



**TECHNICAL  
&  
VOCATIONAL  
EDUCATION  
& TRAINING**



# National Competency Standard for Event Management

**Standard Code: SOC16S17V1**

*[Endorsed by the MALDIVES QUALIFICATIONS AUTHORITY (MQA)]*



## PREFACE

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self-employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs. The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for five key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction and the Social sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards. NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF).

SOC16SQ1L317 is the first version of the NCS for Event Management, and has been developed and endorsed in the year 2017. This standard includes two Qualification at Level 3 and Level 4 of Maldivian National Qualifications Framework.

## KEY FOR CODING

### Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector ( <b>CON</b> ) Fisheries and Agriculture Sector ( <b>FNA</b> ) Transport sector ( <b>TRN</b> ) Tourism Sector ( <b>TOU</b> ) Social Sector ( <b>SOC</b> ) Foundation ( <b>FOU</b> )
Competency Standard	<b>S</b>
Occupation with in a industry Sector	<b>Two digits 01-99</b>
Unit	<b>U</b>
Common Competency	<b>1</b>
Core Competency	<b>2</b>
Optional/ Elective Competency	<b>3</b>
Assessment Resources Materials	<b>A</b>
Learning Resources Materials	<b>L</b>
Curricula	<b>C</b>
Qualification	<b>Q1, Q2 etc</b>
MNQF level of Qualification	<b>L1, L2 etc</b>
Version Number	<b>V1, V2 etc</b>
Year of endorsement of standard, qualification	<b>By two digits Example- 07</b>

<b>1. Endorsement Application for Qualification 01</b>		
<b>2. NATIONAL CERTIFICATE III in Event Management</b>		
<b>3. Qualification code:</b> SOC16SQ1L317	<b>Total Number of Credits: 45</b>	
<b>4. Purpose of the qualification</b>  The holders of the level three qualifications will provide wide range of event-related skills and supporting sound knowledge of event management process to coordinate event operations. Events are diverse in nature and level III qualification presented here will facilitate preparing students to work for event or exhibition organizations operating in a range of industries, including the tourism and travel, hospitality, sport, cultural, and community sectors.		
<b>5. Regulations for the qualification</b>	National Certificate III in Event Management will be awarded to those who are competent in unit 1 to 13	
<b>6. Schedule of Units</b>		
<b>Unit Title</b>	<b>Unit Title</b>	<b>Code</b>
1	Observe personal and work place hygiene practices	SOC02S1U01V1
2	Practice health, safety and security Practices	SOC02S1U02V1
3	Provide effective customer care	SOC02S1U03V1
4	Practice effective workplace communications	SOC02S1U04V1
5	Provide First Aid	SOC05S1U05V1
6	Manage meetings	SOC16S1U01V1
7	Lead and manage people	SOC16S1U02V1
8	Source and use information on the events industry	SOC16S1U03V1
9	Coordinate on-site Event Registrations	SOC16S1U04V1
10	Obtain and manage sponsorship	SOC16S1U05V1
11	Enhance customer service experience	SOC16S1U06V1

*Competency Standard for Event Management*

12	Manage conflict	SOC16S1U07V1
13	Implement and monitor work health and safety practices	SOC16S1U08V1
<b>8. Recommended sequencing of units</b>	As appearing under the section 06	

<b>1. Endorsement Application for Qualification 02</b>		
<b>2. NATIONAL CERTIFICATE IV in Event Management</b>		
<b>3. Qualification code:</b> SOC16SQ1L417	<b>Total Number of Credits: 165</b>	
<b>4. Purpose of the qualification</b>  The holders of the level 4 qualifications will provide wide range of event-related skills and supporting sound knowledge of event management process to coordinate event operations. Events are diverse in nature and level III qualification presented here will facilitate preparing students to work for event or exhibition organizations operating in a range of industries, including the tourism and travel, hospitality, sport, cultural, and community sectors.		
<b>5. Regulations for the qualification</b>	National Certificate IV in Event Management will be awarded to those who are competent in unit 1 to 23	
<b>6. Schedule of Units</b>		
<b>Unit Title</b>	<b>Unit Title</b>	<b>Code</b>
1	Observe personal and work place hygiene practices	SOC02S1U01V1
2	Practice health, safety and security Practices	SOC02S1U02V1
3	Provide effective customer care	SOC02S1U03V1
4	Practice effective workplace communications	SOC02S1U04V1
5	Provide First Aid	SOC05S1U05V1
6	Manage meetings	SOC16S1U01V1
7	Lead and manage people	SOC16S1U02V1
8	Source and use information on the events industry	SOC16S1U03V1
9	Coordinate on-site Event Registrations	SOC16S1U04V1
10	Obtain and manage sponsorship	SOC16S1U05V1
11	Enhance customer service experience	SOC16S1U06V1
12	Manage conflict	SOC16S1U07V1

*Competency Standard for Event Management*

13	Implement and monitor work health and safety practices	SOC16S1U08V1
14	Undertake small business planning	SOC16S1U09V1
15	Manage operational plan	SOC16S1U10V1
16	Manage event staging components	SOC16S1U11V1
17	Prepare and present proposals	SOC16S1U12V1
18	Incorporate creative and technical needs into management process	SOC16S2U13V1
19	Prepare quotations	SOC16S2U14V1
20	Manage finances within a budget	SOC16S2U15V1
21	Investigate and design e-business solutions	SOC16S2U16V1
22	Monitor work operations	SOC16S2U17V1
23	Prepare Financial Reports	SOC16S2U18V1
<b>7. Accreditation requirements</b>		The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.
<b>8. Recommended sequencing of units</b>		As appearing under the section 06

**UNITS DETAILS**

<b>Unit No.</b>	<b>Unit Title</b>	<b>Code</b>	<b>Level</b>	<b>No of Credits</b>
1	Observe personal and work place hygiene practices	SOC02S1U01V1	3	3
2	Practice health, safety and security Practices	SOC02S1U02V1	3	3
3	Provide effective customer care	SOC02S1U03V1	3	3
4	Practice effective workplace communications	SOC02S1U04V1	3	3
5	Provide First Aid	SOC05S1U02V1	3	3
6	Manage meetings	SOC16S1U01V1	3	3
7	Lead and manage people	SOC16S1U02V1	3	6
8	Source and use information on the events industry	SOC16S1U03V1	3	3
9	Coordinate on-site Event Registrations	SOC16S1U04V1	3	3
10	Obtain and manage sponsorship	SOC16S1U05V1	3	6
11	Enhance customer service experience	SOC16S1U06V1	3	3
12	Manage conflict	SOC16S1U07V1	3	3
13	Implement and monitor work health and safety practices	SOC16S1U08V1	3	3
14	Undertake small business planning	SOC16S1U09V1	4	9
15	Manage operational plan	SOC16S1U10V1	4	15
16	Manage event staging components	SOC16S1U11V1	4	9
17	Prepare and present proposals	SOC16S1U12V1	4	9
18	Incorporate creative and technical needs into management process	SOC16S2U13V1	4	9
19	Prepare quotations	SOC16S2U14V1	4	15
20	Manage finances within a budget	SOC16S2U15V1	4	9
21	Investigate and design e-business solutions	SOC16S2U16V1	4	21
22	Monitor work operations	SOC16S2U17V1	4	9
23	Prepare Financial Reports	SOC16S2U18V1	4	15



### **Packaging of National Qualifications:**

National Certificate III in Event Management will be awarded to those who are competent in units  
1+2+3+4+5+6+7+8+9+10+11+12+13

Qualification Code: SOC16SQ1L317

National Certificate IV in Event Management will be awarded to those who are competent in units  
1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22+23

Qualification Code: SOC16SQ1L417

## Description of an Event Manager

Growing business industries such as tourism, travel and hospitality and community sectors of both government and private sectors are seeking event managers who are professionally-qualified in planning, organising, conducting and coordinating genuinely outstanding events.

Likely functions within the business industry for those who achieve this level of competency include:

- Excellent organization skills
- Organize and manage promotional, business and social events
- Good communication and people skills
- Good negotiation, sales and marketing skills
- Budget awareness

## Competency Standard Development Process

The competencies were determined based on the analysis of the tasks expected to be performed by the Horticulture professional in the Maldives. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of Horticulture training in Maldives. Competency standards used for similar type of training in other countries were also examined

### Unit 01

<b>UNIT TITLE</b>	Observe personal and work place hygiene practices				
<b>DESCRIPTOR</b>	This unit covers the knowledge, skills and attitudes required to observe workplace hygiene procedures and maintaining of personal presentation and grooming standard. This unit deals with necessary skills and knowledge required for maintaining the hygiene of workers and the hygienic practices that should be applied while on the job.				
<b>CODE</b>	SOC02S1U01V1	Level	3	Credit	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Observe grooming, hygiene and personal presentation standards	1.1. Grooming, hygiene and personal presentation practices maintained at high standards in line with industry norms and procedures 1.2. Adequate level of personal cleanliness observed throughout the work 1.3. Effects of poor personal hygiene understood and avoided in all practices
2. Follow hygiene procedures	2.1. Hygiene procedures followed in line with procedures and legal requirements 2.2. Hygiene standards maintained in line with procedures
3. Identify and avoid hygiene risks	3.1. Hygiene risks understood and avoided in line with general standards and guidelines

#### Range statement

Procedures included

- Grooming and personal presentation
- Personal and work place hygiene

**Tools, equipment and materials required may include:**

Nil

## **Assessment guide**

### ***Form of assessment***

- Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- Any written or oral examinations may include questions related to hygiene, illness and personal grooming standard.

### ***Assessment context***

Assessment may be done in workplace or a simulated work environment.

### ***Critical aspects***

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Maintaining adequate level of all aspects of personal hygiene and cleanliness
- Following cleaning procedures for effective cleaning of work areas
- Immediately reporting any symptoms of illness
- Undertaking routine medical check-ups.
- This unit may be assessed in conjunction with all and units which form part of the normal job role

### ***Assessment conditions***

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.

