



Manage special events

D1.HML.CL10.08

D1.HRM.CL9.07

Assessor Manual



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Assessor Manual



**William
Angliss
Institute**

Specialist centre
for foods, tourism
& hospitality

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Competency Based Assessment (CBA) – An introduction for assessors

Assessment is the process of identifying a participant's current knowledge, skills and attitudes sets against all elements of competency within a unit of competency.

Suggested assessment methods

For each unit of competency a number of assessment tools have been identified including:

- Work Projects
- Oral Questions
- Written Questions
- Third Party Statements
- Observation Checklists.

Instructions and Evidence Recording Sheets have been identified in this Assessment Manual for use by Assessors.

Alternative assessment methods

Whilst the above mentioned assessment methods are suggested assessment methods, the assessor may use an alternate method of assessment taking into account:

- a) The nature of the unit
- b) The strengths of participants
- c) The number of participants in the class
- d) Time required to complete assessments
- e) Time dedicated to assessment
- f) Equipment and resources required.

Alternate assessment methods include:

- Practical demonstrations
- Practical demonstrations in simulated work conditions
- Problem solving
- Portfolios of evidence
- Critical incident reports
- Journals
- Oral presentations
- Interviews
- Videos
- Visuals/slides/audiotapes
- Log books

- Projects and Role plays
- Group projects
- Recognition of Prior Learning.

Whilst there is no specific instruction or evidence collection documents for all the alternative assessment methods, assessors can record competency in the 'Other' section within the 'Competency Recording Sheet'.

Selection of assessment methods

Each assessor will determine the combination of Assessment Methods to be used to determine Competency for each Competency Unit on a student by student basis.

'Sufficient' evidence to support the 'Pass Competent'/'Not Yet Competent' decision must be captured.

In practice this means a minimum of 2 – 3 Assessment Methods for each candidate for each Competency Element is suggested.

At least one method should provide evidence of practical demonstration of competence.

The following assessment methods deemed to provide evidence of practical demonstration of competence include:

- Practical Work Projects
- Third Party Statement
- Observation Checklist.

Assessing competency

Competency based assessment does not award grades, but simply identifies if the participant has the knowledge, skills and attitudes to undertake the required task to the specified standard.

Therefore, when assessing competency, an assessor has two possible results that can be awarded:

- 'Pass Competent' (PC)
- 'Not Yet Competent' (NYC).

Pass Competent (PC)

If the participant is able to successfully answer or demonstrate what is required, to the expected standards of the performance criteria, they will be deemed as 'Pass Competent' (PC).

The assessor will award a 'Pass Competent' (PC) if they feel the participant has the necessary knowledge, skills and attitudes in all assessment tasks for a unit.

Not Yet Competent' (NYC)

If the participant is unable to answer or demonstrate competency to the desired standard, they will be deemed to be 'Not Yet Competent' (NYC).

This does not mean the participant will need to complete all the assessment tasks again. The focus will be on the specific assessment tasks that were not performed to the expected standards.

The participant may be required to:

- a) Undertake further training or instruction
- b) Undertake the assessment task again until they are deemed to be 'Pass Competent'.

Regional Qualifications Framework and Skills Recognition System

The 'Regional Qualifications Framework and Skills Recognition System', also known as the 'RQFSRS' is the overriding educational framework for the ASEAN region.

The purpose of this framework is to provide:

- A standardised teaching and assessment framework
- Mutual recognition of participant achievement across the ASEAN region. This includes achievement in individual Units of Competency or qualifications as a whole.

The role of the 'RQFSRS' is to provide, ensure and maintain 'quality assurance' across all countries and educational providers across the ASEAN region.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process that gives current industry professionals who do not have a formal qualification, the opportunity to benchmark their extensive skills and experience against the standards set out in each unit of competency/subject.

This process is a learning and assessment pathway which encompasses:

- Recognition of Current Competencies (RCC)
- Skills auditing
- Gap analysis and training
- Credit transfer.

Code of practice for assessors

This Code of Practice provides:

- Assessors with direction on the standard of practice expected of them
- Candidates with assurance of the standards of practice expected of assessors
- Employers with assurance of the standards maintained in the conduct of assessment.

The Code detailed below is based on the International Code of Ethics and Practice (The National Council for Measurement in Education [NCME]):

- The differing needs and requirements of the person being assessed, the local enterprise and/or industry are identified and handled with sensitivity
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary

- All forms of harassment are avoided throughout the planning, conducting, reviewing and reporting of the assessment outcomes
- The rights of the candidate are protected during and after the assessment
- Personal and interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes
- The candidate is made aware of rights and process of appeal
- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency
- Assessment decisions are based on available evidence that can be produced and verified by another assessor
- Assessments are conducted within the boundaries of the assessment system policies and procedures
- Formal agreement is obtained from both the candidate and the assessor that the assessment was carried out in accordance with agreed procedures
- The candidate is informed of all assessment reporting processes prior to the assessment
- The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment
- Confidentiality is maintained regarding assessment results
- The assessment results are used consistently with the purposes explained to the candidate
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

Instructions and checklist for assessors

Instructions

General instructions for the assessment:

- Assessment should be conducted at a scheduled time that has been notified to the candidate
- Facilitators must ensure participants are made aware of the need to complete assessments and attend assessment sessions
- If a participant is unable to attend a scheduled session, they must make arrangements with the Assessor to undertake the assessment at an alternative time
- At the end of the assessment the Assessor must give feedback and advise the participant on their PC/NYC status
- Complete the relevant documentation and submit to the appropriate department.

Preparation

- Gain familiarity with the Unit of Competency, Elements of Competency and the Performance Criteria expected
- Study details assessment documentation and requirements
- Brief candidate regarding all assessment criteria and requirements.

Briefing checklist

- Begin the assessment by implementing the following checklist and then invite the candidate to proceed with assessment.

Checklist for Assessors

	Tick (✓)	Remarks
Prior to the assessment I have:		
Ensured the candidate is informed about the venue and schedule of assessment.		
Received current copies of the performance criteria to be assessed, assessment plan, evidence gathering plan, assessment checklist, appeal form and the company's standard operating procedures (SOP).		
Reviewed the performance criteria and evidence plan to ensure I clearly understood the instructions and the requirements of the assessment process.		
Identified and accommodated any special needs of the candidate.		
Checked the set-up and resources for the assessment.		
During the assessment I have:		
Introduced myself and confirmed identities of candidates.		
Put candidates at ease by being friendly and helpful.		
Explained to candidates the purpose, context and benefits of the assessment.		
Ensured candidates understood the assessment process and all attendant procedures.		
Provided candidates with an overview of performance criteria to be assessed.		
Explained the results reporting procedure.		
Encouraged candidates to seek clarifications if in doubt.		
Asked candidates for feedback on the assessment.		
Explained legal, safety and ethical issues, if applicable.		

	Tick (✓)	Remarks
After the assessment I have:		
Ensured candidate is given constructive feedback.		
Completed and signed the assessment record.		
Thanked candidate for participating in the assessment.		

