COMPETENCY-BASED CURRICULUM

Sector:	
	TOURISM

Qualification:	
	EVENTS MANAGEMENT NC III

	TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY **Tesda Center: Concordia College 1739 Pedro Gil St. Paco, Manila**

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COURSE DESIGN

COURSE TITLE   :   **EVENTS MANAGEMENT SERVICES**

NOMINAL DURATION   :   **108** hou**rs**

QUALIFICATION   :   **NC III**

COURSE DESCRIPTION :

    This course is designed to enhance the knowledge, skills, behavior and motivations in **EVENTS MANAGEMENT SERVICES NC III** in accordance with industry standards. It covers the core competencies required for the NCIII level.

ENTRY REQUIREMENTS :

    There are no entry requirements for trainees or students wishing to enter into training on the Events Management Services NCIII qualification.

COURSE STRUCTURE:

BASIC COMPETENCIES
(20 hours)

UNIT OF COMPETENCY	MODULE TITLE	LEARNING OUTCOMES	NOMINAL DURATION
1. Lead workplace communication	1.1 Leading workplace communication	1.1.1 Communicate information about workplace processes 1.1.2 Lead workplace discussions 1.1.3 Identify and communicate issues arising in the workplace	4 hours
2. Lead small team	2.1 Leading small team	2.1.1 Provide team leadership. 2.1.2 Assign responsibilities among members 2.1.3 Set performance expectation for team members 2.1.4 Supervise team performance	2 hours
3. Develop and practice negotiation skills	3.1 Developing and practicing negotiation skills	3.1.1 Identify relevant information in planning negotiations 3.1.2 Participate in negotiations 3.1.3 Document areas for agreement	4 hours
4. Solve workplace problems related to work activities	4.1 Solving work place problems related to work activities	4.1.1 Explain the analytical techniques 4.1.2 Identify the problem 4.1.3 Determine the possible cause/s of the problem	4 hours
5. Use mathematical concepts and techniques	5.1 Using mathematical concepts and techniques	5.1.1 Identify mathematical tools and techniques to solve problem 5.1.2 Apply mathematical procedures/solution 5.1.3 Analyze results	2 hours
6. Use relevant technologies	6.1 Using relevant technologies	6.1.1 Study/select appropriate technology 6.1.2 Apply relevant technology 6.1.3 Maintain/enhance relevant technology	4 hours

COMMON COMPETENCIES
(24 hours)

UNIT OF COMPETENCY	MODULE TITLE	LEARNING OUTCOMES	NOMINAL DURATION
1. Roster staff	1.1 Rostering staff	1.1.1 Develop and implement staff rosters 1.1.2 Maintain staff records	6 hours
2. Control and order stock	2.1 Controlling and ordering stock	2.1.1 Maintain stock levels and records 2.1.2 Process stock orders 2.1.3 Minimize stock losses 2.1.4 Follow-up orders 2.1.5 Organize and administer stocks	6 hours
3. Train small groups	3.1 Training small groups	3.1.1 Prepare for training 3.1.2 Deliver training 3.1.3 Provide opportunities for practices 3.1.4 Review training	6 hours
4. Establish and conduct business relationships	4.1 Establishing and conducting business relationships	4.1.1 Establish and conduct business relationships 4.1.2 Conduct negotiations 4.1.3 Make formal business agreements 4.1.4 Foster and maintain business relationships	6 hours

CORE COMPETENCIES
(64 hours)

UNIT OF COMPETENCY	MODULE TITLE	LEARNING OUTCOMES	NOMINAL DURATION
1. Plan and develop event proposal or bid	1.1 Planning and developing event proposal or bid	1.1.1 Interpret event brief 1.1.2 Develop proposal and bid details 1.1.3 Develop bid materials 1.1.4 Submit or present the bid or proposal on time	8 hours
2. Develop an event concept	2.1 Developing an event concept	2.1.1 Identify overall event objectives and scope 2.1.2 Establish event concept, theme and format	8 hours
3. Develop an event program	3.1 Developing an event program	3.1.1 Identify conference objectives 3.1.2 Design conference program 3.1.3 Finalize program details	8 hours
4. Select event venue and site	4.1 Selecting event venue and site	4.1.1 Analyze venue or site requirements 4.1.2 Source event venues or	8 hours

UNIT OF COMPETENCY	MODULE TITLE	LEARNING OUTCOMES	NOMINAL DURATION
		sites 4.1.3 Confirm venue or site arrangements	
5. Develop and update event industry knowledge	5.1 Developing and updating event industry knowledge	5.1.1 Source and apply information on the structure and operation of the event industry 5.1.2 Source and apply information on the ethical and legal issues for the event industry 5.1.3 Source and apply information on event industry technology 5.1.4 Update event industry knowledge	8 hours
6. Provide on-site event management services	6.1 Providing on-site event management services	6.1.1 Prepare for on-site management 6.1.2 Oversee meeting/event set-up 6.1.3 Monitor meeting/event operation 6.1.4 Oversee meeting/event breakdown	8 hours
7. Develop and update knowledge on protocol	7.1 Developing and updating knowledge on protocol	7.1.1 Seek information on appropriate protocol procedures into work activities 7.1.2 Integrate appropriate protocol procedures into work activities 7.1.3 Update knowledge of protocol	8 hours
8. Manage contractors for indoor events	8.1 Managing contractors for indoor events	8.1.1 Identify event operational requirements 8.1.2 Source contractors 8.1.3 Monitor contractors	8 hours

