



Australian Government

SITEEVT021 Administer event registrations

Release: 1

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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:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> create accurate and succinct notes for special requests and event operational details.
Oral communication skills to:	<ul style="list-style-type: none"> elicit information from clients about registration requirements liaise with event coordinators and managers on attendance issues.
Numeracy skills to:	<ul style="list-style-type: none"> administer the accounting processes for event registrations interpret payment details for registrations and calculate under and over payments.
Teamwork skills to:	<ul style="list-style-type: none"> work with venue or site personnel for smooth service delivery to attendees.
Planning and organising skills to:	<ul style="list-style-type: none"> coordinate set-up of registration area for operational efficiency.
Self-management skills to:	<ul style="list-style-type: none"> coordinate own workflow for processing and monitoring registrations within deadlines.
Technology skills to:	<ul style="list-style-type: none"> 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>

