

Communicating Ideas and Information

For example:

Providing a pre event briefing to operational staff and suppliers

Discussing problems with operational staff and providing advice on how to solve (3)

Planning and Organising Activities

For example:

Developing plans for on-site management. Preparing service reconfirmation checklists (3)

Working with Others and in Teams

For example:

Providing instructions to operational team members, briefing and de briefing suppliers and staff (3)

Using Mathematical Ideas and Techniques

For example:

Checking capacity of venue outlets against numbers of registrations

Checking and signing accounts in accordance with supplier agreements (1)

Solving Problems

For example:

Identifying room set up deficiencies and discrepancies in supply of equipment and taking prompt action to rectify the situations (3)

Using Technology

For example:

Creating and collating a computerised running sheet (1)

Essential Knowledge and Skills to be Assessed

The following knowledge and skills must be assessed as part of this unit:

typical systems, procedures and logistics for on site management including:

contractor communication mechanisms and protocols (e.g. main liaison person within a venue, hierarchy of control, walkie-talkie options)

running sheets and how they are used

the importance of and techniques for managing stress and time during the operation of an event

characteristics of written contractor documentation including event order and other technical specifications

problem solving

negotiation skills in specific relation to time constraints of on-site activities
safety/risk issues associated with the movement of numbers of people at meeting and event venues.

Linkages to Other Units

This unit has strong linkages to the following units and combined training and assessment may be appropriate:

THHGGA09B Manage projects

THTFME06A Manage event contractors

Critical Aspects of Assessment

Evidence of the following is critical:

ability to manage the on-site operation of a meeting or event including all aspects of preparation, set up, operation and move out

knowledge of the range of issues and problems that may arise during the conduct of meetings/events.

Context of Assessment and Resource Implications

Assessment must ensure:

project or work activities that allow the candidate to manage the on-site aspects of a meeting or event within an appropriate venue on more than one occasion to ensure that skills in dealing with a range of circumstances is demonstrated

involvement of a team of operational staff involved in delivering a meeting or event

involvement of suppliers of equipment and services

realistic ratios of operational staff to delegates and guests

presence of commercially-realistic time pressures related to the operation of an event

use of meeting and event operational documents and equipment.

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written and oral questioning or interview to test knowledge of management procedures and systems, meeting and event documentation requirements and negotiating techniques

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

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For example:

Providing a pre event briefing to operational staff and suppliers

Discussing problems with operational staff and providing advice on how to solve (3)

Planning and Organising Activities

For example:

Developing plans for on-site management. Preparing service reconfirmation checklists (3)

Working with Others and in Teams

For example:

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Using Mathematical Ideas and Techniques

For example:

Checking capacity of venue outlets against numbers of registrations

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Solving Problems

For example:

Identifying room set up deficiencies and discrepancies in supply of equipment and taking prompt action to rectify the situations (3)

Using Technology

For example:

Creating and collating a computerised running sheet (1)

Range Statement

This unit applies to all tourism and hospitality industry sectors and enterprises where on-site management for meetings and events is required. The following explanations identify how this unit may be applied in different workplaces, tourism sectors and circumstances.

A major event comprising multiple components must include:

- multiple contractors
- substantial catering (i.e. not simply an afternoon tea)
- multiple speakers, performers or exhibitors
- requirement for display, decoration or theming.

Procedures may be related to:

- registrations
- organising committee
- record-keeping and reporting
- special needs
- risk management
- crowd control
- event timings
- contractor communication.

Materials and plans to facilitate effective on-site management may include:

- running sheets
- copies of agreements with clients
- copies of agreements with all contractors
- contact numbers for all contractors
- briefing papers.

Contractors may include:

- venues
- speakers
- staging and audio visual suppliers
- display suppliers
- caterers
- entertainers
- equipment hire companies.

Deficiencies and problems may include:

- incorrect room set ups
- incorrect staging
- faulty or non availability of technical equipment
- lack of equipment to manage displays and signage
- shortage of food and beverage
- inappropriate space at registration areas.

Communication and control mechanisms may include:

- guidelines on reporting lines during the event
- regularity of updates to event managers
- specific performance indicators
- contingency plans.

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Materials and plans to facilitate effective on-site management may include:

running sheets
copies of agreements with clients
copies of agreements with all contractors
contact numbers for all contractors
briefing papers.

Contractors may include:

venues
speakers
staging and audio visual suppliers
display suppliers
caterers
entertainers
equipment hire companies.

Deficiencies and problems may include:

incorrect room set ups
incorrect staging
faulty or non availability of technical equipment
lack of equipment to manage displays and signage
shortage of food and beverage
inappropriate space at registration areas.

Communication and control mechanisms may include:

guidelines on reporting lines during the event
regularity of updates to event managers
specific performance indicators
contingency plans.

Unit Sector(s)

Not applicable.