## **Underpinning knowledge and skills**

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• General knowledge of common terminologies used in hygiene including personal hygiene</li><li>• Knowledge on general symptoms of different types of diseases</li><li>• Detailed knowledge and importance of illness and injury reporting procedures</li></ul>	<ul style="list-style-type: none"><li>• Ability to follow procedures and instructions</li><li>• Competent to work according to relevant hygiene regulations and procedures</li><li>• Competent to work to meet requirements for personnel hygiene and hygienic practices</li><li>• Communication skills</li><li>• Interpersonal skills</li></ul>

## Unit 2

<b>UNIT TITLE</b>	Practice health, safety and security Practices				
<b>DESCRIPTOR</b>	This unit describes the importance of health and safety in the working environment. It identifies the key safety hazards within the work area and recognizes the correct manner in which to safely carry out the tasks of the job, for the benefit of the trainee, colleagues and customers.				
<b>CODE</b>	SOC02S1U02V1	<b>Level</b>	3	<b>Credit</b>	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Follow workplace health, safety and security procedures	1.1. Health, safety and security procedures followed in line with operational policies and procedures and laws and regulations 1.2. Illnesses reported through proper channels of communication, using relevant forms and formats, in line with enterprise procedures 1.3. Safety and security breaches reported through proper channels of communication, in line with enterprise procedures
2. Deal with emergency situations	2.1 Emergency situations recognized and appropriate procedures followed in line with enterprise procedures 2.2 Assistance sought and cooperation given in emergency situations in line with enterprise procedures 2.3 Emergency incidences reported in line with enterprise procedures
3. Identify and prevent hygiene risks	3.1 Hygiene risks identified, prevented and avoided in line with enterprise procedures 3.2 Hygiene risks reported to appropriate persons and corrective action taken in line with enterprise procedures
4. Clean the work area	4.1 Cleaning tasks accomplished to enterprise standards 4.2 Proper method for cleaning selected and employed for appropriate task 4.3 Undertakes sterilization

*Competency Standard for Event Management*

	4.4 Understands infection control procedures
5. Secure work premises	5.1 Work premises closed and locked at the end of work, in line with enterprise procedures
6. Follow first aid procedures	6.1 Emergency and first aid procedures understood and followed.
7. Inventory and storage	7.1 Inventory maintained 7.2 Equipment stored according to the set procedures

**Range Statement**

Procedures included:

- Guidelines for safe handling of equipment's
- Emergency procedures
- Fire safety procedures
- Security and safety guidelines
- Accident and incidence reporting procedures
- Basic first aid procedures
- Maintaining storage and inventory

**Tools, equipment and materials required may include:**

- Relevant procedure manuals

**Assessment guide**

***Forms of assessment***

Assessment for the unit needs to be holistic and must be observed through real or simulated workplace activities.

***Assessment context***

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of safe working practices.

***Critical aspects (for assessment)***

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Communicating effectively with others involved in or affected by the work.
- Identifying and assessing hazardous situations and rectifying, or reporting to the relevant persons.
- Safely handling and storage of dangerous and/or hazardous goods and substances.
- Applying safe manual handling practices.
- Safely and effectively operating equipment and utilising materials over the full range of functions and processes for work undertaken on worksite.
- This unit may be assessed in conjunction with all and units which form part of the normal job role.

***Assessment conditions***

Assessment must reflect and events processes that occur over a period of time

**Resources required for assessment**

The following should be made available:

- A workplace or simulated workplace
- Situations requiring safe working practices
- Instructions on safe working practice

**Underpinning knowledge and skills**

<b>Underpinning knowledge</b>	<b>Underpinning skills</b>
<ul style="list-style-type: none"><li>• General knowledge on safe practices</li><li>• Communication procedures</li><li>• Relevant workplace procedures and guidelines</li><li>• Infection control</li></ul>	<ul style="list-style-type: none"><li>• Undertake safe manual handling jobs</li><li>• Competent to follow safety regulations</li><li>• Competent to work safely with workplace equipment's, materials and colleagues</li><li>• Maintaining storage and inventory</li></ul>

### Unit 03

<b>UNIT TITLE</b>	Provide effective customer care				
<b>DESCRIPTOR</b>	This unit addresses the importance of caring for customers in the fitness industry. It shows how customer care relates to quality service and the best methods of anticipating and meeting customer's need.				
<b>CODE</b>	SOC02S1U03V1	<b>Level</b>	3	<b>Credit</b>	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Greet customers and colleagues	1.1. Customers and colleagues greeted according to standard procedures, job position and social norms  1.2. Sensitivity to cultural and social differences demonstrated
2. Identify and attend to customer needs	2.1. Customer needs identified, assessed and prioritized effectively · Customers informed correctly.  2.2. Personal limitations identified and assistance from proper sources sought when required
3. Deliver service to customers	3.1. Quality services provided to customers in line with enterprise procedures  3.2. Personal limitations identified and assistance from proper sources sought when required
4. Handle inquiries	4.1. Customer queries handled promptly and properly  4.2. Personal limitations identified and assistance from proper sources sought when required
5. Handle complaints	5.1. Responsibility for handling complaints taken within limit of responsibility  5.2. Personal limitations identified and assistance from proper sources sought when required  5.3. Operational procedures to handling irate or difficult customers followed correctly  5.4. Details of complaints and comments from customers properly recorded

**Range statement**

Procedures included:

- Greeting procedure
- Complaint and comment handling procedure
- Incidence reporting procedures
- General knowledge of property
- Standard operating procedures for service deliveries

**Tools, equipment and materials required may include:**

- Relevant procedure manuals

**Form of assessment**

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

**Assessment context**

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of practices.

**Critical aspects (for assessment)**

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations. This unit may be assessed in conjunction with all units which form part of the normal job role.

**Assessment conditions**

Assessment must reflect both events and processes over a period of time.

**Special notes for assessment**

Evidence of performance may be provided by customers, team leaders/members or other persons, subject to agreed authentication arrangements

**Resources required for assessment**

The following should be made available:

- A workplace or simulated workplace
- Simulated work place scenarios

**Underpinning knowledge and skills**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• General knowledge of the implications on efficiency, morale and customer relations</li><li>• General knowledge of ways of caring for customers</li></ul>	<ul style="list-style-type: none"><li>• Undertake effective customer related communications</li><li>• Competent in providing customer care</li></ul>



## Unit 04

<b>UNIT TITLE</b>	Practice effective workplace communication				
<b>DESCRIPTOR</b>	This unit addresses the need for effective communication in the gym and fitness environment. It describes the ethics of communication and shows the importance of selecting the best method of communication during various situations. It also identifies the barriers to communication and explains how to overcome them.				
<b>CODE</b>	SOC02S1U04V1	<b>Level</b>	3	<b>Credit</b>	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Communicate with customers and colleagues	1.1. Proper channels and methods of communication used 1.2. Workplace interactions with customers and colleagues appropriately made 1.3. Appropriate non-verbal communication used 1.4. Appropriate lines of communication followed
2. Participate in workplace meetings and discussions	2.1. Meetings and discussions attended on time 2.2. Procedures to expressing opinions and following instructions clearly followed 2.3. Questions asked and responded to effectively 2.4. Meeting and discussion outcomes interpreted and implemented correctly
3. Handle relevant work-related documentation	3.1. Conditions of employment understood correctly 3.2. Relevant information accessed from appropriate sources 3.3. Relevant data on workplace forms and other documents filled correctly 3.4. Instructions and guidelines understood and followed properly 3.5. Reporting requirements completed properly
4. Handle telephone	4.1. Procedures for taking messages and making outgoing calls followed correctly 4.2. Incoming calls answered correctly 4.3. Outgoing calls made efficiently 4.4. Communication in both English and Dhivehi demonstrated correctly

### Range statement

Procedures included:

- Organizational hierarchy and reporting order

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- Communications procedures
- Telephone handling procedures

Aspects evaluated:

- Non-verbal communication
- Interpersonal skills
- General attitude to customers, colleagues and work
- Conformity to policies and procedures

**Tools, equipment and material used in this unit may include**

- Telephone
- Note pads
- Pens
- Forms and formats related to inter-personal communication

**Assessment guide**

#### ***Forms of assessment***

Assessment for the unit needs to be continuous and holistic and must include real or simulated workplace activities.

#### ***Assessment context***

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of opportunities for communication.

#### ***Critical aspects (for assessment)***

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of communicating effectively with others involved in or affected by the work. This unit may be assessed in conjunction with all and units which form part of the normal job role.

#### ***Assessment conditions***

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

#### ***Special notes for assessment***

Evidence of performance may be provided by customers, team leaders/members or other persons, subject to agreed authentication arrangements

#### ***Resources required for assessment***

The following should be made available:

- A workplace or simulated workplace
- Materials and equipment

**Underpinning knowledge and skills**

*Competency Standard for Event Management*

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• General knowledge of English and Divehi grammar</li><li>• General knowledge of common telephone equipment</li><li>• General knowledge on effective communication</li></ul>	<ul style="list-style-type: none"><li>• Undertake effective customer relation communications</li><li>• Competent in communicating basic with customers</li><li>• Fluency in English and Dhivehi language usage</li></ul>

**Unit 05**

<b>UNIT TITLE</b>	<b>Provide First Aid</b>				
<b>DESCRIPTOR</b>	This unit deals with the skills and knowledge required for the provision of essential first aid in recognizing and responding to emergency using basic life support measures. The person providing first aid is not expected to deal with complex casualties or incidents, but to provide an initial response where first aid is required. It is assumed the person providing first aid is working under supervision and/or according to established workplace first aid policies and procedures.				
<b>CODE</b>	SOC05S1U02V1	Level	3	Credit	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Assess the situation	<p>1.1 Physical hazards and risks to personal and others' health and safety identified</p> <p>1.2 Immediate risks to self and casualty's health and safety minimized by controlling hazards in accordance with occupational health and safety requirements.</p> <p>1.3 The situation assessed and decides on actions required, promptly.</p> <p>1.4 Assistance sought from appropriate others, as required and at the appropriate time.</p>
2. Apply basic first aid techniques	<p>2.1 Casualty's physical condition assessed by visible vital signs.</p> <p>2.2 First aid provided to stabilise the patient's physical and mental condition in accordance with enterprise policy on provision of first aid and recognised first aid procedures.</p> <p>2.3 Available first aid equipment used as appropriate.</p>
3. Monitor the situation	<p>3.1 Back-up services appropriate to the situation identified and notified promptly</p> <p>3.2 Information about the patient's condition conveyed accurately and clearly to an emergency services personnel or health professionals.</p>
4. Prepare required documentation	<p>4.1 Documented emergency situations according to enterprise procedures.</p> <p>4.2 Reports which are clear, accurate provided within required time frames.</p>

**Range statement**

Established first aid principles include:

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- Checking and maintaining the casualty's airway, breathing and circulation
- Checking the site for danger to self, casualty and others and minimising the danger.

Physical and personal hazards may include:

- workplace hazards such as fire, floods, violent persons
- environmental hazards such as electrical faults, fires, slippery surfaces, floods, fumes,
- proximity of other people
- hazards associated with the casualty management processes.

Risks may include:

- worksite equipment
- bodily fluids
- risk of further injury to the casualty
- risks associated with the proximity of other workers and bystanders.

First aid management will need to account for:

- location and nature of the work environment
- environmental conditions and situations
- the level of knowledge, skills, training and experience of the person administering first aid
- familiarity with particular injuries
- legal issues that affect the provision of first aid in different industry sectors
- the characteristics of the site where the injury occurs
- the nature of the injury and its cause
- infection control procedures
- availability of first aid equipment, medications and kits or other suitable alternative aids
- proximity and availability of trained paramedical and medical/health professional assistance
- the patient's cardio-vascular condition as indicated by vital signs such as body temperature, pulse rate and breathing rates
- Unresolved dangers such as fire, chemical contamination or fume toxicity of the area where the injury occurs.

Vital signs include:

- breathing
- circulation
- consciousness.

Injuries may include:

1. abdominal trauma
2. bleeding
3. choking
4. cold injuries
5. cardio-vascular failure
6. dislocations and fractures

7. medical conditions including epilepsy, diabetes, asthma
8. eye injuries
9. head injuries
10. minor skin injuries
11. neck and spinal injuries
12. needle stick injuries
13. puncture wounds and cuts
14. crush injuries
15. shock
16. smoke inhalation
17. sprains and strains
18. substance abuse
19. unconsciousness
20. bone and joint injuries
21. eye injuries
22. burns and scalds, thermal, chemical, friction and electrical

Injuries may involve:

- unconsciousness
- confusion
- tremors
- rigidity
- numbness
- inability to move body parts
- pain
- delirium
- external bleeding
- internal bleeding
- heat exhaustion
- hypothermia
- pre-existing illness.