Instructions for recording competency

Specifications for recording competency

The following specifications apply to the preparation of Evidence Gathering Plans:

- A Competency Recording Sheet must be prepared for each candidate to ensure and demonstrate all Performance Criteria and Competency Elements are appropriately assessed. This Sheet indicates how the Assessor will gather evidence during their assessment of each candidate
- This Competency Recording Sheet is located at the end of the Assessment Plan
- It is the overriding document to record competency
- The Assessor may vary the Competency Recording Sheet to accommodate practical and individual candidate and/or workplace needs
- Assessor must place a tick (✓) in the 'Assessment Method' columns to identify the methods of assessment to be used for each candidate
- Multiple Competency Elements/Performance Criteria may be assessed at the one time, where appropriate
- The assessor and participant should sign and date the Competency Recording Sheet, when all forms of evidence and assessment have been completed
- The assessor may provide and feedback or clarify questions which the participant may have in regards to the assessment grade or findings
- All documents used to capture evidence must be retained, and attached to the Competency Recording Sheet for each candidate for each Competency Unit.

Instructions for different assessment methods

Specifications for work project assessment

These guidelines concern the use of work projects.

The work projects identified in the Training Manuals involve a range of tasks, to be performed at the discretion of the Assessor.

Work project tasks can be completed through any form of assessment as identified in the Trainer and Trainee Manuals and stated at the start of this section.

Assessors should follow these guidelines:

- Review the Work Projects at the end of each 'Element of Competency' in the Trainee Manual to ensure you understand the content and what is expected

- Prepare sufficient resources for the completion of work activities including:
 - Time – whether in scheduled delivery hours or suggested time participants to spend outside of class hours
 - Resources – this may involve technical equipment, computer, internet access, stationery and other supplementary materials and documents
- Prepare assessment location (if done in class) making it conducive to assessment
- Explain Work Projects assessment to candidate, at the start of each Element of Competency. This ensures that participants are aware of what is expected and can collate information as delivery takes place
- Assessors can use the following phrase as a guide (where an 'X' is identified, please input appropriate information):

“At the end of each Element of Competency there are Work Projects which must be completed. These projects require different tasks that must be completed.

These work projects are part of the formal assessment for the unit of competency titled X:

 - You are required to complete these activities:
 - a) *Using the 'X' method of assessment*
 - b) *At 'X' location*
 - c) *You will have 'X time period' for this assessment*
 - You are required to compile information in a format that you feel is appropriate to the assessment
 - Do you have any questions about this assessment?”
- Commence Work Project assessment:
 - The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions
 - Participants complete work projects in the most appropriate format
 - Participants must submit Work Project evidence to the assessor before the scheduled due date
- Assessor must assess the participant's evidence against the competency standards specified in each Element of Competency and their own understanding. The assessor can determine if the participant has provided evidence to a 'competent' standard
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Oral Question Assessment

These guidelines concern the use of oral questioning.

Assessors should follow these guidelines.

- Prepare Assessment Record for Oral Questioning. One record for each candidate:
 - Enter Student name

- Enter Assessor name
- Enter Location
- Familiarise self with Questions to be asked
- Prepare assessment location (table and chairs) making it conducive to assessment
- Explain Oral Questioning assessment to candidate, using the following phrase as a guide (where a 'X' is identified, please input appropriate information):
“These oral questions are part of the formal assessment for the unit of competency titled X.
There are X questions and you are required to answer all of them to the best of your ability and I will record whether or not you have answered correctly.
We have 60 minutes for this assessment.
 - I will give you feedback at the end of the assessment
 - Do you have any questions about this assessment?”
- Commence Oral Questioning assessment:
 - Complete Assessment Record for the Oral Questioning by:
 - a) Ticking PC or NYC, as appropriate
 - b) Entering 'Remarks' as required
 - c) Completing Oral Questioning within 60 minutes
- Complete Oral Questioning and provide feedback to candidate
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Written Question Assessment

These guidelines concern the use of written questioning.

Assessors should follow these guidelines:

- Familiarise self with Questions and Answers provided
- Print and distribute copies of 'Written Questions' for participants. Ideally this should take place with adequate time for participants to answer all questions before the expected due date
- Explain Written Questioning assessment to candidate, using the following phrase as a guide (where a 'X' is identified, please input appropriate information):

“These written questions are part of the formal assessment for the unit of competency titled X.

There are X questions and you are required to answer all of them to the best of your ability.

You may refer to your subject materials, however where possible try to utilise your existing knowledge when answering questions.

Where you are unsure of questions, please ask the Assessor for further instruction. This may be answering the question orally or asking the assessor to redefine the question.

We have X time for this assessment:

- The due date for completion of this assessment is X
- On this date you must forward the completed questions to the assessor by X time on the date of X
- Do you have any questions about this assessment?”
- The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions
- Participants may record written answers (where possible)
- Participants must submit the written answers to the assessor before the scheduled due date
- Assessor must assess the participant’s written answers against the model answers provided as a guide, or their own understanding. The assessor can determine if the participant has answered the questions to a ‘competent’ standard
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Observation Checklist

These specifications apply to the use of the Observation Checklist in determining competency for candidates.

Only an approved assessor is authorised to complete the Observation Checklist.

The assessor is required to observe the participant, ideally in a simulated environment or their practical workplace setting and record their performance (or otherwise) of the competencies listed on the Observation Checklist for the Competency Unit.

To complete the Observation Checklist the Assessor must:

- Insert name of candidate
- Insert assessor name
- Insert identify of location where observations are being undertaken
- Insert date/s of observations – may be single date or multiple dates
- Place a tick in either the ‘Yes’ or ‘No’ box for each listed Performance Criteria to indicate the candidate has demonstrated/not demonstrated that skill
- Provide written (and verbal) feedback to candidate – as/if appropriate
- Sign and date the form
- Present form to candidate for them to sign and date
- Transcribe results/details to Competency Recording Sheet for candidate
- Forward/file Observation Checklist.

This source of evidence combines with other forms of assessment to assist in determining the ‘Pass Competent’ or ‘Not Yet Competent’ decision for the participant.

Specifications for Third Party Statement

These specifications relate to the use of a relevant workplace person to assist in determining competency for candidates.

The Third Party Statement is to be supplied by the assessor to a person in the workplace who supervises and/or works closely with the participant.

This may be their Supervisor, the venue manager, the Department Manager or similar.

The Third Party Statement asks the Supervisor to record what they believe to be the competencies of the participant based on their workplace experience of the participant. This experience may be gained through observation of their workplace performance, feedback from others, inspection of candidate's work etc.

A meeting must take place between the Assessor and the Third Party to explain and demonstrate the use of the Third Party Statement.

To complete the Third Party Verification Statement the Assessor must:

- Insert candidate name
- Insert name and contact details of the Third Party
- Tick the box to indicate the relationship of the Third Party to the candidate
- Present the partially completed form to the Third Party for them to finalise
- Collect the completed form from the Third Party
- Transcribe results/details to Competency Recording Sheet for candidate
- Forward/file Third Party Statement.

The Third Party must:

- Record their belief regarding candidate ability/competency as either:
 - Pass Competent = Yes
 - Not Yet Competent = No
 - Unsure about whether candidate is competent or not = Not Sure
- Meet briefly with the assessor to discuss and/or clarify the form.