RESOURCES:

- FACILITIES

    - Workshop
    - Laboratory
    - Audio-visual room
    - Lecture room
    - Storage/stock room

- EQUIPMENT

    - 1 unit   Computer with internet connection & LCD projector
    - 2 units   Two-way radio
    - 1 unit   Mobile phone
    - 1 unit   Telephone
    - 1 unit   Fax Machine
    - 1 unit   Camera
    - 1 unit   Video camera
    - 1 unit   Microphone
    - 2 sets   First aid kit

    *NOTE: Implementation of the training program can be made possible through a MOA between the Training school and Industry for the use of the facilities. This is in response to the limitations of schools due to high cost of equipment.

- SUPPLIES

    - Ballpen
    - Calculator
    - Pencil
    - Record book
    - First aid kit
    - Sample of guests/delegate documents and reports
        ° invoices
        ° credit notes
        ° receipts
        ° service vouchers
        ° confirmation letters
        ° information packs
        ° sponsor advertisements.
        ° payment status
        ° details of pre booked sessions
        ° travel and touring arrangements
        ° accommodation details
        ° special requests
        ° further action required at venue

- RESOURCES/MANUALS

    - Books
    - Videos
    - Computer References
    - Websites
    - DOT updated regional situationer reports, statistics & marketing plan

ASSESSMENT METHODS:

- Written examination
- Practical demonstration
- Direct observation
- Hands-on

COURSE DELIVERY:

- Group discussion
- Demonstration
- Film viewing
- Modular instruction
- Practical application
- Reporting
- Industry immersion
- E-learning

TRAINER'S QUALIFICATIONS

- Must be a holder of NC III or equivalent relevant qualification
- Must have undergone training on Training Methodology II (TM II) or equivalent trainers' training program
- Duly Licensed and DOT Accredited Tour Guide
- Must be computer-literate
- Must be physically and mentally fit
- *Must have at least 2 years job/industry experience

  * Optional. Only when required by the hiring institution.

  Reference: TESDA Board Resolution No. 2004 <u>03</u>

MODULES OF INSTRUCTION

BASIC COMPETENCIES

EVENT MANAGEMENT NC III

BASIC COMPETENCY   :   **COMMUNICATIONS**

UNIT OF COMPETENCY   :   **LEAD WORKPLACE COMUNICATION**

MODULE TITLE   :   **LEADING WORKPLACE COMMUNICATION**

MODULE DESCRIPTOR   :   This module covers the knowledge, skills and attitudes required to prepare different reports required in the workplace.

NOMINAL DURATION   :   4 hours

QUALIFICATION LEVEL :   NC III

SUMMARY OF LEARNING OUTCOMES:

    Upon completion of this module the students/trainees will be able to:

LO1.   Communicate information about workplace processes.

LO2.   Lead workplace discussions.

LO3.   Identify and communicate issues arising in the workplace.

LO1. COMMUNICATE INFORMATION ABOUT WORKPLACE PROCESSES

ASSESSMENT CRITERIA:

1. Appropriate communication method is selected.
2. Multiple operations involving several topic areas are communicated.
3. Questions are used to gain extra information.
4. Correct sources of information are identified.
5. Information is selected and sequenced correctly when required.
6. Verbal and written reporting are maintained in both familiar and unfamiliar situations.

CONTENTS:

- Method of communication
- Communication skills
- Communication tools
- Questioning techniques

CONDITIONS:

The students/trainees must be provided with the following:

- Simulated workplace environment
- Communication tools
- Variety of information

METHODOLOGIES:

- Discussion
- Role play
- Brainstorming

ASSESSMENT METHODS:

- Direct observation
- Interview

LO2.   LEAD WORKPLACE DISCUSSIONS

ASSESSMENT CRITERIA:

1. Responses to workplace issues are sought.
2. Response to workplace issues are provided when sought.
3. Constructive contributions are made to workplace discussion on such issues as production, quality and safety.
4. Goals and aims of actions under taken in the workplace are communicated.

CONTENTS:

- Method/techniques of discussion
- How to lead discussion
- How to solicit response

CONDITIONS:

The students/trainees must be provided with the following:

- Simulated workplace environment
- Communication tools
- Variety of information's

METHODOLOGIES:

- Discussion
- Role play
- Brainstorming

ASSESSMENT METHODS:

- Direct observation
- Interview

LO3. IDENTIFY AND COMMUNICATE ISSUES ARISING IN THE WORKPLACE

ASSESSMENT CRITERIA:

1. Issues and problems are identified as they arise.
2. Information regarding problems and issues are organized coherently to ensure clear and effective communication.
3. Dialog is initiated with appropriate personnel.
4. Communication problems and issues are addressed as they arise.