Appropriate others from whom assistance may be sought may include:

- emergency services personnel
- health professionals
- colleagues
- customers
- passers-by.

Assistance may include, as appropriate to emergency situations:

- maintaining site safety and minimizing the risk of further injury or injury to others
- making the casualty comfortable and ensuring maximum safety
- assessment of injury situations
- providing first aid including managing bleeding through the application of tourniquets, pressure and dressings
- giving CPR and mouth-to-mouth resuscitation

- giving reassurance and comfort
- raising the alarm with emergency services or health professionals
- removing debris

**Tools, equipment and material used in this unit may include:**

- first aid kit
- pressure and other bandages
- thermometers
- eyewash
- pocket face masks
- rubber gloves
- dressings
- flags and flares
- fire extinguishers
- communication equipment such as mobile phones

**ASSESSMENT GUIDE**

**Forms of assessment**

Assessment methods must be chosen to ensure that obtained knowledge 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:

- practical demonstration of the use of commonly-used equipment and first aid supplies
- explanation about management of a variety of common simulated injury situations
- questions to test knowledge of injury situations, types of injury and management of injury situations
- review of portfolios of evidence and third-party reports of performance of first aid by the candidate

**Assessment context**

Assessment must ensure:

- use of real first aid equipment
- ability to assess situations requiring first aid and to decide on a plan of action including seeking help
- ability to apply established first aid principles including:
  1. checking and maintaining the casualty's airway, breathing and circulation

checking the site for danger to self, casualty and others and minimising the danger

## UNIT- 06

<b>UNIT TITLE</b>	<b>Manage meetings</b>				
<b>DESCRIPTOR</b>	This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organizing the minutes and reporting meeting outcomes.				
<b>CODE</b>	SOC16S1U01V1	<b>LEVEL</b>	3	<b>CREDIT</b>	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Prepare for meetings	1.1. Develop agenda in line with stated meeting purpose. 1.2. Ensure style and structure of meeting are appropriate to its purpose. 1.3. Identify meeting participants and notify them in accordance with organizational procedures. 1.4. Confirm meeting arrangements in accordance with requirements of meeting. 1.5. Dispatch meeting papers to participants within designated timelines.
2. Conduct meetings	2.1. Chair meetings in accordance with organizational requirements, agreed conventions for type of meeting and legal and ethical requirements. 2.2. Conduct meetings to ensure they are focused, time efficient and achieve the required outcomes. 2.3. Ensure meeting facilitation enables participation, discussion, problem-solving and resolution of issues.



*Competency Standard for Event Management*

	<p>2.4. Brief minute-taker on method for recording meeting notes in accordance with organizational requirements and conventions for type of meeting.</p>
<p>3. Follow up meetings</p>	<p>3.1. Check transcribed meeting notes to ensure they reflect a true and accurate record of the meeting and are formatted in accordance with organizational procedures and meeting conventions</p> <p>3.2. Distribute and store minutes and other follow-up documentation within designated timelines, and according to organizational requirements</p> <p>3.3. Report outcomes of meetings as required, within designated timelines</p>

**Range statement**

Procedures included

- Purpose of the meeting informed/ agenda,
- Distribution of Meeting papers to participants within designated timelines
- Chairing the meeting within the ethical standards and company requirements
- Participate in the meetings
- Conduct meeting and facilitate the meeting
- Well focused, time efficient and outcome achievable
- Meeting minute keeping: documenting the meeting minutes/recording the meeting
- Checking meeting minutes to ensure required outcome is achieved

**Tools, equipment and materials required may include:**

- Meeting agenda, meeting minute recording sheets, meeting log book or sheet

**Assessment guide**

*Form of assessment*

- Assessment for the unit needs to be holistic and must be observed through real or simulated workplace activities.

*Assessment context*

Assessment of this unit must be completed on the job or in a simulated work environment which reflects planning and conducting a successful meeting

*Critical aspects*

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Identifying the objective of the meeting
- Identifying the required outcome of the meeting and planning the meeting on how to achieve it
- Keep the meeting focused and time efficient.
- Conduct the meeting within the ethical standards
- Facilitate discussion and participation
- Keeping the record of meeting minutes

*Assessment conditions*

- Assessment must reflect and events processes that occur in a simulated work environment which reflects planning and conducting a successful meeting

## UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<ul style="list-style-type: none"><li>• General knowledge of appropriate and culturally acceptable techniques to communicate with people.</li><li>• Formats of meeting minutes and agendas</li><li>• Common knowledge of ethical standards, laws and privacy rules of the organization regarding meetings, charring and minutes</li><li>• Sound knowledge of the responsibilities of chairperson, meeting terminology and meeting arrangements</li></ul>	<ul style="list-style-type: none"><li>• Effective communication skills to participate, exchange and to interact with others.</li><li>• Listening skill to incorporate and encourage feedback.</li><li>• Ability to manage and work with a group to construct an action plan</li><li>• Ability to identify and elaborate key agenda items</li><li>• Problem solving skills to choose appropriate solutions from available options.</li></ul>

**UNIT- 07**

<b>UNIT TITLE</b>	<b>Lead and Manage People</b>				
<b>DESCRIPTOR</b>	This unit describes the performance outcomes, skills and knowledge required to lead and manage people including in teams and support and encourage their commitment to the organization. It requires the ability to lead by example and manage performance through effective leadership. The unit applies to individuals who operate independently and are responsible for leading and motivating people and teams. This includes supervisors, operational and senior managers. The unit applies to all tourism, travel, hospitality and event sectors.				
<b>CODE</b>	SOC16S1U02V1	<b>LEVEL</b>	3	<b>CREDIT</b>	6

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Model high standards of performance and behavior	1.1. Act as a positive role model through individual performance. 1.2. Show support for and commitment to organizational goals in day-to-day work performance. 1.3. Interact with team members in a positive and professional manner.
2. Develop team commitment and cooperation	2.1. Develop and clearly communicate short, medium and long-term plans and objectives consistent with organizational goals in consultation with the team. 2.2. Communicate expectations, roles and responsibilities of team members to encourage them to take responsibility for own work. 2.3. Encourage teams and individuals to develop innovative approaches to work. 2.4. Identify and reward individual and team efforts and contributions.

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	<p>2.5. Model and encourage open and supportive communication within the team.</p> <p>2.6. Seek and share information from the wider business environment with the team.</p> <p>2.7. Represent team interests in the wider environment.</p> <p>2.8. Seek feedback from team members and implement changes within the bounds of organizational goals and policies.</p>
3. Manage team performance	<p>3.1. Delegate tasks and responsibilities, identify barriers to delegation, and implement processes to overcome them.</p> <p>3.2. Evaluate team member skills and provide opportunities for individual development.</p> <p>3.3. Monitor team performance to ensure progress towards achievement of goals.</p> <p>3.4. Provide mentoring and coaching to support team members.</p> <p>3.5. Motivate individuals and teams to achieve optimum performance.</p> <p>3.6. Provide recognition and rewards for team achievements</p>

**Range statement**

- monitor individual or team performance demonstrating at least four of the following leadership and management roles:
  - decision making
  - delegation of tasks
  - information provision
  - provision of feedback
  - motivation through recognition and rewards
  - planning and organizing
- Seek and respond to feedback from team members during the above service periods, in line with organizational goals and policies in the following areas:
- Allocation or performance of work
- effectiveness of communication within team, between other teams or within organization
- Efficiency or deficiency in workplace practices.

**Assessment guide**

**Form of assessment**

- The assessor may use the following assessment methods to objectively assess the candidate:
- Observation
- Questioning
- Practical demonstration

**Assessment context**

- Assessing skills required in an operational tourism, travel, hospitality or events business operation or activity for which a team is managed.
- Assessment must ensure access to:
  - a team whose overall performance is the responsibility of the individual; this can be: those 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 organization.

**UNDERPINNING KNOWLEDGE AND SKILLS**

Underpinning Knowledge	Underpinning Skills
<p>A basic working knowledge of:</p> <ul style="list-style-type: none"> <li>• roles of and functions performed by supervisors and managers</li> <li>• expectations, roles and responsibilities of team members</li> <li>• considerations in the individual development of staff</li> <li>• features of different leadership styles</li> <li>• features of open and supportive communication</li> <li>• characteristics of effective leadership</li> <li>• principles of teamwork and</li> </ul>	<p>An ability to:</p> <ul style="list-style-type: none"> <li>• prepare and document clear and articulate team plans</li> <li>• overcome communication barriers in providing effective support and motivation to a team</li> <li>• ensure activities and initiatives important to team development are integrated into own work planning</li> <li>• prepare and document clear and articulate team plans</li> </ul>

*Competency Standard for Event Management*

	<ul style="list-style-type: none"><li>• overcome communication barriers in providing effective support and motivation to a team</li><li>• ensure activities and initiatives important to team development are integrated into own work planning</li></ul>
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**UNIT- 08**

<b>UNIT TITLE</b>	<b>Source and Use Information on the Events Industry</b>				
<b>DESCRIPTOR</b>	This unit is concerned with the performance outcomes, skills and knowledge required to access and interpret current and emerging information on the events industry to enhance the quality of event coordination. This includes industry structure, technology, laws and ethical issues specifically relevant to event coordination. It applies to individuals working at different levels in event management companies, in event venues, or in organizations that organize their own events.				
<b>CODE</b>	SOC16S1U03V1	<b>LEVEL</b>	3	<b>CREDIT</b>	5

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Source and interpret relevant industry information	1.1. Identify sources of information on the structure, products and services of the events industry. 1.2. Access specific information of relevance to the events industry to assist operational duties. 1.3. Use knowledge of the events industry, and its products and services to enhance quality of work performance
2. Source and use compliance information	2.1. Obtain information on laws and regulations specifically relevant to events, and work compliantly. 2.2. Source information on industry quality assurance schemes and use to benefit own organization. 2.3. Conduct day-to-day event activities according to ethical industry practices.
3. Source and use information on events technology	3.1. Source information on current and emerging technologies that impact on operational duties.