This source of evidence combines with other forms of assessment to assist in determining the 'Pass Competent' or 'Not Yet Competent' decision for the candidate.

A separate Third Party Statement is required for each Competency Unit undertaken by the candidate.

Competency Standard

UNIT TITLE: MANAGE SPECIAL EVENTS		NOMINAL HOURS: 80
UNIT NUMBER: D1.HML.CL10.08 D1.HRM.CL9.07		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to manage a special event, either in-house or at a remote location, on behalf of the host enterprise or on behalf of a client/event principal		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Develop event concept and proposal</p> <p>1.1 Identify <i>event objectives and scope</i></p> <p>1.2 Establish <i>event concept, theme, format and protocols</i></p> <p>1.3 Prepare <i>event brief</i></p> <p>1.4 Develop <i>event proposal/bid</i> details, where necessary</p> <p>Element 2: Determine event venue/location</p> <p>2.1 Identify <i>potential event venues and sites</i></p> <p>2.2 Analyse alternative event venues and sites</p> <p>2.3 Select event venue/site</p> <p>2.4 <i>Confirm arrangements</i> for selected venue/site</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to all industry sectors that undertake special event management at a designated location within the labour divisions of the hotel and travel industries (it is to be expected that not all events will contain all the Elements of this unit) and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation 	

Element 3: Plan and deliver event catering

- 3.1 Identify and analyse *event factors which may impact on catering*
- 3.2 Prepare *event catering proposal*
- 3.3 Prepare *event catering operational plan*
- 3.4 Implement *event catering operational plan*

Element 4: Plan and deliver sponsorship plans

- 4.1 Identify *sponsorship opportunities, where appropriate*
- 4.2 Create and promote sponsorship packages, where appropriate
- 4.3 Implement *sponsorship items and activities*
- 4.4 Follow up with sponsors

Element 5: Plan and deliver event management

- 5.1 Liaise with *event stakeholders*
- 5.2 Prepare *event management plan*
- 5.3 Manage event set up in-line with event management plan
- 5.4 Monitor conduct and implementation of event in-line with event management plan
- 5.5 Manage finalisation of event and event breakdown in-line with event management plan

Event objectives and scope may include specification of:

- Person or organisation running the event
- Key objectives – identifying what the event is intended to achieve
- Size of event, duration including times and dates, number of attendees, special needs, location and budget.

Event concept, theme, format and protocols will include:

- Venue decoration, talent, stage and table set ups, catering needs, technical effects and technical support required, collateral materials needed or preferred
- Publicity to be given to the event
- Facilities, equipment and areas to be used as part of event implementation
- Restrictions and limitations that apply to the event
- Level of formality to be adhered to
- Event liaison and management structure and lines of authority, contact persons for event decisions
- Access restrictions, security arrangements, marketing and promotional issues
- Identification of key stakeholders – who may include event principal, local community, organising committees, local authorities (including police and fire), external contractors, entertainers, talent, staff from host businesses.

Event brief should include:

- Agreed event details – including concept, theme, format and protocols
- Identification of stakeholders – and their individual roles
- Action plans (see below – event management plans) and costing for meeting the requirements of the event
- Allocation of responsibilities and setting of milestones and task completion dates.

Element 6: Plan and deliver event registration

- 6.1 Take *event bookings and process event registrations*
- 6.2 Monitor on-going event registrations and take remedial action where necessary to increase attendance/registrations
- 6.3 Finalise event registrations
- 6.4 Produce identified *event materials* for guests and delegates
- 6.5 Coordinate and process *guest and delegate registration at the event*

Element 7: Plan and deliver infrastructure for outdoor event

- 7.1 Identify necessary *infrastructure requirements*
- 7.2 Organise identified infrastructure needs
- 7.3 Monitor implementation of identified infrastructure requirements

Element 8: Conduct post-event evaluation

- 8.1 Meet with client to discuss the event and finalise outstanding issues
- 8.2 Meet with sponsors to analyse their thoughts
- 8.3 Meet with staff to debrief the event
- 8.4 Calculate the financial outcome of the event
- 8.5 Determine the extent to which the event attained the identified objectives that were set for it

Event proposal/bid should include:

- Overview of how the enterprise can meet/exceed client expectations
- Sample materials to illustrate planned actions
- Production of written or other material ('bid materials') to present to client
- Determination of presentation and/or promotional methods and technologies to be used
- Arrangement of meeting with client to pitch for the event
- Price.

Potential event venues and sites should relate to:

- Research into suitable venues and sites – internal and external
- Development of specifications against which to assess options
- Finalisation of client needs
- Negotiation and liaison with site/venue owners or controllers.

Confirm arrangements may include:

- Identification of tentative and contingency bookings of sites/venues
- Payment of deposits
- Forwarding and/or exchange of relevant documentation – insurance, business details, food safety plan/program, contracts, restrictions on use of facilities, access arrangements, clean up agreements
- Confirming dates, times and prices.

Event factors which may impact on catering may include:

- Budget, dates, timing, numbers, speed of service
- Types of food required, service styles required, cuisines preferred

- Location of event , seasonal influences, nature of event
 - Production and transport issues – general logistics including staffing.
- Event catering proposal* should include:
- Details of all catering proposed – including menus, drinks, timing, service times
 - Costs
 - Options available within designated budget parameters
 - Overview of production, transportation and service of food and beverages
 - Staff numbers
 - Reference to previous events that have been catered for on the same/similar scale.
- Event catering operational plan* will follow acceptance/final confirmation of the event proposal and will present:
- Final menus and beverages
 - Final arrangements regarding timing, locations and all agreed service issues
 - Final prices
 - Details of implementation protocols to ensure service and product delivery in accordance with the proposal
 - Distribution of the plan to all relevant stakeholders.
- Implement event catering* refers to actual service provision of food and beverages at the times, in the locations and in the quantities identified in the final event catering operational plan. This plan will form a critical element of the contract that is signed with the client
- Sponsorship opportunities can include:
- Identification of potential sponsors – including individuals, government agencies, companies, industry organisations
 - Suggesting sponsorship possibilities and options to clients.

Sponsorship items and activities may include:

- Overall event sponsorship and/or segmented sponsorship
- Satchels and physical items
- Meals, drinks, travel, accommodation, speakers, social events
- One-off promotional activities and on-going organisational activities.

Event stakeholders may include:

- Event principal, local community, organising committees, local authorities (including police and fire), external contractors, entertainers, talent, staff from host businesses

Event management plan should address planning and preparation issues focusing on event implementation such as:

- Staffing requirements
- Security
- Management of external contractors
- Running sheets
- Briefing papers
- Staging elements or requirements – including set ups, rigging, room preparation, seating, tables, audio visual equipment, catering, security, sound and lighting
- Displays and signage
- Catering arrangements – as specified in the event catering plan
- Liaison with stakeholders, dignitaries, delegates and guests, media, sponsors
- Guest/delegate management on arrival, during the event and on departure

- Risk management
- Emergency management
- Performance standards and guidelines
- Traffic management – including vehicular control and foot traffic within the venue/site
- Specification of control, command and communication structures – including lines of authority, scopes of responsibility, identification of key contact details for event managers
- Use of technology
- Timing and co-ordination of services, facilities
- Contingency plans – including contingency plans for adverse weather, and other identified high-medium level potential risks.

