



Australian Government

Assessment Requirements for SITEEVT021 Administer event registrations

Release: 1

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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.

Links

Companion Volume implementation guides are found in VETNet -

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