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	3.2. Use information on technology to suggest new and improved workplace practices.
	3.3. Use current and emerging technology in day-to-day work activities
4. Update personal and organizational knowledge of the events industry	4.1. Identify and use a range of opportunities to update knowledge of the events industry. 4.2. Monitor current issues and trends for the industry. 4.3. Share updated information with colleagues

**Range statement**

- Source and document current and emerging industry information on the events industry using at least three information sources listed in the knowledge evidence

Identify ways to integrate current events industry information into daily work activities to enhance the quality of work performance

**Assessment guide**

*Form of assessment*

- The assessor may use the following assessment methods to objectively assess the candidate:
- Observation
- Questioning
- Practical demonstration

**Assessment context**

- Assessment of this unit must be completed on the job or in a simulated industry work environment which helps candidates to demonstrate skills in an operational events business or activity.
- Assessment must ensure access to:
  - communication technology and information programs used to source industry information
  - information on current events industry practice, products and services from

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<p>A basic working knowledge of:</p> <ul style="list-style-type: none"><li>• sources of information on the events industry</li><li>• event types and staging elements</li><li>• event types and staging elements</li><li>• event products and services</li><li>• structure of the events industry: key characteristics/main functions, features and services of businesses within the local and regional industry and business relationship</li></ul>	<p>An ability to:</p> <ul style="list-style-type: none"><li>• use open and closed questioning to interact effectively and obtain information from experienced industry personnel</li><li>• continuously update, review and maintain own knowledge of the events industry</li><li>• use a computer and keyboard</li><li>• use online information system to search for information</li></ul>

**UNIT- 09**

<b>UNIT TITLE</b>	<b>Coordinate on-site Event Registrations</b>				
<b>DESCRIPTOR</b>	This unit describes the performance outcomes, skills and knowledge required to prepare for and process on-site attendee registrations at events. It requires the ability to collect and collate all registration materials in advance of the event, set up the registration area, and check attendee registration details before admission. This unit is relevant to events that are diverse in nature and are coordinated in many industry contexts, including the tourism, hospitality, sport, cultural and community sectors				
<b>CODE</b>	SOC16S1U04V1	<b>LEVEL</b>	3	<b>CREDIT</b>	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Prepare on-site registration materials	1.1. Source and prepare appropriate resources to address on-site contingencies. 1.2. Minimize use of printed materials and maximize use of electronic documents to reduce waste. 1.3. Check and reconfirm arrangements for venue or site access and registration set-up.
2. Set up registration area	2.1. Establish contact with venue or site personnel to facilitate effective communication during event. 2.2. Complete site inspection to establish familiarity with event venue or site. 2.3. Locate and check registration set-up against prearranged agreements. 2.4. Identify registration area safety and access issues and resolve with venue or site personnel 2.5. Check efficiency and working order of registration equipment and resolve or report deficiencies

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3. Process on-site registrations	<ul style="list-style-type: none"><li>3.1. Welcome attendees and provide information on venue and event features.</li><li>3.2. Check attendee registration details and provide event documentation and admission according to organizational procedures and event deadlines.</li><li>3.3. Identify, record and resolve registration discrepancies according to individual responsibility and organizational procedures.</li><li>3.4. Finalize registration records and pack or store registration resources</li></ul>
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**Range statement**

- Set up registration area
- Process on-site attendee registrations, take payments, check registration details
- provide event documentation, communicate event information to all attendees, and resolve registration discrepancies
- Prepare registration materials and equipment.

**Assessment guide**

*Form of assessment*

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration and application of the what is learned in each element

*Assessment context*

- Assessment of this unit must be completed on the job or in a simulated work environment where skills must be demonstrated in an operational events business or activity where event registrations are coordinated.
- Competency needs to be holistic and must be demonstrated in a simulated event set up for the purpose of skills assessment.

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
A basic working knowledge of: <ul style="list-style-type: none"><li>• safety consideration for on-site registration areas:</li></ul>	<ul style="list-style-type: none"><li>• An ability to:</li></ul>

*Competency Standard for Event Management*

<ul style="list-style-type: none"><li>- Adequate space for gathering or moving large number of people</li><li>- Profile of registration area for arriving attendees.</li><li>- Safe positioning and safety of electrical cables in registration area</li><li>• how to use different types of operations systems and software programs for on-site event registrations</li><li>• different formats for, inclusions and use of</li><li>• Event registration reports</li><li>• Registration materials required to process on-site event registration</li><li>• Financial administration documents for attendance documents</li></ul>	<ul style="list-style-type: none"><li>• design interpret documents detailing name, payment status and booking details for attendees; complex registration reports; event programs; and costs</li><li>• record accurate customer and event operational details, customer notes and receipts</li><li>• calculate costs for on-site event payments and manage own speed, timing and productivity for processing on-site registrations</li></ul>
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**UNIT- 10**

<b>UNIT TITLE</b>	<b>Obtain and Manage Sponsorship</b>				
<b>DESCRIPTOR</b>	<p>This unit describes the performance outcomes, skills and knowledge required to obtain and manage sponsorship for a business activity, product, service or event. It requires the ability to determine sponsorship requirements, source and negotiate with potential sponsors and manage sponsorship arrangements.</p> <p>The unit applies to any tourism, travel, hospitality or event sector where sponsorship is sought to support business or community activities. Sponsorship may relate to a one-off activity, such as an event, or to ongoing operations, such as sponsorship of a particular service.</p> <p>It applies to senior coordinators and managers who operate independently, have responsibility for others and are responsible for making a range of financial and operational decisions</p>				
<b>CODE</b>	SOC16S1U05V1	<b>LEVEL</b>	3	<b>CREDIT</b>	6

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Determine sponsorship requirements and opportunities	1.1. Identify sponsorship requirements in consultation with colleagues. 1.2. Develop targets for sponsorship based on financial parameters of activity. 1.3. Identify items, activities or projects to be sponsored to meet organizational needs. 1.4. Identify potential sponsors based on potential sponsor appeal, nature of the activity and previous approaches.
2. Source sponsorship	2.1. Develop sponsorship materials in a clear, concise and professional format to include a full breakdown of costs and benefits.

*Competency Standard for Event Management*

	<ul style="list-style-type: none"> <li>2.2. Distribute and present sponsorship materials according to agreed targets.</li> <li>2.3. Undertake follow up promotion and negotiation with potential sponsors.</li> <li>2.4. Discuss and negotiate additional opportunities with sponsor.</li> <li>2.1. Make written sponsor contracts or agreements to include full details of commitments made by both parties.</li> </ul>
<p>3. Service sponsors.</p>	<ul style="list-style-type: none"> <li>3.1. Brief colleagues on details of sponsorship arrangements.</li> <li>3.2. 3.2. Organize activities according to sponsorship agreement, ensuring all agreements are honored.</li> <li>3.3. 3.3. Monitor and evaluate activities and make required adjustments.</li> <li>3.4. 3.4. Provide and request feedback from sponsor.</li> <li>3.5. Identify and action opportunities to enhance value of involvement for sponsors and benefits for the organization.</li> <li>3.6. Maintain and distribute accurate and current sponsorship documentation throughout the process.</li> <li>3.7. Liaise and follow-up with sponsor to initiate future cooperative approaches</li> </ul>



**Range statement**

- Identify potential sponsors based on potential sponsor appeal, nature of the activity and previous approaches.
- Develop sponsorship materials in a clear, concise and professional format to include a full breakdown of costs and benefits.
- Make written sponsor contracts or agreements to include full details of commitments made by both parties.

**Assessment guide**

***Form of assessment***

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related in determining sponsorship requirements for at least two business activities, products, services or events, and obtain sponsorship

***Assessment context***

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects the skills required in an operational tourism, travel, hospitality or events business with which a sponsor can be involved

***Assessment must ensure access to:***

Computers, printers and software packages to design effective sponsorship proposals

Current commercial sponsorship contract templates

Sponsors to allow the individual to communicate, negotiate and manage sponsorship arrangements

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<p>A basic working knowledge of:</p> <ul style="list-style-type: none"><li>• read and interpret details of the business activities or projects to be sponsored and complex sponsorship contracts or agreements</li><li>• prepare sponsorship materials and agreements expressing complex business ideas and proposals</li><li>• evaluate a potential sponsor’s best fit with the business activities or projects</li><li>• design effective sponsorship materials and proposals</li></ul>	<p>An ability to:</p> <ul style="list-style-type: none"><li>• determine sponsorship requirements for at least two business activities, products, services or events, and obtain sponsorship</li><li>• develop clear, concise and professional proposals for business activities, products, services or events</li><li>• effectively communicate and negotiate with sponsors</li></ul>

**UNIT- 11**

<b>UNIT TITLE</b>	<b>Enhance Customer Service Experience</b>				
<b>DESCRIPTOR</b>	<p>This unit describes the performance outcomes, skills and knowledge required to provide professional and personalised customer service experiences. It requires the ability to determine and meet customer preferences, develop customer relationships, respond to difficult service situations, and take responsibility for resolving complaints. The unit applies to those who deal directly with customers on a daily basis and who operate independently or with limited guidance from others. It includes senior frontline sales personnel, supervisors and managers who use discretion and judgement to provide quality customer service experiences. This includes individuals working in a range of tourism, travel, hospitality and events contexts.</p>				
<b>CODE</b>	SOC16S1U06V1	<b>LEVEL</b>	3	<b>CREDIT</b>	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
<b>1.</b> Provide a quality service experience	<p>1.1. Determine and confirm customer preferences, needs and expectations.</p> <p>1.2. Advise customers about appropriate products and services to meet their needs.</p> <p>1.3. Anticipate customer preferences, needs and expectations throughout the service experience.</p> <p>1.4. Promptly provide products and services with professional and personalised service to meet individual preferences.</p> <p>1.5. Offer extras and add-ons and provide tailored and additional products and services.</p> <p>1.6. Check auctioning of special requests before customer delivery.</p> <p>1.7. Liaise with team members and suppliers to ensure efficient service delivery.</p> <p>1.8. Share customer information with team members to ensure quality service.</p>

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<p>2. Proactively respond to difficult service situations</p>	<p>2.1. Identify problems with products and services and take immediate action to address before provision to customer.</p> <p>2.2. Anticipate delays in product and service provision and regularly update customer on expected outcomes.</p> <p>2.3. Advise customers of alternative products and services.</p> <p>2.4. Proactively compensate for service difficulty in line with own level of responsibility and organizational policy.</p> <p>2.5. Provide ongoing internal feedback on service issues and suggest improvements.</p>
<p>3. Resolve customer complaints.</p>	<p>3.1. Use questioning techniques to establish and agree on nature, possible cause, and details of the complaint.</p> <p>3.2. Assess impact on customer.</p> <p>3.3. Take responsibility for resolving complaints in a professional manner and using communication techniques to assist in their management.</p> <p>3.4. Determine options to resolve complaints and promptly analyse and decide on optimal solutions, taking <i>organisational constraints</i> into account.</p> <p>3.5. Act swiftly to resolve complaints and prevent escalation, in consultation with customer and to customer satisfaction.</p> <p>3.6. Turn complaints into opportunities to demonstrate high quality customer service.</p> <p>3.7. Provide internal feedback on customer complaints and feedback and required follow-up in order to avoid future occurrence.</p> <p>3.8. Review and evaluate complaints and solutions to enhance response to future issues.</p>
<p>4. Develop customer relationships</p>	<p>4.1. Promote repeat business by offering promotional services according to individual empowerment and organizational policy.</p>

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	<p>4.2. Maintain customer profiles to enhance service delivery.</p> <p>4.3. Provide personalised service to customers in a professional manner that builds repeat business.</p> <p>4.4 Provide tailored products and services based on customer profile.</p>
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### **Range statement**

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may affect performance (e.g., time, location, situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Range is restricted to essential operating conditions and any other variables essential to the work environment.

**Organizational constraints** must involve consideration of:

- costs and budgets
- feasibility of providing the solution
- own authority to resolve the complaint
- policy and procedures
- profitability of the sale
- Ultimate responsibility within the organization.