Event bookings and process event registrations may include:

- Recording bookings – including special requests and issuing confirmations
- Promoting booking
- Distributing event kits/materials.

Event materials may include:

- Guest and delegate lists and name cards
- Delegate kits and reports
- Promotional and give-away materials
- Display materials
- Stationery
- Spare supplies

- Materials for sale – including cash register/credit card facilities
- Audio visual aids.

Guest and delegate registration at the event may include:

- Establishing registration table/s and necessary support materials including staff
- Checking payment status – and accepting payment, as appropriate
- Providing session/event details and advice and/or information on venue/site
- Welcoming guests and delegates and facilitating other introductions and networking opportunities
- Facilitating refreshment services on arrival
- Finalising/confirming tours, meals, accommodation and other relevant details, bookings and event-related issues.

Infrastructure requirements can be expected to vary widely between venues/sites and depending on the size, scope and nature of the event, but may include:

- Power and water supply
- Environmental control – including air conditioning, sound and lighting, privacy and screening from public gaze/access
- Toilet facilities and the erection of various temporary facilities
- Emergency services
- Car and coach parking – including use and/or integration with other transport options, including public transport system
- Disabled access
- Signage and other arrangements to meet the needs of people who may have language difficulties/barriers
- Waste management.

Assessment Guide

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

- Identification of key stakeholders
- Description of internal and external factors impacting on events
- Key management issues including role of appropriate event/project management software
- Creativity in event development and execution
- Technical and operational requirements for staging events
- Details of event briefs, proposals and all allied plans and planning abilities
- Presentation techniques for pitching events to clients and stakeholders
- Identification of differential event venues and sites highlighting their comparative advantages and disadvantages
- Knowledge of sources of information in relation to venue and site options, availability, facilities and costs
- Typical operational facilities and equipment within event venues and sites
- Knowledge of different catering options, menu styles, service options for a range of different event types
- Operational constraints for catering at different venues, at different times and in different weather conditions and seasons
- Space, staff and facility requirements to support a range of catering options
- Food preparation and cooking principles and practices
- Safe food handling protocols
- Features of sponsorship packages, protocols and activities
- Potential sponsors for a nominated range of events

- Event management practices and techniques – including time management, stress management, negotiation skills, communication skills, risk management and contingency management
- Event registration procedures and protocols
- Roles and responsibilities of event contractors, suppliers, agencies involved, internal staff and delegates/clients.

Linkages To Other Units

- Manage financial performance within a budget
- Prepare and monitor budgets
- Provide a link between kitchen and service area
- Provide advice to patrons on food and beverage services
- Comply with workplace hygiene procedures
- Promote hospitality products and services
- Receive and resolve customer complaints
- Maintain quality customer/guest service
- Manage responsible service of alcohol
- Serve a range of wine products
- Develop and update local knowledge
- Develop and maintain food & beverage product knowledge
- Design a concept for a major event or function
- Prepare business documents
- Manage and implement small projects
- Plan, manage and conduct meetings

- Use common business tools and technology
- Monitor catering revenue and costs
- Manage the effective use of human resources
- Manage legal requirements for business compliance
- Operate a computerised reservation system
- Prepare and deliver a presentation
- Create promotional display stand
- Manage operational risk
- Develop conference programs
- Manage contractual agreements/commitments.

Critical Aspects of Assessment

Evidence of the following is essential:

- Ability to develop an event concept in-line with nominated requirements, objectives and scope
- Knowledge of a variety of event formats and options
- Ability to prepare an event brief and an accompanying event bid/proposal and deliver same to nominated clients/stakeholders
- Ability to research and identify suitable venue and site options for a nominated event
- Knowledge of different event sites/venues within the local area of the host enterprise

- Ability to plan for the catering (food and beverages) of a nominated event, including staffing requirements and all allied factors that will impact on catering service delivery
- Ability to identify realistic sponsors for a nominated event and manage the inclusion of such sponsors into the execution of the event for mutual benefit
- Development of sponsorship packages, materials and activities appropriate to a nominated event
- Ability to manage the effective and successful operation of a nominated event in-line with designated/client demands, requirements and preferences
- Knowledge of the range of issues, problems and risks associated with the conduct of events
- Ability to use nominated reservation systems and accurately record bookings for a nominated event
- Ability to organise the infrastructure requirements for a nominated event
- Knowledge of local authorities, host country government agencies and legislation that applies to infrastructure requirements for an event that include food and beverages
- Knowledge of staging requirements for events as listed under unit variables
- Ability to organise, coordinate, supervise and monitor the activities of external contractors who have been engaged to support execution of a nominated event
- Apply nominated protocols involving communication and liaison with nominated stakeholders as listed under the unit variables.

Context of Assessment

Assessment must ensure:

- Involvement in the planning and execution of an actual and substantial event (that is, the event must be much more than a simple meeting) that involves food and beverage service.

	<p>Resource Implications</p> <p>Training and assessment must include the use of real resources, clients/stakeholders, products, materials, equipment, venues, staff and external contractors, foodstuffs and beverages as dictated by the event proposal and brief.</p> <p>Assessment Methods</p> <p>The following methods may be used to assess competency for this unit:</p> <ul style="list-style-type: none"> • Observation of practical candidate performance • Feedback from key stakeholders • Evaluation of the financial outcome of the event • Extent and nature of media coverage received • Oral and written questions • Third party reports completed by a supervisor • Project and assignment work. <p>Key Competencies in this Unit</p> <p><i>Level 1 = competence to undertake tasks effectively</i></p> <p><i>Level 2 = competence to manage tasks</i></p> <p><i>Level 3 = competence to use concepts for evaluating</i></p>		
	<p>Key Competencies</p>	<p>Level</p>	<p>Examples</p>
	<p>Collecting, organising and analysing information</p>	<p>3</p>	<p>Research event options and venues/sites; develop running sheets</p>

	Communicating ideas and information	3	Liaise with stakeholders; undertake briefings and running sheets
	Planning and organising activities	3	Organise event infrastructure, cater to staffing needs; arrange venues, supplies, and special service needs/preferences of client
	Working with others and in teams	3	Coordinate with staff, stakeholders and external contractors to deliver integrated service delivery of the event
	Using mathematical ideas and techniques	3	Calculate event costs, process, catering requirements, staffing needs
	Solving problems	3	Resolve guest/delegate issues during the event; overcome problems and issues that threaten the successful implementation of the event
	Using technology	2	Use reservation systems and technology required to implement the event

Oral Questions

Student name	
Assessor name	
Location/venue	
Unit of competency	Manage special events D1.HML.CL10.08 D1.HRM.CL9.07
Instructions	<ol style="list-style-type: none"> 1. Ask student questions from the attached list to confirm knowledge, as necessary 2. Place tick in boxes to reflect student achievement (Pass Competent 'PC' or Not Yet Competent 'NYC') 3. Write short-form student answer in the space provided for each question.