### **Assessment guide**

#### **Form of assessment**

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

#### **Assessment context**

Assessment must be carried in an operational business environment where customers are served. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- computers and databases that manage customer profiles and promotional activities

### **Critical aspects**

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<p>A basic working knowledge of:</p> <ul style="list-style-type: none"><li>- principles and benefits of enhanced customer service experiences and positive communication</li><li>- techniques to anticipate customer preferences, needs and expectations throughout the service experience</li><li>- conflict resolution techniques</li><li>- methods for enhancing service delivery in response to staff and customer feedback</li><li>- various extras and add-ons to enhance the customer experience</li></ul>	<p>The ability to:</p> <ul style="list-style-type: none"><li>- Interpret organizational policies and procedures.</li><li>- Record entries in customer service records.</li><li>- Record entries in customer service records.</li><li>- Record entries in customer service records.</li><li>- Determine adequate and appropriate compensation for service or product difficulty</li><li>- Use computers and databases that manage customer profiles and promotional activities.</li></ul>

## UNIT- 12

<b>UNIT TITLE</b>	<b>Manage Conflict</b>				
<b>DESCRIPTOR</b>	<p>This unit describes the performance outcomes, skills and knowledge required to resolve complex or escalated complaints and disputes with internal and external customers and colleagues. It requires the ability to use effective conflict resolution techniques and communication skills to manage conflict and develop solutions. It does not cover formal negotiation, counselling or mediation. The unit applies to all tourism, travel, hospitality and event sectors.</p> <p>The unit applies mainly to senior operational personnel, supervisors and managers who operate with some level of independence and use discretion and judgement to resolve conflicts.</p>				
<b>CODE</b>	SOC16S1U07V1	<b>LEVEL</b>	3	<b>CREDIT</b>	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Identify conflict situations.	<p>1.1. Identify potential for conflict and take swift and tactful action to prevent escalation.</p> <p>1.2. Identify situations where personal safety of customers or colleagues may be threatened and organize appropriate assistance.</p> <p>1.3. Identify and use resources to assist in managing conflict.</p>
2. Resolve conflict.	<p>2.1. Establish and agree on the nature and details of conflict with all parties and assess impact.</p> <p>2.2. Manage conflict within scope of own role and responsibilities, and according to organizational procedures.</p>



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	<p>2.3. Take responsibility for seeking a solution to conflict within scope of own role and responsibilities, seeking assistance where required.</p> <p>2.4. Identify and evaluate impact of conflict on business reputation and legal liability.</p> <p>2.5. Evaluate options to resolve the conflict, taking into account organizational policies and constraints.</p> <p>2.6. Implement the best solution and complete required reports.</p>
<p>3. Evaluate conflict resolution.</p>	<p>3.1. Communicate with parties involved to seek and provide feedback on conflict and its resolution.</p> <p>3.2. Evaluate and reflect on the conflict and effectiveness of the solution.</p> <p>3.3. Determine possible causes of workplace conflict and provide input for workplace enhancement and improvements.</p>

**Range statement**

- resolve escalated complaints or disputes with
- resolve team member disputes
- take appropriate action in response to threat or conflict situations
- use a range of conflict-resolution techniques and communication skills when seeking to resolve above situations

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

**Assessment context**

Candidates must be assessed in an operational tourism, travel, hospitality or events environment where conflicts occur. This can be:

- an industry workplace
- A simulated industry environment.

Assessment must ensure access to:

- current commercial policies and procedures for complaint, conflict and dispute resolution

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<p>A basic working knowledge of</p> <ul style="list-style-type: none"><li>- commonly occurring conflict situations in the tourism, travel, hospitality and event industries and their typical causes</li><li>- conflict theory</li><li>- conflict-resolution techniques</li><li>- resources to assist in managing conflict</li><li>- communication techniques</li><li>- organizational policies and procedures for complaint, conflict and dispute resolution</li></ul>	<p>The ability to:</p> <ul style="list-style-type: none"><li>- research sources of internal and external assistance to resolve the conflict</li><li>- prepare reports, noting comprehensive details of the conflict, the parties involved, discussions with all parties and the resolution</li><li>- consider and suggest changes to workplace practices to avoid future conflict</li><li>- discuss and resolve conflicts between team members</li></ul>

**UNIT- 13**

<b>UNIT TITLE</b>	<b>Implement and monitor work health and safety practices</b>				
<b>DESCRIPTOR</b>	<p>This unit describes the performance outcomes, skills and knowledge required to implement predetermined work health and safety practices designed, at management level, to ensure a safe workplace. It requires the ability to monitor safe work practices and coordinate consultative arrangements, risk assessments, work health and safety training, and the maintenance of records.</p> <p>It applies to those people who operate independently or with limited guidance from others. This includes supervisors and departmental managers</p>				
<b>CODE</b>	SOC16S1U08V1	<b>LEVEL</b>	3	<b>CREDIT</b>	3

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Provide information on health, safety and security	1.1. Explain relevant WHS information to personnel. 1.2. Make all current WHS information readily accessible to staff.
2. Monitor safe work practices	2.1. Monitor adherence to organizational WHS procedures. 2.2. Monitor ongoing compliance with safe work practices. 2.3. Take prompt action to address non-compliance with procedures and safe work practices. 2.4. Monitor day-to-day effectiveness of WHS practices in maintaining the health, safety and security of personnel
3. Coordinate consultative arrangements for the	3.1. Coordinate the operation of all consultative processes.

*Competency Standard for Event Management*

management of health, safety and security issues	<p>3.2. Provide opportunity for staff members to contribute their views on current and future WHS management practices.</p> <p>3.3. Resolve or refer issues raised through WHS consultation to the appropriate person.</p> <p>3.4. Provide timely staff and own feedback on WHS management practices to the designated person.</p>
4. Implement and monitor procedures for identifying hazards, and assessing and controlling risks	<p>4.1 Coordinate scheduled hazard identification activities, ensuring hazards are identified at times designated by legislation.</p> <p>4.2 Identify any hazards on an ongoing basis during own day-to-day workplace operations.</p> <p>4.3 React to reports of hazards by other workers, and coordinate and participate in risk assessments.</p> <p>4.4 Implement any risk control methods or refer to appropriate person if control is outside scope of responsibility.</p> <p>4.5 Monitor effectiveness of control measures, promptly identify any inadequacies, and resolve or report them to the appropriate person.</p>

**Range statement**

Implement and monitor adherence to workplace health and safety procedures in three of the following real or simulated situations:

- evacuation of staff and customers
- security management of cash, documents, equipment, keys or people
- handling chemicals and hazardous substances
- hazard identification and reporting
- incident and accident reporting
- risk assessment and reporting

- coordinate consultative processes for managing the above workplace health, safety and security issues
- coordinate risk assessments, WHS training, and the maintenance of records relating to above situations

### **Assessment guide**

#### ***Form of assessment***

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

#### ***Assessment context***

Assessment of this unit must be completed in an operational tourism, travel, hospitality or events business operation where WHS management practices are implemented and monitored. This can be:

an industry workplace or a simulated industry environment.

#### ***Assessment conditions***

- Assessment must reflect and events processes that occur in a simulated work environment which reflects planning and conducting a successful meeting

## UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning Knowledge	Underpinning Skills
<p>General knowledge of:</p> <ul style="list-style-type: none"><li>• application of employment-related legislation and awards</li><li>• application of legislative requirements, especially in the areas of safety, site management and</li><li>• employment</li><li>• development and maintenance of effective teamwork</li><li>• enterprise computing systems</li><li>• enterprise policies especially in areas of quality, personnel and operations, including EEO target</li><li>• groups</li><li>• enterprise reporting and recording policies</li><li>• first line supervision</li><li>• interpreting and communication of operational information, procedures and instructions, and</li><li>• enterprise policies</li><li>• management of contingencies and emergencies</li><li>• operation cost control</li><li>• operational quality control</li><li>• operational safety</li><li>• reporting to enterprise requirements</li></ul>	<p>Ability to:</p> <ul style="list-style-type: none"><li>• Organize resources for project implementation</li><li>• Implement and monitor the project plan</li><li>• Perform site administration</li><li>• Prepare a project plan</li></ul>

**UNIT- 14**

<b>UNIT TITLE</b>	<b>Undertake small business planning</b>				
<b>DESCRIPTOR</b>	<p>This unit describes the skills and knowledge required to research and develop an integrated business plan for achieving business goals and objectives.</p> <p>It applies to individuals who operate a small business that operates independently, or as part of a larger organization. Individuals in this role interpret business information and numerical data competently.</p>				
<b>CODE</b>	SOC16S1U09V1	<b>LEVEL</b>	4	<b>CREDIT</b>	9

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Identify elements of the business plan	1.1. Identify purpose of the business plan. 1.2. Identify and review essential components of the business plan. 1.3. Identify and document business goals and objectives as a basis for measuring business performance.
2. Develop a business plan	2.1. Research market needs, and market size and potential 2.2. Identify sources and costs of finance, from financial plan, to provide required liquidity and profitability for the business 2.3. Identify methods, from marketing strategies, to promote market exposure of the business 2.4. Identify methods or means of production or operation from production or operations plan to conform with business goals and objectives 2.5. Identify staffing requirements to effectively produce or deliver products and services

*Competency Standard for Event Management*

	2.6. Identify specialist services and sources of advice, where required, and cost in accordance with available resources
3. Develop strategies for minimizing risks	3.1. Identify specific interests and objectives of relevant people and seek and confirm their support of planned business direction. 3.2. Identify and develop risk management strategies according to business goals and objectives, and relevant legal requirements 3.3. Develop a contingency plan to address possible areas of non-conformance with the plan

**Range statement**

- Develop a business plan which provides for finance, marketing and provision of products or services to facilitate all business goals and objectives
- Identify goals and objectives as a basis for measuring business performance.
- Identify and plan all work health and safety (WHS) and duty of care responsibilities
- Identify and assess internal and external risks to the business
- Develop risk management strategies including a contingency plan for non-conformance identify Form of assessment



The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration (performance of typical activities experienced in the Management and Leadership)

***Assessment context***

- Assessment of this unit must be completed on the job or in a simulated work environment (small and micro business field of work) and access to:
  - Business equipment and resources
  - Relevant legislation, regulations, standards and codes
  - Relevant workplace documentation and resources
  - Case studies or where possible, real situations
  - Interaction with others.