Questions	Response	
	PC	NYC
1. What information should be collected by an event organiser during an initial enquiry?	<input type="checkbox"/>	<input type="checkbox"/>
2. What is the difference between a 'sit down' and 'stand up' function? When are these styles used?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
3. What is the purpose of an 'event brief'?	<input type="checkbox"/>	<input type="checkbox"/>
4. Why is it important to present a proposal to a client in person?	<input type="checkbox"/>	<input type="checkbox"/>
5. What is the process you can use when selecting an appropriate venue for an event?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
6. It is important to analyse information about potential venues before making a selection. How can you collect information about different venues?	<input type="checkbox"/>	<input type="checkbox"/>
7. Why is it important to identify 'compulsory' and 'key' requirements when deciding on a venue for an event?	<input type="checkbox"/>	<input type="checkbox"/>
8. What areas of an event contract may be negotiated?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
9. Identify one meal period and different food items often associated with that meal period.	<input type="checkbox"/>	<input type="checkbox"/>
10. Why are checklists helpful when constructing a catering proposal?	<input type="checkbox"/>	<input type="checkbox"/>
11. What is the purpose of a 'Running Sheet' for an event?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
12. Outline the steps associated with organising staff for an event.	<input type="checkbox"/>	<input type="checkbox"/>
13. What are the benefits of sponsorship for potential sponsors?	<input type="checkbox"/>	<input type="checkbox"/>
14. Why is it important to create different sponsorship levels when trying to attract potential sponsors?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
15. What are examples of sponsorship activities that might need to be arranged for a large sporting event?	<input type="checkbox"/>	<input type="checkbox"/>
16. Why is it important to keep sponsors up to date with information relating to an event?	<input type="checkbox"/>	<input type="checkbox"/>
17. What are the benefits of obtaining information from a wide number of stakeholders in relation to the planning of an event?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
18. What are different external suppliers who may be used for an event?	<input type="checkbox"/>	<input type="checkbox"/>
19. What does 'mise-en-place' mean? Why is this an important stage of an event?	<input type="checkbox"/>	<input type="checkbox"/>
20. In times of problems during an event 'programmed decisions' will be used. What are 'programmed decisions' and why are they important to have?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
21. Why is it important to understand the times and requirements of an upcoming function when undertaking breakdown activities of a previous function?	<input type="checkbox"/>	<input type="checkbox"/>
22. Briefly describe activities associated with the registration process.	<input type="checkbox"/>	<input type="checkbox"/>
23. How can you monitor on-going event registrations?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
24. What information is included in a 'Conference Agenda'?	<input type="checkbox"/>	<input type="checkbox"/>
25. What is normally included in a 'Conference Kit' that is given to delegates?	<input type="checkbox"/>	<input type="checkbox"/>
26. What is the purpose of having a 'Registration Desk' at an event?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
27. Given that outdoor events will be exposed to weather, what are some examples of infrastructure items that need to be prepared in the event of extreme hot, cold or raining weather?	<input type="checkbox"/>	<input type="checkbox"/>
28. When arranging for external providers to deliver infrastructure items to an event, what needs to be considered?	<input type="checkbox"/>	<input type="checkbox"/>
29. What is a key requirement when monitoring the implementation of infrastructure items?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
30. What types of feedback do you want to get from a client? When is it best to get this feedback?	<input type="checkbox"/>	<input type="checkbox"/>
31. What feedback do you want to give to / receive from sponsors at the conclusion of an event?	<input type="checkbox"/>	<input type="checkbox"/>
32. Why is it important to have a staff de-brief session?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
33. What activities are associated with preparing and settling event accounts?	<input type="checkbox"/>	<input type="checkbox"/>
34. Why is it important to determine whether event objectives were achieved at the end of an event? How can you do this?	<input type="checkbox"/>	<input type="checkbox"/>

Written Questions

Manage special events – D1.HML.CL10.08 D1.HRM.CL9.07

Student Name: _____

Answer all the following questions and submit to your Trainer.

1. What are some common event facilities?

2. What are different set up options for meetings?

3. What information is normally included in an event brief?

4. What are factors to take into account when developing a costing?

5. What are potential event locations?

6. One way to analyse a potential venue is to review the information contained within the 'Function Kit'. What information is normally included?

7. When selecting a venue it is often wise to identify 'compulsory' and 'key' requirements that are important to an event. Think of one type of event of your choice and identify some compulsory' and 'key' requirements.

8. What are the steps associated with handling deposits for an event?

9. What are event factors that may impact on catering?

10. What information is included in a catering proposal?

11. What is included in a catering operational plan?

12. What impacts affect staffing of an event?

13. Who are potential sponsors for an event?

14. What are examples of basic sponsorship categories for an event? How could they differ?

15. What are possible sponsorship items and activities that need to be prepared?

16. What are some reasons to communicate with sponsors at all stages of an event?

17. What different stakeholder may be involved in the lead up to an event and for what reason?

18. What is normally included in an event management plan?

19. What are some mise-en-place activities that would be performed by food floor staff when setting up for a function?

20. What are some things you would need to focus on when monitoring an event in operation?

21. At the conclusion of an event a manager must ensure all breakdown activities are completed. What are some of these activities?

22. What is the purpose of taking registrations and bookings for an event?

23. What are possible for monitoring ongoing event registration?

24. What are different types of registrations correspondence?

25. What are examples of promotional items that may be given to delegates of a conference or event?

26. What items need to be prepared for a 'Registration Desk' for a conference?

27. What are different types of infrastructure that may be required for an outdoor event?

28. Identify three infrastructure items that may be needed for an outdoor event and identify where these items can be obtained.

29. Why is it important to monitor the implementation of infrastructure items provided by external suppliers?

30. Collecting feedback about an event is important. Who can you receive feedback from?

31. Why is it important to meet with sponsors after the event has concluded?

32. What is discussed in an event de-brief with staff?

33. What are different costs that may be charged for an event?

34. What are general and specific objectives that may be identified for events?



Answers to Written Questions

Manage special events – D1.HML.CL10.08; D1.HRM.CL9.07

The following are model answers only – Trainers/Assessors must use discretion when determining whether or not an answer provided by a Student is acceptable or not.

1. What are some common event facilities?

- Meeting/conference rooms
- Stand up conference areas
- Banquet room
- Exhibition bays and space
- Business centres
- Auditoriums
- Press rooms
- Storage bays
- Parking facilities
- Change rooms
- Display areas
- Designated and discreet sections of restaurants and/or bars
- Food and beverage service
- Accommodation
- Sound and lighting
- Communication technologies and equipment
- Sound and music facilities
- Gardens.

2. What are different set up options for meetings?

- Theatre style Boardroom style
- Hollow square
- Classroom style Banquet style
- U Shape
- E-shape

3. What information is normally included in an event brief?

- Agreed event details – including concept, theme, format and protocols
- Identification of stakeholders – and their individual roles
- Allocation of responsibilities and setting of milestones and task completion dates
- Type of function – wedding, launch of product, ball
- Name, address, and contact number of client
- Day, date and time of the function
- Rooms and locations where the function will be held
- Costings – where determined
- Billing instructions – who gets the bill, their address
- Menu – break-down course-by-course of the agreed dishes including specification of 'on arrival' food, morning and afternoon teas
- Beverage arrangements – description and quantities of beverages to be provided
- Sequence of service – covering timing of service, and details of when speeches and presentations will occur
- Entertainment – details of bands and the order of ceremony.
- Room set up – number of tables, floor plan, decorations, table set-ups (cutlery, crockery and table accoutrements)
- Type of service – plated, tray, buffet, silver service, finger food
- Special requirements.

4. What are factors to take into account when developing a costing?

- Follow house policies
- Make sure everything is charged for
- Only include services and products the client has requested
- Double-check your figures
- Identify and explain every charge.

5. What are potential event locations?

- Hotels
- Resorts
- Restaurants
- Homes for private functions
- Schools, university and other educational providers
- Meetings rooms
- Banquet rooms
- Convention halls
- Exhibition centres.
- Reception wedding centres
- Nature areas including open water, zoos, parks, wineries
- Transportation vehicles – including planes, yachts, cars, buses
- Festivals
- Sporting venues
- Government buildings and civic centres
- Museums.

6. One way to analyse a potential venue is to review the information contained within the 'Function Kit'. What information is normally included?

- Details and information in relation to venue size, capacity of rooms and rooms/areas available
- Details and information in relation to alternative seating/table arrangement
- Venue facilities, services and equipment, including a range of items that can be hired for specific functions
- Sample menus
- Sample drink lists
- Suggested staffing levels for functions
- Colour photographs of different room set-ups and functions
- Contact details of the venue
- A DVD of the venue with a focus on functions.

7. When selecting a venue it is often wise to identify 'compulsory' and 'key' requirements that are important to an event. Think of one type of event of your choice and identify some compulsory' and 'key' requirements.

Answers will vary.

8. What are the steps associated with handling deposits for an event?

- Requesting deposit payment
- Setting date for payment of deposit
- Advising of payment options
- Issuing receipt for deposit
- Recording payment of deposit on internal documentation
- Advising customer of amount outstanding.

9. What are event factors that may impact on catering?

- Available budget
- Dates and time of function
- Numbers of participants
- Speed of service required due to timing demands on activities within an event
- Types of food required
- Service styles required
- Cuisines preferred
- Location of event
- Seasonal influences
- Nature of event
- Production and transport issues
- General logistics
- Staffing
- Pre- and post-function activities.

10. What information is included in a catering proposal?

- Details of all catering proposed – including menus, drinks, timing, service times
- Costs
- Options available within designated budget parameters
- Overview of production, transportation and service of food and beverages
- Staff numbers
- Reference to previous events that have been catered for on the same/similar scale.

11. What is included in a catering operational plan?

- Final menus and beverages
- Final arrangements regarding timing, locations and all agreed service issues
- Final prices
- Details of implementation protocols to ensure service and product delivery in accordance with the proposal.

12. What impacts affect staffing of an event?

- Type of function
- Service requirements
- Numbers attending
- Level of service required
- Host of associated miscellaneous details.

13. Who are potential sponsors for an event?

- Individuals
- Government agencies
- Companies
- Industry organisations
- Community groups
- Current vendors
- Past sponsors
- Business partners
- Affiliated businesses.

14. What are examples of basic sponsorship categories for an event? How could they differ?

Answers will be varied.

15. What are possible sponsorship items and activities that need to be prepared?

- Overall event sponsorship and/or segmented sponsorship
- Satchels and physical items
- Meals, drinks, travel, accommodation, speakers, social events
- One-off promotional activities and on-going organisational activities.

16. What are some reasons to communicate with sponsors at all stages of an event?

- Ensure the correct sponsor logos, image and message is being used as intended
- To discuss and confirm arrangements of sponsor activities and items, as identified in the previous section
- To forward any tickets, documents and passes etc
- To gather feedback or suggestions for improvement. This is especially important when sponsor products or services are being displayed or used in an event
- To arrange sponsor staff or representatives that are involved in event activities
- To arrange speakers or media events.

17. What different stakeholder may be involved in the lead up to an event and for what reason?

- Food requirements discussed with Executive Chef
- Beverage requirements discussed with Beverage Manager
- Technical requirements discussed with Maintenance Department or outside suppliers
- Linen requirements discussed with housekeeping – outside suppliers may also be involved
- Room decorations and floral arrangements discussed with housekeeping or outside suppliers
- Facility set-up requirements discussed with Catering and Food and Beverage or functions coordinator
- Security information and requirements discussed with the Security Department
- Arrival and departure information discussed with Front Office Department.

18. What is normally included in an event management plan?

Information addressing planning and preparation issues focusing on event implementation such as:

- Staffing requirements
- Security
- Management of external contractors
- Running sheets
- Briefing papers
- Staging elements or requirements – including set ups, rigging, room preparation, seating, tables, audio visual equipment, catering, security, sound and lighting displays and signage
- Catering arrangements – as specified in the event catering plan
- Liaison with stakeholders, dignitaries, delegates and guests, media, sponsors
- Guest/delegate management on arrival, during the event and on departure
- Risk management
- Emergency management
- Performance standards and guidelines
- Traffic management – including vehicular control and foot traffic within the venue/site
- Specification of control, command and communication structures – including lines of authority,
- Scopes of responsibility, identification of key contact details for event managers
- Use of technology
- Timing and co-ordination of services, facilities
- Contingency plans.

19. What are some mise-en-place activities that would be performed by food floor staff when setting up for a function?

- Preparing, polishing and setting glasses on each table at each setting
- Preparing crockery and cutlery
- Checking that items required to support the service of menu items as listed are ready and available
- Folding napkins
- Preparing condiments
- Preparing butters
- Readying all equipment
- Checking or preparing display materials
- Preparing and checking operational readiness of cash registers
- Checking that table dressings reflect dining needs, function requirements and house requirements.

20. What are some things would you need to focus on when monitoring an event in operation?

- Checking running times
- Adjusting service delivery to align with Running Sheet
- Arranging changes to the agreed Running Sheet to accommodate the need to do so
- Ensuring quality service delivery
- Ensuring all customer requirements are met
- Responding to queries and requests from clients and guests
- Liaising with customer during function to check level of satisfaction
- Enquiring if customer has additional requirements during service
- Providing additional items as required – this may include tables, chairs, ashtrays, glassware
- Clearing rubbish and used items
- Monitoring security, patron behaviour and on-going safety
- Observing what is occurring and factoring these observations into action to be taken to keep the function running on-time and keep the client satisfied.
- Taking action to address service problems.

21. At the conclusion of an event a manager must ensure all breakdown activities are completed. What are some of these activities?

- Tables and chairs – are clean and stored
- Equipment – is clean, operational and stored
- Food and Beverage – in stored in appropriate fridges, freezers and cupboards and locked
- Service areas – including kitchen and bars are clean, restocked and locked
- Decorations – are stored or returned
- Linen – that it is collected and placed in appropriate location
- General area – that it is clean and tidy
- Windows and doors – that they are locked
- Lighting – that all lights and air conditioners are turned off
- Lost and found items – are taken to appropriate location
- Cash takings, floats and registers – are reconciled and stored
- Client items – are packed and returned
- Keys – are signed in.