***Critical aspects***

It is essential that competence is demonstrated in the knowledge and skills defined in this unit. These may include the ability to:

- Outline planning processes
- Describe preparation of a business plan
- identify principles of risk management relevant to small business planning
- outline common risks particular to the small business type or industry
- explain reasons for, and benefits of, business planning
- clarify relevant industry codes of practice
- outline setting goals and objectives

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
A basic working knowledge required to research and develop an integrated business plan for achieving business goals and objectives such as: <ul style="list-style-type: none"> <li>- Developing business plan</li> <li>- Assess internal and external risks to the business</li> </ul>	The ability to: <ul style="list-style-type: none"> <li>- Prepares written reports and workplace documentation</li> <li>- communicate effectively with relevant stakeholders to explain the plan and supporting information, seek approvals,</li> </ul>

*Competency Standard for Event Management*

<ul style="list-style-type: none"><li>- Develop risk management strategies including a contingency plan for non-conformance.</li></ul>	<ul style="list-style-type: none"><li>negotiate variations and engage work teams</li><li>- Articulates ideas and requirements clearly and creatively based on techniques appropriate to assess business performance</li></ul>
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**UNIT- 15**

<b>UNIT TITLE</b>	<b>Manage Operational Plan</b>				
<b>DESCRIPTOR</b>	This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organization’s productivity and profitability plans. Competency involves the application of knowledge and skills to a limited range of tasks and roles. Recording and reporting is undertaken within established routines using methods and procedures that are predictable.				
<b>CODE</b>	SOC16S1U10V1	<b>LEVEL</b>	4	<b>CREDIT</b>	15

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Develop operational plan	1.1. Develop an operational plan in consultation with relevant personnel, colleagues and specialist resource managers. 1.2. Ensure the development and presentation of proposals for resource requirements is supported by a variety of information sources and seek specialist advice as required. 1.3. Ensure the operational plan includes key performance indicators to measure organizational performance 1.4. Obtain approval for the plan from relevant parties and explain the plan to relevant work teams
2. Plan and manage resource acquisition	2.1. Develop and implement strategies to ensure that physical resources and services are acquired in accordance with the organization’s policies, practices and procedures

*Competency Standard for Event Management*

	2.2. Develop and implement strategies to ensure that employees are inducted within the organization's human resources management policies, practices and procedures
3. Monitor and review operational performance	<p>3.1. Analyze and interpret budget and actual financial information to monitor and review profit and productivity performance</p> <p>3.2. Negotiate recommendations for variations to operational plans and gain approval from designated persons/groups</p> <p>3.3. Plan and implement systems to ensure that mentoring and coaching are provided to support individuals and teams to effectively, economically and safely use resources</p> <p>3.4. Develop and implement systems to ensure that procedures and records associated with documenting performance are managed in accordance with organizational requirements</p>

**Range statement**

- Developing an operational plan in consultation with relevant personnel
- Developing and presentation of proposals for resource requirements
- Developing and implementing strategies in accordance with the organizational policies, human resources management policies, practices and procedures
- Interpreting budget and actual financial information to monitor and review profit and productivity performance
- Negotiating recommendations for variations to operational plans and gain approval from designated persons/groups
- Developing procedures for documenting performances and managing these procedures in accordance with organizational requirements.

**Assessment guide**

***Form of assessment***

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations must include questions related to planning and implementing operational plan successfully.

***Assessment context***

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects planning, developing and presenting proposals and operational plans
- Competency needs to be holistic and must be demonstrated in a suitable simulated work environment

***Critical aspects***

It is essential that competence is demonstrated in the knowledge and skills defined in this unit. These may include the ability to:

- Takes responsibility for developing and implementing systems and processes to achieve organizational objectives, seeking advice, feedback and support as required to assist in the development and planning phase
- Develops and documents a range of detailed texts relating to the management of an operational plan according to organizational requirements
- Monitors adherence to organizational policies, procedures and considers own role in terms of its contribution to broader goals of the work environment

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<p>A basic working knowledge of:</p> <ul style="list-style-type: none"> <li>- The role of an operational plan in achieving the organization’s objectives</li> <li>- Budgeting process</li> <li>- developing key performance indicators to meet business objectives</li> </ul>	<p>The ability to:</p> <ul style="list-style-type: none"> <li>- develop and implement an operational plan using a variety of information sources and consultation (including using specialist advice if required) which includes: resource requirements, monitoring processes and contingency plan</li> </ul>

*Competency Standard for Event Management*

<ul style="list-style-type: none"><li>- outline the organization's policies, practices and procedures that directly relate to the operational plan</li></ul>	<ul style="list-style-type: none"><li>- communicate effectively with relevant stakeholders to explain the plan and supporting information, seek approvals, negotiate variations and engage work teams</li><li>- develop and implement strategies to achieve the operational plan within the organization's policies, practices and procedures including</li></ul>
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## UNIT- 16

<b>UNIT TITLE</b>	<b>Manage event staging components</b>				
<b>DESCRIPTOR</b>	<p>This unit describes the performance outcomes, skills and knowledge required to analyze event staging requirements and organize and monitor different staging services and products. It requires the ability to use advanced planning, organization and communication skills combined with detailed knowledge of the event management process and broad understanding of specialist component services.</p> <p>This unit is relevant to events that are diverse in nature and are coordinated in many industry contexts, including the tourism, hospitality, sport, cultural and community sectors.</p> <p>It applies to event coordinators who operate independently, and are responsible for making a range of operational decisions. They may work in event management companies, in event venues, or in organizations that organize their own events</p>				
<b>CODE</b>	SOC16S1U11V1	<b>LEVEL</b>	4	<b>CREDIT</b>	9

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Analyze staging requirements	<p>1.1. Analyze event staging requirements based on detailed review of proposed event.</p> <p>1.2. Develop an accurate summary of staging requirements for each event component in consultation with key stakeholders.</p> <p>1.3. Develop a work schedule to address staging requirements, identifying key activities, interrelationships and timelines.</p>

*Competency Standard for Event Management*

	1.4. Incorporate regulatory, safety, risk and sustainability issues into planning processes
2. Source and organize staging contractors	<p>2.1. Identify and source contractors according to work schedule.</p> <p>2.2. Provide staging specifications detailing contractor requirements.</p> <p>2.3. Obtain quotations for provision of products and services.</p> <p>2.4. Evaluate quotations against specifications and other relevant quality criteria.</p> <p>2.5. Confirm agreements with contractors in writing to include details and costs of all services.</p>
3. Monitor staging preparations	<p>3.1. Monitor event preparations through ongoing liaison with contractors and other stakeholders.</p> <p>3.2. Evaluate work completed against event requirements and schedules, and take appropriate action to address delays or other problems.</p> <p>3.3. Assess need for staging adjustments to maintain event quality and integrity</p> <p>3.4. Negotiate and confirm required changes</p>
4. Evaluate staging components	<p>4.1. Obtain feedback from stakeholders according to predetermined evaluation criteria.</p> <p>4.2. 4.2. Evaluate staging components in terms of operational efficiency and service quality.</p> <p>4.3. 4.3. Use information to enhance future event planning</p>



**Range statement**

- Event staging requirements based on detailed review of proposed event.
- A work schedule to address staging requirements, identifying key activities, interrelationships and timelines.
- Source and select contractors for the above event to provide staging components that meet stakeholder and event requirement.
- Ensure work is completed against event requirement and schedules.
- Confirming staging requirements are delivered as required• Obtaining feedback from stakeholders on contractor performance

**Assessment guide**

***Form of assessment***

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration and application of the what is learned in each element

***Assessment context***

Assessment of this unit must be completed on the job or in a simulated work environment where candidates can demonstrate skills required in an operational events business or activity where event registrations are coordinated.

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<p>A basic working knowledge of:</p> <ul style="list-style-type: none"> <li>• roles and responsibilities of organizations involved in event staging</li> <li>• suppliers of staging products and services</li> <li>• sources of information on staging services and products</li> <li>• product and service terminology, features and options, current technology</li> </ul>	<p>An ability to:</p> <ul style="list-style-type: none"> <li>▪ Conduct negotiations for the supply of products and services</li> <li>▪ Manage relationships with staging contractors.</li> <li>▪ Interpret complex event documentation.</li> <li>▪ evaluate event budgets</li> </ul>

*Competency Standard for Event Management*

<p>and risk considerations in these key areas of staging:</p> <ul style="list-style-type: none"> <li>- catering</li> <li>- displays, stands and signage</li> <li>- exhibitor services</li> <li>- security</li> <li>- talent</li> </ul> <ul style="list-style-type: none"> <li>▪ regulatory considerations for organizing event staging:             <ul style="list-style-type: none"> <li>▪ contractor licensing</li> <li>▪ food safety</li> <li>▪ liquor licensing</li> <li>▪ local government authorities</li> </ul> </li> </ul> <p>requirements for contractor briefing and specification documents</p>	<ul style="list-style-type: none"> <li>▪ Assess contractor quotations and negotiate costs.</li> <li>▪ Maintain and expand knowledge of staging services.</li> <li>▪ Integrate potentially competing operational and management requirements.</li> <li>▪ Take responsibility for the complete process of organizing event staging and contractor management.</li> <li>▪</li> </ul>
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**UNIT- 17**

<b>UNIT TITLE</b>	<b>Prepare and Present Proposal</b>				
<b>DESCRIPTOR</b>	This unit describes the performance outcomes, skills and knowledge required to prepare and present tenders, proposals or bids either as a response to a tender brief or as a proposal created and offered. It requires the ability to analyze client tender specifications or needs, determine organizational ability to meet those requirements, and to prepare and present information that is relevant to client criteria or needs.				
<b>CODE</b>	SOC16S1U12V1	<b>LEVEL</b>	4	<b>CREDIT</b>	9

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Analyze tender requirements and organizational capacity to meet them.	1.1 Analyze tender brief, product specifications and needs. 1.2 Seek clarification of product and service requirements from organization requesting or requiring the tender. 1.3 Complete assessment of organizational capacity to provide products and services. 1.4 Determine viability and, if progressing to a proposal or bid, a plan of action for submission.
2. Develop details for inclusion in proposal	2.2 Seek assistance to prepare proposal or bid, and coordinate input. 2.3 Prepare budget for providing products and services. 2.4 Develop quotation for products or services to be provided. 2.5 Consider competitor pricing structure and make reasonable cost adjustments to ensure price-competitive quote. 2.6 Collect and collate operational information for analysis and inclusion in proposal. 2.7 Develop specifications for products and services to be provided.

*Competency Standard for Event Management*

3. Prepare written proposal	3.1 Present clear and comprehensive information relevant to client tender criteria and needs. 3.2 Incorporate all supporting information. 3.3 Present materials according to organizational style preferences in format that maximizes use of strategic and creative techniques, and promotes the organization. 3.4 Evaluate finished proposal, make any required adjustments, and obtain approval to submit if necessary.
4. Submit proposal and seek feedback.	4.1 Lodge all proposal materials at designated location and within designated deadlines. 4.2 Maintain copies of tender documents according to organizational procedures. 4.3 Provide additional information as requested. 4.4 See feedback on tender outcomes to inform future proposals. 4.5 Present materials according to organizational style preferences in format that maximizes use of strategic and creative techniques, and promotes the organization. 4.6 Evaluate finished proposal, make any required adjustments, and obtain approval to submit if necessary.

**Range statement**

Procedures included

- Purpose of the meeting informed/ agenda,
- Distribution of Meeting papers to participants within designated timelines
- Chairing the meeting within the ethical standards and company requirements
- Participate in the meetings
- Conduct meeting and facilitate the meeting
- Well focused, time efficient and outcome achievable
- Meeting minute keeping: documenting the meeting minutes/recording the meeting
- Checking meeting minutes to ensure required outcome is achieved

**Tools, equipment and materials required may include:**

- Meeting agenda, meeting minute recording sheets, meeting log book or sheet

**Assessment guide**

*Form of assessment*

- Assessment for the unit needs to be holistic and must be observed through real or simulated workplace activities.

*Assessment context*

Assessment of this unit must be completed on the job or in a simulated work environment which reflects planning and conducting a successful meeting

*Critical aspects*

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- Identifying the objective of the meeting
- Identifying the required outcome of the meeting and planning the meeting on how to achieve it
- Keep the meeting focused and time efficient.
- Conduct the meeting within the ethical standards
- Facilitate discussion and participation
- Keeping the record of meeting minutes

*Assessment conditions*

- Assessment must reflect and events processes that occur in a simulated work environment which reflects planning and conducting a successful meeting

## **UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<ul style="list-style-type: none"><li>• General knowledge of appropriate and culturally acceptable techniques to communicate with people.</li><li>• Formats of meeting minutes and agendas</li><li>• Common knowledge of ethical standards, laws and privacy rules of the organization regarding meetings, charring and minutes</li><li>• Sound knowledge of the responsibilities of chairperson, meeting terminology and meeting arrangements</li></ul>	<ul style="list-style-type: none"><li>• Effective communication skills to participate, exchange and to interact with others.</li><li>• Listening skill to incorporate and encourage feedback.</li><li>• Ability to manage and work with a group to construct an action plan</li><li>• Ability to identify and elaborate key agenda items</li><li>• Problem solving skills to choose appropriate solutions from available options.</li></ul>

**UNIT- 18**

<b>UNIT TITLE</b>	<b>Incorporate creative and technical needs into management process</b>				
<b>DESCRIPTOR</b>	<p>This unit describes the performance outcomes, skills and knowledge required to work with creative and technical personnel to realize concepts that underpin productions in the screen, media, entertainment and events industries.</p> <p>Competency involves the application of knowledge and skills to display a high level of initiative and judgement as they take responsibility for ensuring that production management decisions take account of creative and technical considerations. They may also be responsible for coordinating and supervising the work of teams engaged in a range of production activities.</p>				
<b>CODE</b>	SOC16S2U13V1	<b>LEVEL</b>	4	<b>CREDIT</b>	9

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Assess key creative and technical aspects of productions	1.1. Identify major creative and technical aspects of productions, and personnel who need to be contacted as part of the management process. 1.2. Seek input from specialist personnel as required
2. Develop a business plan	2.1. Apply knowledge of creative and technical production to work activities 2.2. Identify specialist services and sources of advice, where required, and cost in accordance with available resources
3. Update creative and technical production knowledge	3.1. Identify and use opportunities to update knowledge of current and emerging creative and technical trends. 3.2. Incorporate updated knowledge into work activities as required.

**Range statement**

- Exhibit one or more creative technical aspect in production and incorporate creative and technical aspects of production into the planning and management of at least one event or production
- Interact effectively with a range of creative and technical personnel involved in productions.

**Assessment guide**

*Form of assessment*

- The assessment environment must include access to productions or events where the assessor must objectively assess the candidate:
  - Use of creative technical aspect in planning
  - Use of creative technical aspect in production
  - Use of updated knowledge in work activities

*Assessment context*

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in creative arts industry environments.

Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<p>A basic knowledge of:</p> <ul style="list-style-type: none"><li>• current industry trends in relation to creative and technical production</li><li>• typical challenges and issues that arise in the creative and technical side of productions</li><li>• How different production and event management processes and techniques</li></ul>	<p>An ability to</p> <ul style="list-style-type: none"><li>• incorporate creative and technical aspects of production into the planning and management of at least one event or production</li><li>• interact effectively with a range of creative and technical personnel involved in productions</li></ul>



*Competency Standard for Event Management*

<p>can be adapted to foster an approach to production management that integrates creative and technical considerations.</p>	
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**UNIT- 19**

<b>UNIT TITLE</b>	<b>Prepare Quotation</b>				
<b>DESCRIPTOR</b>	<p>This unit describes the performance outcomes, skills and knowledge required to calculate the costs of products and services and to present quotations to customers. The unit applies to any tourism, travel, hospitality or events industry sector and quotations can be for any international or domestic product. The organization could be a principal (the supplier) or an agent quoting on products and services on behalf of the principal.</p> <p>It applies to frontline sales or operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organizers, event coordinators, tour guides, restaurant managers, banquet coordinators or managers, resort activities coordinators, tour desk officers, reservations sales agents, and owner-operators of small tourism organizations.</p>				
<b>CODE</b>	SOC16S2U14V1	<b>LEVEL</b>	4	<b>CREDIT</b>	15

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
<p><b>1.</b> Calculate costs of products and services</p>	<p>1.1. Create records to administer customer details and requirements.</p> <p>1.2. Source, select and interpret product and costing information to prepare quotation.</p> <p>1.3. Negotiate costs with suppliers according to commercial agreements and relationships, and within scope of individual responsibility.</p>

*Competency Standard for Event Management*

	<ul style="list-style-type: none"> <li>1.4. Calculate commissions or mark-up net costs according to organizational procedures to determine a profitable selling price.</li> <li>1.5. Calculate any additional taxes, special fees and other charges.</li> <li>1.6. Calculate any required currency conversions.</li> <li>1.7. Calculate final cost of product or service package or itinerary.</li> <li>1.8. Check product or service package or itinerary calculation against all individual product and service components.</li> <li>1.9. Keep detailed records of method of calculation, according to organizational formats.</li> </ul>
<p>2. Provide quotations to customer</p>	<ul style="list-style-type: none"> <li>2.1. Prepare quotation to reflect required customer inclusions.</li> <li>2.2. Promptly provide quotation to customer according to organizational procedures and formats.</li> <li>2.3. Include accurate details of cost of product and service provision, and conditions and limitations of quotation.</li> <li>2.4. Offer secondary quotations with options, as appropriate.</li> <li>2.5. Record details of quotation accurately and file according to organizational procedures.</li> <li>2.6. Minimize use of printed materials and maximize electronic transmission and record keeping to reduce waste.</li> </ul>
<p>3. Update and record quotations</p>	<ul style="list-style-type: none"> <li>3.1. Adjust and update quotations to take account of changed requests or arrangements.</li> <li>3.2. Provide most up-to-date quotation to customer inclusive of current conditions and limitations.</li> </ul>

*Competency Standard for Event Management*

	3.3.	Record all details of adjusted quotations and file documenting performance are managed in accordance with organizational requirements
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**Range statement**

- Prepare a quotation covering at least three different tourisms, travel, hospitality or event product and service components from the list in the knowledge evidence for at least five different customers with different product and service requirements
- Integrate knowledge of commissions and mark-ups and fees into each of the above quotations
- Complete activities within commercial time constraints and deadlines determined by the customer and the organization

**Assessment guide**

*Form of assessment*

The assessor may use the following assessment methods to objectively assess the candidate:

- Questioning
- Practical demonstration
- Any written examinations on calculation (costs of production and services), preparing quotations and on how to record quotation sheets.

*Assessment context*

- Assessment of this unit must be completed on the job or in a simulated work environment where candidates’ ability to calculate costs of production and services, prepare quotations and provide most up-to-date quotation to customer inclusive of current conditions and limitations

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<p>A basic working knowledge of:</p> <ul style="list-style-type: none"> <li>• quotation systems and procedures</li> <li>• formats for and inclusions of quotations presented to customers</li> <li>• methods of customer accepting quotation</li> </ul>	<p>An ability to:</p> <ul style="list-style-type: none"> <li>• record customer details and requests, complex quotations and all quotation options in a clear format and style, with accurate details of conditions and</li> </ul>

*Competency Standard for Event Management*

<ul style="list-style-type: none"><li>• product and service components of quotations</li></ul>	<p>limitations specifically applicable to the quotation</p> <ul style="list-style-type: none"><li>• discuss supplier costs and negotiate a mutually agreeable rate</li><li>• interpret and calculate any sales and product coordination fees</li></ul> <p>identify and resolve mistakes in calculations</p>
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## UNIT- 20

<b>UNIT TITLE</b>	<b>Manage Finances within a Budget</b>				
<b>DESCRIPTOR</b>	This unit describes the performance outcomes, skills and knowledge required to take responsibility for budget management where others may have developed the budget. It requires the ability to interpret budgetary requirements, allocate resources, monitor actual income and expenditure, and report on budgetary deviations.				
<b>CODE</b>	SOC16S2U15V1	<b>LEVEL</b>	4	<b>CREDIT</b>	9

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Allocate budget resources	1.1. Allocate funds according to budget and agreed priorities. 1.2. 1.2. Discuss changes to income and expenditure priorities with appropriate colleagues prior to implementation. 1.3. 1.3. Consult with and inform relevant personnel about resource decisions. 1.4. 1.4. Promote awareness of the importance of budget control. 1.5. 1.5. Maintain detailed records of resource allocation according to organizational control systems.
2. Identify and evaluate options for improved budget performance.	2.1. Assess existing costs and resources and proactively identify areas for improvement. 2.2. Discuss desired budget outcomes with relevant colleagues. 2.3. Undertake appropriate research to investigate new approaches to budget management.

*Competency Standard for Event Management*

	<ul style="list-style-type: none"><li>2.4. Define and communicate the benefits and disadvantages of new approaches.</li><li>2.5. Take account of impacts on customer service levels and colleagues in developing new approaches.</li><li>2.6. Present clear and logical recommendations for budget management.</li></ul>
3. Complete financial and statistical reports	<ul style="list-style-type: none"><li>3.1. Complete financial and statistical reports within designated timelines.</li><li>3.2. 3.2. Prepare and present clear and concise information to enable informed decision making.</li></ul>

**Range statement**

- manage a budget for a business over a three-month period that meets the specific business' needs
- undertake at least two of the following to inform management of the above budget: discussions with existing suppliers, evaluation of staffing and rostering requirements, evaluation of impact of potential roster changes, review of operating procedures, sourcing new suppliers
- monitor income and expenditure and evaluate budgetary performance over the above budgetary life cycle
- complete financial reports related to the above budget within designated timelines and using correct budget terminology

**Assessment guide**

*Form of assessment*

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related to preparing financial and statistical reports

*Assessment context*

Assessment of this unit must be completed on the job or in a simulated work environment such as an operational tourism, travel, hospitality or events business operation for which budgets are managed. This can be an industry workplace and a simulated industry environment.

Assessment must ensure access to: computers, printers and accounting software packages and budgets for specific projects, events

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
A basic working knowledge of: <ul style="list-style-type: none"><li>• Allocating funds according to budget and agreed priorities</li></ul>	An ability to:



*Competency Standard for Event Management*

<ul style="list-style-type: none"><li>• Maintaining detailed records of resource allocation according to organizational control systems</li><li>• Investigate appropriate options for more effective management of deviations</li></ul>	<ul style="list-style-type: none"><li>• interpret business and financial documents.</li><li>• interpret and use budget figures in day-to-day work operations</li><li>• calculate budget estimates and scenarios for performance improvement</li><li>• discuss desired budget outcomes with team members and provide direction on resource use</li></ul>
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**UNIT- 21**

<b>UNIT TITLE</b>	<b>Investigate and Design e-business</b>				
<b>DESCRIPTOR</b>	<p>This unit describes the skills and knowledge required to evaluate e-business models and strategies, as well as incorporate the results of these evaluations into the design of an e-business solution.</p> <p>It applies to individuals who possess skills and knowledge in a specialist business area, as well as knowledge of software and other technologies. They apply these skills and knowledge in the evaluation, selection and implementation of new strategies for business, which incorporate e-business solutions. They may be responsible for overseeing these tasks along with technical or other knowledge experts</p>				
<b>CODE</b>	SOC16S2U16V1	<b>LEVEL</b>	4	<b>CREDIT</b>	21

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Investigate e-business opportunities	<p>1.1. Undertake a competitive analysis to determine the likely impact new capabilities will have on industry sectors and competitors</p> <p>1.2. 1.2 Complete and assess value chain analysis to identify processes and relationships that may benefit from the adoption of e-business solutions</p> <p>1.3. 1.3 Identify threats and opportunities to e-business implementation and evaluate potential contributions to the business</p> <p>1.4. 1.4 Conduct resource analysis to identify cost and revenue implications in developing opportunities</p> <p>1.5. 1.5 Identify and evaluate legal and ethical issues relating to e-business opportunities</p>