22. What is the purpose of taking registrations and bookings for an event?

To identify:

- Who will be attending
- That their details have been accurately recorded
- If they have all the necessary information, tickets and documents that are required
- If they have paid, if required
- That any further bookings such as transport and accommodation etc have been arranged.

23. What are possible for monitoring ongoing event registration?

- Ensuring information is recorded accurately
- Keep track of popularity and demand for an event
- To ensure that in the case of limited spaces to an event, that action can be taken when maximum numbers have been or are nearly reached
- To ensure that all delegates have received a confirmation and any other documentation that may be relevant including receipts, tickets, itineraries etc
- To ensure any further bookings that are required, such as flights, cars, accommodation or airport pickups etc
- Ensure any special or dietary requests have been passed on to the appropriate person.

24. What are different types of registrations correspondence?

- Inward Registration Correspondence
- Letters of Confirmation
- Identify Special requirements
- Press Releases
- Refund Advice
- Conference Agenda
- Merchandise and Sales Items.

25. What are examples of promotional items that may be given to delegates of a conference or event?

- Brochures, posters, stickers
- Caps
- Jackets
- Notepads
- Pens
- Novelty items
- Mouse Pads
- Drink holders
- Golf balls.

26. What items need to be prepared for a 'Registration Desk' for a conference?

- Name tags prepared in numerical or alphabetical order
- Clear registrations signage / other signage
- Adequate Staff to look after attendees
- List of registrations for all staff
- Satchels / handouts / agenda
- Queuing issues
- Late registrations desk
- Security of money obtained through late registration
- Undercover for registration facilities
- Relief staff for registration
- Food and beverage for staff
- Telephone
- Computer / Laptop
- Uniform (dress code i.e. yellow jackets).

27. What are different types of infrastructure that may be required for an outdoor event?

Answers will be varied.

28. Identify three infrastructure items that may be needed for an outdoor event and identify where these items can be obtained.

Answers will be varied.

29. Why is it important to monitor the implementation of infrastructure items provided by external suppliers?

- Ensuring all items have been delivered as intended
- Ensuring the right items have been delivered
- Ensuring items are set up in their correct location
- To help instruct and coordinate different suppliers and their needs
- To ensure all items are in working condition before the supplier leaves.

30. Collecting feedback about an event is important. Who can you receive feedback from?

- Client / organiser
- Participant of the function
- Staff
- Other departments
- Suppliers.

31. Why is it important to meet with sponsors after the event has concluded?

It is important to communicate with sponsors after the conclusion of an event. This includes:

- Arranging a meeting with sponsors to debrief the event
- Issuing proper and appropriate thank-yous
- Provide post-event data and reporting that will show your sponsors how your event successfully met their objectives
- Follow up on issues that are outstanding.

32. What is discussed in an event de-brief with staff?

- Congratulating staff on work that has been well done during service
- Discussing staffing issues
- Suggestions from staff regarding improvements that could be made to the implementation of future functions
- Highlighting and leading discussion on problems and issues that arose
- Providing the staff with feedback on their perspective of how the session went
- Discussing feedback received by staff from those who attended
- Reviewing the quality of service delivery provided
- Encouraging staff to identify issues of concern to them
- Discussing patron issues
- Discussing operation of ancillary services provided as part of the function
- Presenting issues or details of what can be expected in the next session
- Determining staff who will work on future functions
- Thanking staff for their efforts and contribution.

33. What are different costs that may be charged for an event?

- Food and beverage
- Entertainment – bands, artists, personalities
- Venue hire – fees for rooms
- Labour – technical and service staff to set up rooms, activities or operate equipment during the function
- Flowers
- Audio-visual equipment hire
- Printing, photocopying, secretarial services, phone and fax usage
- Ice or margarine carvings, balloons, streamers and other specialised decorations
- Dance floor hire.

34. What are general and specific objectives that may be identified for events?

General objectives

- Increase revenue and profit to a department
- Increase brand awareness in the market place
- Expand the range of products or services provided by an organisation
- Promote new products or services
- Reinforce or cement success of organisation.

Specific objectives

- Run a safe and secure event with no accidents
- Ensure the client is satisfied
- Ensure sponsors are satisfied with their investment and that their objectives were achieved
- Ensure all delegates who attended the event are satisfied
- Ensure the desired profit margins were obtained
- Ensure the event had no or minimal environmental impact
- Ensure service standards reflected overall organisational standards.

Observation Checklist

Student name	
Assessor name	
Location/venue	
Unit of competency	Manage special events D1.HML.CL10.08 D1.HRM.CL9.07
Dates of observation	
Instructions	<ol style="list-style-type: none"> 1. Over a period of time observe the student completing each of the following tasks: <ol style="list-style-type: none"> a) Develop event concept and proposal b) Determine event venue/location c) Plan and deliver event catering d) Plan and deliver sponsorship plans e) Plan and deliver event management f) Plan and deliver event registration g) Plan and deliver infrastructure for outdoor event h) Conduct post-event evaluation 2. Enter the date on which the tasks were undertaken 3. Place a tick in the box to show they completed each aspect of the task to the standard expected in the enterprise 4. Complete the feedback sections of the form, if required.

Did the candidate	Yes	No
Element 1: Develop event concept and proposal		
Identify event objectives and scope	<input type="checkbox"/>	<input type="checkbox"/>
Establish event concept, theme, format and protocols	<input type="checkbox"/>	<input type="checkbox"/>
Prepare event brief	<input type="checkbox"/>	<input type="checkbox"/>
Develop event proposal/bid details, where necessary	<input type="checkbox"/>	<input type="checkbox"/>

Did the candidate	Yes	No
Element 2: Determine event venue/location		
Identify potential event venues and sites	<input type="checkbox"/>	<input type="checkbox"/>
Analyse alternative event venues and sites	<input type="checkbox"/>	<input type="checkbox"/>
Select event venue/site	<input type="checkbox"/>	<input type="checkbox"/>
Confirm arrangements for selected venue/site	<input type="checkbox"/>	<input type="checkbox"/>
Element 3: Plan and deliver event catering		
Identify and analyse event factors which may impact on catering	<input type="checkbox"/>	<input type="checkbox"/>
Prepare event catering proposal	<input type="checkbox"/>	<input type="checkbox"/>
Prepare event catering operational plan	<input type="checkbox"/>	<input type="checkbox"/>
Implement event catering operational plan	<input type="checkbox"/>	<input type="checkbox"/>
Element 4: Plan and deliver sponsorship plans		
Identify sponsorship opportunities, where appropriate	<input type="checkbox"/>	<input type="checkbox"/>
Create and promote sponsorship packages, where appropriate	<input type="checkbox"/>	<input type="checkbox"/>
Implement sponsorship items and activities	<input type="checkbox"/>	<input type="checkbox"/>
Follow up with sponsors	<input type="checkbox"/>	<input type="checkbox"/>
Element 5: Plan and deliver event management		
Liaise with event stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
Prepare event management plan	<input type="checkbox"/>	<input type="checkbox"/>
Manage event set up in-line with event management plan	<input type="checkbox"/>	<input type="checkbox"/>
Monitor conduct and implementation of event in-line with event management plan	<input type="checkbox"/>	<input type="checkbox"/>
Manage finalisation of event and event breakdown in-line with event management plan	<input type="checkbox"/>	<input type="checkbox"/>

Did the candidate	Yes	No
Element 6: Plan and deliver event registration		
Take event bookings and process event registrations	<input type="checkbox"/>	<input type="checkbox"/>
Monitor on-going event registrations and take remedial action where necessary to increase attendance/registrations	<input type="checkbox"/>	<input type="checkbox"/>
Finalise event registrations	<input type="checkbox"/>	<input type="checkbox"/>
Produce identified event materials for guests and delegates	<input type="checkbox"/>	<input type="checkbox"/>
Coordinate and process guest and delegate registration at the event	<input type="checkbox"/>	<input type="checkbox"/>
Element 7: Plan and deliver infrastructure for outdoor event		
Identify necessary infrastructure requirements	<input type="checkbox"/>	<input type="checkbox"/>
Organise identified infrastructure needs	<input type="checkbox"/>	<input type="checkbox"/>
Monitor implementation of identified infrastructure requirements	<input type="checkbox"/>	<input type="checkbox"/>
Element 8: Conduct post-event evaluation		
Meet with client to discuss the event and finalise outstanding issues	<input type="checkbox"/>	<input type="checkbox"/>
Meet with sponsors to analyse their thoughts	<input type="checkbox"/>	<input type="checkbox"/>
Meet with staff to debrief the event	<input type="checkbox"/>	<input type="checkbox"/>
Calculate the financial outcome of the event	<input type="checkbox"/>	<input type="checkbox"/>
Determine the extent to which the event attained the identified objectives that were set for it	<input type="checkbox"/>	<input type="checkbox"/>
Did the student's overall performance meet the standard?	<input type="checkbox"/>	<input type="checkbox"/>

Feedback to student and trainer/assessor

Strengths:

Improvements needed:

General comments:

Candidate signature

Date

Assessor signature

Date

Third Party Statement

Student name:			
Name of third party:		Contact no	
Relationship to student:	<input type="checkbox"/> Employer <input type="checkbox"/> Supervisor <input type="checkbox"/> Colleague <input type="checkbox"/> Other <i>Please specify: _____</i> <i>Please do not complete the form if you are a relative, close friend or have a conflict of interest]</i>		
Unit of competency:	Manage special events D1.HML.CL10.08 D1.HRM.CL9.07		
<p>The student is being assessed against industry competency standards and we are seeking your support in the judgement of their competence.</p> <p>Please answer these questions as a record of their performance while working with you. Thank you for your time.</p>			
Do you believe the trainee has demonstrated the following skills? <i>(tick the correct response]</i>	Yes	No	Not sure
Element 1: Develop event concept and proposal			
Identify event objectives and scope	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Establish event concept, theme, format and protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prepare event brief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop event proposal/bid details, where necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Element 2: Determine event venue/location			
Identify potential event venues and sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Analyse alternative event venues and sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Select event venue/site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confirm arrangements for selected venue/site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you believe the trainee has demonstrated the following skills? <i>(tick the correct response)</i>	Yes	No	Not sure
Element 3: Plan and deliver event catering			
Identify and analyse event factors which may impact on catering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prepare event catering proposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prepare event catering operational plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implement event catering operational plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Element 4: Plan and deliver sponsorship plans			
Identify sponsorship opportunities, where appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Create and promote sponsorship packages, where appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implement sponsorship items and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow up with sponsors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Element 5: Plan and deliver event management			
Liaise with event stakeholders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prepare event management plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage event set up in-line with event management plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitor conduct and implementation of event in-line with event management plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage finalisation of event and event breakdown in-line with event management plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you believe the trainee has demonstrated the following skills? <i>(tick the correct response)</i>	Yes	No	Not sure
Element 6: Plan and deliver event registration			
Take event bookings and process event registrations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitor on-going event registrations and take remedial action where necessary to increase attendance/registrations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finalise event registrations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Produce identified event materials for guests and delegates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinate and process guest and delegate registration at the event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Element 7: Plan and deliver infrastructure for outdoor event			
Identify necessary infrastructure requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organise identified infrastructure needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitor implementation of identified infrastructure requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Element 8: Conduct post-event evaluation			
Meet with client to discuss the event and finalise outstanding issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meet with sponsors to analyse their thoughts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meet with staff to debrief the event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calculate the financial outcome of the event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determine the extent to which the event attained the identified objectives that were set for it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/feedback from Third Party to Trainer/Assessor:

Large empty rectangular area for providing comments or feedback.

Third party signature:

Date:

Send to:

Competency Recording Sheet

Name of Student		
Name of Assessor/s		
Unit of Competency	Manage special events	D1.HML.CL10.08 D1.HRM.CL9.07
Date assessment commenced		
Date assessment finalised		
Assessment decision	Pass Competent / Not Yet Competent (Circle one)	
Follow up action required (Insert additional work and assessment required to achieve competency)		
Comments/observations by assessor/s		

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 1: Develop event concept and proposal						
Identify event objectives and scope						
Establish event concept, theme, format and protocols						
Prepare event brief						
Develop event proposal/bid details, where necessary						
Element 2: Determine event venue/location						
Identify potential event venues and sites						
Analyse alternative event venues and sites						
Select event venue/site						
Confirm arrangements for selected venue/site						
Element 3: Plan and deliver event catering						
Identify and analyse event factors which may impact on catering						
Prepare event catering proposal						
Prepare event catering operational plan						
Implement event catering operational plan						

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 4: Plan and deliver sponsorship plans						
Identify sponsorship opportunities, where appropriate						
Create and promote sponsorship packages, where appropriate						
Implement sponsorship items and activities						
Follow up with sponsors						
Element 5: Plan and deliver event management						
Liaise with event stakeholders						
Prepare event management plan						
Manage event set up in-line with event management plan						
Monitor conduct and implementation of event in-line with event management plan						
Manage finalisation of event and event breakdown in-line with event management plan						

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 6: Plan and deliver event registration						
Take event bookings and process event registrations						
Monitor on-going event registrations and take remedial action where necessary to increase attendance/registrations						
Finalise event registrations						
Produce identified event materials for guests and delegates						
Coordinate and process guest and delegate registration at the event						
Element 7: Plan and deliver infrastructure for outdoor event						
Identify necessary infrastructure requirements						
Organise identified infrastructure needs						
Monitor implementation of identified infrastructure requirements						

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 8: Conduct post-event evaluation						
Meet with client to discuss the event and finalise outstanding issues						
Meet with sponsors to analyse their thoughts						
Meet with staff to debrief the event						
Calculate the financial outcome of the event						
Determine the extent to which the event attained the identified objectives that were set for it						
Candidate signature			Date			
Assessor signature			Date			

William
Angliss
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Specialist centre
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