*Competency Standard for Event Management*

<p>2. Evaluate e-business models</p>	<p>2.1. Identify and analyze business-to-business, business-to-consumer, intra-organizational e-business applications and e-business models</p> <p>2.2. 2.2 Rank compatible e-business models in terms of their strengths and weaknesses, considering resourcing, technical and security requirements of each</p> <p>2.3. 2.3 Assess cost implications of implementation of e-business models</p> <p>2.4. 2.4 Determine an e-business model most appropriate in relation to business plan</p>
<p>3. Design an e-business</p>	<p>3.1. Formulate purpose, objectives and values for the e-business</p> <p>3.2. Identify target market, and value chain structure in accordance with chosen e-business model</p> <p>3.3. Identify and obtain technical needs and expertise required to implement e-business model</p> <p>3.4. Investigate and develop plan to address culture change issues to manage transition to an e-business</p>
<p>4. Implement an e-business strategy</p>	<p>4.1. Develop policies and guidelines to support customers, supply chain and staff to ensure successful implementation</p> <p>4.2. Monitor performance of business goals and adjust policies and procedures to respond to changing needs of customers, staff and supply chain</p> <p>4.3. Review e-business systems and models, seeking feedback from users and personnel responsible for e-business implementation</p> <p>4.4. Incorporate evaluation results and feedback to improve future e-business strategies</p>

**Range statement**

- Analyze and evaluate e-business opportunities involving new business models and not simply electronic versions of existing businesses
- Provide supporting evidence for choice of e-business solution
- Implement, monitor and evaluate an e-business solution.

**Assessment guide**

**Form of assessment**

The assessor may use the following assessment methods to objectively assess the candidate:

Observation

Questioning (choice of e-business solution)

Practical demonstration (Implement, monitor and evaluate an e-business solution)

Any written or oral examinations may include questions related to preparing financial and statistical reports

Assessment context

***Assessment context***

Assessment of this unit must be completed on the job or in a simulated work environment such as an operational tourism, travel, hospitality or business operation where candidates analyze and evaluate e-business opportunities involving new business models. This can be an industry workplace and a simulated industry environment.

Assessment must ensure access to: computers, printers and accounting software packages

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
A basic working knowledge of:	An ability to:

*Competency Standard for Event Management*

<ul style="list-style-type: none"><li>• explain the role of a value chain analysis when assessing potential e-business solutions</li><li>• identify relevant legislation, regulations, standards and codes of practice that may affect the implementation of the e-business solution</li><li>• list key features of a range of e-business models</li><li>• outline the policies and guidelines relating to the implementation of the e-business solution.</li></ul>	<ul style="list-style-type: none"><li>• Interprets a range of textual information to evaluate opportunities, possible exemplars and technical considerations</li><li>• Uses active listening and questioning techniques to receive feedback and confirm understanding</li><li>• Considers the effectiveness of a solution in terms of how well it met stated goals, and seeks to make improvements</li><li>• Uses digital technologies and systems safely, legally and ethically to access, store and share information</li></ul>
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**UNIT- 22**

<b>UNIT TITLE</b>	<b>Monitor Work Operations</b>				
<b>DESCRIPTOR</b>	<p>This unit describes the performance outcomes, skills and knowledge required to oversee and monitor the quality of day-to-day work. It requires the ability to communicate effectively with team members, plan and organize operational functions, and solve problems.</p> <p>The unit applies to all industry sectors, and to individuals operating at a team leading, supervisory or frontline management level.</p>				
<b>CODE</b>	SOC16S2U17V1	<b>LEVEL</b>	4	<b>CREDIT</b>	9

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Monitor and improve workplace operations	<p>1.1. Monitor efficiency and service levels through close contact with day-to-day operations.</p> <p>1.2. Ensure workplace operations support overall organizational goals and quality assurance initiatives.</p> <p>1.3. Identify quality problems and issues and make appropriate adjustments to procedures and systems, with relevant approvals.</p> <p>1.4. Proactively consult with colleagues about ways to improve efficiency and service levels, including potential for new technologies and other innovations.</p> <p>1.5. Provide feedback to colleagues and management to inform future planning.</p> <p>1.6. Identify and take opportunities to evaluate current and emerging industry trends and practices for relevance to own work situation.</p>

*Competency Standard for Event Management*

	1.7. Assess and respond to opportunities to improve sustainability of day-to-day operations.
2. Plan and organize workflow	<p>2.1. Assess current workloads, and schedule work to maximize efficiency and customer service quality within budget constraints.</p> <p>2.2. Delegate work according to principles of delegation.</p> <p>2.3. Assess workflow and progress against agreed objectives and timelines.</p> <p>2.4. Assist colleagues in prioritizing workload through supportive feedback and coaching.</p> <p>2.5. Provide timely input to appropriate management regarding staffing needs</p>
3. Monitor and support team members.	<p>3.1. Monitor team and individual performance against agreed goals and objectives.</p> <p>3.2. Proactively share information, knowledge and experiences with team members.</p> <p>3.3. Challenge and test ideas within the team in a positive and collaborative way.</p> <p>3.4. Provide feedback, coaching and support to team members.</p> <p>3.5. Complete and submit organization records as required.</p>
4. Solve problems and make decisions	<p>4.1. Identify and analyze workplace problems from an operational and customer service perspective.</p> <p>4.2. Initiate short-term actions to resolve immediate problems where appropriate.</p> <p>4.3. Analyze problems for long-term impact, and assess and action potential solutions in consultation with relevant colleagues.</p>

*Competency Standard for Event Management*

	<p>4.4. Where a team member raises a problem, encourage individual participation in solving it.</p> <p>4.5. Take follow-up action to monitor effectiveness of solutions</p>
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**Range statement**

- plan and organize workflow for a team operation or activity that takes into account at least 3 of the following contingencies
  - delays and time difficulties
  - difficult customer service situations
  - equipment breakdown or technical failure
  - financial resources
  - staffing levels and skill profiles
  - rostering requirements
  - staff performance
  - procedural requirements
  - product development and marketing
- monitor and respond to team-based operational and service issues during the above operation or activity
- Meeting agenda, meeting minute recording sheets, meeting log book or sheet

**Assessment guide**

***Form of assessment***

- Assessment for the unit needs to be holistic and must be observed through real or simulated workplace activities.

***Assessment context***

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related to workplace emergencies.

***Assessment context***

- Assessment of this unit must be completed as in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organization.

**UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<p>A basic working knowledge of:</p> <ul style="list-style-type: none"><li>• organization and planning methods appropriate to the industry sector</li><li>• leadership and management roles and responsibilities in the relevant industry sector</li><li>• concepts of quality assurance and how it is managed and implemented in the workplace</li><li>• time management principles and their application to leaders and managers for planning own work and the work of others</li><li>• problem-solving and decision-making processes and techniques and their application to typical workplace issues</li><li>•</li></ul>	<p>An ability to:</p> <ul style="list-style-type: none"><li>• interpret varied and wide-ranging information of an operational nature.</li><li>• develop schedules and timelines for team activities</li><li>• evaluate internal and external business information</li><li>• anticipate and respond to unpredictable operational problems and situations at a frontline management level</li></ul> <p>coordinate multiple and potentially competing operational priorities</p>

**UNIT- 23**

<b>UNIT TITLE</b>	<b>Prepare Financial Reports</b>				
<b>DESCRIPTOR</b>	<p>This unit describes skills and knowledge required to record general journal adjustment entries and to prepare end of period financial reports.</p> <p>It applies to individuals employed in a range of work environments who are responsible for preparing financial reports. They may be individuals providing administrative support within an enterprise, or they might have responsibility for these tasks in relation to their own workgroup or role.</p>				
<b>CODE</b>	SOC16S2U18V1	<b>LEVEL</b>	4	<b>CREDIT</b>	15

<b>ELEMENTS OF COMPETENCIES</b>	<b>PERFORMANCE CRITERIA</b>
1. Maintain asset register	<p>1.1. Prepare a register of property, plant and equipment from fixed asset transactions in accordance with legislative and organizational policy and procedures</p> <p>1.2. Determine method of calculating depreciation in accordance with organizational requirements</p> <p>1.3. Maintain asset register and associated depreciation schedule in accordance with organizational policy, procedures and accounting requirements</p>
2. Record general journal entries for balance day adjustments	<p>2.1. Record depreciation of non-current assets and disposal of fixed assets in accordance with organizational policy, procedures and accounting requirements</p> <p>2.2. Adjust expense accounts and revenue accounts for prepayments and accruals</p>

*Competency Standard for Event Management*

	<p>2.3. Record bad and doubtful debts in accordance with organizational policy, procedures and accounting requirements</p> <p>2.4. Adjust ledger accounts for inventories, if required, and transfer to final accounts</p>
<p>3. Prepare final general ledger accounts</p>	<p>3.1. Make general journal entries for balance day adjustments in general ledger system in accordance with organizational policy, procedures and accounting requirements</p> <p>3.2. Post revenue and expense account balances to final general ledger accounts system</p> <p>3.3. 3.3 Prepare final general ledger accounts to reflect gross and net profits for reporting period</p>
<p>4. Prepare end of period financial reports</p>	<p>4.1. Prepare revenue statement in accordance with organizational requirements to reflect operating profit for reporting period</p> <p>4.2. Prepare balance sheet to reflect financial position of business at end of reporting period</p> <p>4.3. Identify and correct, or refer errors for resolution in accordance with organizational policy and procedures</p>

**Range statement**

Revenue statement which comprises:

- cost of goods sold if applicable
- gross profit
- operating net profit
- unclassified adjusted expenses and revenue

Balance sheet comprises:

- narrative or T format
- unclassified assets and liabilities

**Assessment guide**

*Form of assessment*

- Assessment for the unit needs to be holistic and must be observed through real or simulated workplace activities.

*Assessment context*

Assessment of this unit must be completed on the job or in a simulated work environment which reflects planning and conducting a successful meeting

*Assessment context*

- Assessment of this unit must be completed as in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organization.

*Assessment conditions*

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial administration field of work and include access to:

- office equipment and resources
- computer equipment and relevant software
- relevant standards
- samples of financial data
- workplace reference materials such procedural manuals and company policy
- case studies and, where possible, real situations.

## **UNDERPINNING KNOWLEDGE AND SKILLS**

<b>Underpinning Knowledge</b>	<b>Underpinning Skills</b>
<p>General knowledge of</p> <ul style="list-style-type: none"><li>• double-entry bookkeeping principles</li><li>• general journal and general ledger entries</li><li>• key provisions of relevant legislation, regulations, standards and codes of practice that may preparation of financial reports</li><li>• organizational accounting systems</li><li>• organizational policies, procedures and accounting standards.</li></ul>	<p>Ability to</p> <ul style="list-style-type: none"><li>• Identifies and interprets information from organizational policies, procedures and job requirements</li><li>• Plans and completes tasks according to set guidelines and timelines</li><li>• Recognizes and addresses problems in the context of own work and seeks advice from others, as necessary</li><li>• Uses digital technologies to access, record, store, organize and compile data as required</li></ul>