CONTENTS:

- Identify problems and issues
- Organizing information on problem and issues
- Relating problems and issues
- Communication barriers affecting workplace discussions.

CONDITIONS:

The students/trainees must be provided with the following:

- Simulated workplace environment
- Communication tools
- Variety of information's

METHODOLOGIES:

- Discussion
- Role play
- Brainstorming

ASSESSMENT METHODS:

- Direct observation
- Interview

BASIC COMPETENCY   :   **TEAM WORK**

UNIT OF COMPETENCY :   **LEAD SMALL TEAM**

MODULE TITLE   :   **LEADING SMALL TEAM**

MODULE DESCRIPTOR :   This module covers the knowledge, skills and attitudes
required to lead small team including setting and maintaining
team and individual performance standard.

NOMINAL DURATION   :   2 hours

QUALIFICATION LEVEL :   NC III

SUMMARY OF LEARNING OUTCOMES:

   Upon completion of this module the students/trainees will be able to:

LO1.   Provide team leadership.

LO2.   Assign responsibilities among members.

LO3.   Set performance expectation for team members.

LO4.   Supervise team performance.

LO1. PROVIDE TEAM LEADERSHIP.

ASSESSMENT CRITERIA:

1. Work requirements are identified and prescribed to members.
2. Reasons for instructions and requirements are properly disseminated to team members.
3. Team members questions, problems, concerns are recognized, discussed and dealt accordingly.

CONTENTS:

- Communication skills required for leading small team
- Skills and techniques in promoting team building
- Negotiating skills
- Up to date dissemination of instruction and requirements to members.
- Art of listening and treating individual team members concern

CONDITIONS:

The students/trainees must be provided with the following:

- Learning materials
  - team building manual
  - catalogs
  - brochures
- Simulated team

METHODOLOGIES:

- Traditional/lecture
- Demonstration
- Case studies

LO2.   ASSIGN RESPONSIBILITIES AMONG MEMBERS.

ASSESSMENT CRITERIA:

1. Duties and responsibilities are allocated in respect to the skills, knowledge and attitudes of every team member.
2. Duties are allocated having regard to individual preference, domestic and personal considerations.
3. Duties and responsibilities of each member are properly identified and defined.

CONTENTS:

- Duties and responsibilities of each team member
- Skills in identifying individual skills ,knowledge and attitude as basis for allocating responsibilities
- Knowledge in identifying each team member duties and responsibilities

CONDITIONS:

The students/trainees must be provided with the following:

- Learning materials
    - relevant legal requirements
    - manuals

METHODOLOGIES:

- Traditional/lecture
- Demonstration

LO3. SET PERFORMANCE EXPECTATION FOR TEAM MEMBERS

ASSESSMENT CRITERIA:

1. Performance expectations are established based on client needs and according to assigned requirements.
2. Performance expectations are based on individual team member's duties and responsibilities.
3. Performance expectations are discussed and disseminated to individual team member.

CONTENTS:

- Knowledge and skills in setting individual performance target/expectation
- Team members duties and responsibilities
- Employee policies and procedures
- Defining performance expectations criteria

CONDITIONS:

The students/trainees must be provided with the following:

- Performance expectation worksheet
- Relevant legal requirements

METHODOLOGIES:

- Traditional/lecture
- Demonstration
- Case studies

LO4. SUPERVISE TEAM PERFORMANCE

ASSESSMENT CRITERIA:

1. Monitor team member's performance in respect to the defined performance criteria.
2. Provide team members with feedback, positive support and advice on strategies to overcome any difficulties.
3. Inform team members of any changes in the priority allocated to assignment or task.
4. Provide communication follow-up on all issues affecting the team.

CONTENTS:

- Knowledge and skills in monitoring team member performance
- Monitoring team operation to ensure client needs and satisfaction
- Methods of monitoring performance
- Informal/formal counseling skills

CONDITIONS:

The students/trainees must be provided with the following:

- Performance expectation worksheet
- Relevant legal requirements

METHODOLOGIES:

- Traditional/lecture
- Demonstration
- Modular

ASSESSMENT METHODS:

- Written examination
- Direct observation

UNIT OF COMPETENCY : **DEVELOP AND PRACTICE NEGOTIATION SKILLS**

MODULE TITLE : **DEVELOPING AND PRACTICING NEGOTIATION SKILLS**

MODULE DESCRIPTOR : This module covers the skills, knowledge and attitudes required to collect information in order to plan and participate in the negotiation.

NOMINAL DURATION : 4 hours

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/ trainees will be able to:

LO1. Identify relevant information in planning negotiations

LO2. Participate in negotiations

LO3. Document areas for agreement

LO1. IDENTIFY RELEVANT INFORMATION IN PLANNING NEGOTIATIONS

ASSESSMENT CRITERIA:

1. Information in preparation for negotiation is identified and included in the plan
2. Information on creating non verbal environments for positive negotiations is identified and included in the plan
3. Information on different questioning techniques is identified and included in the plan

CONTENTS:

- Background information on other parties to the negotiation
- Observing differences between content and process
- Identifying bargaining information
- Applying strategies to manage process
- Applying steps in negotiating process
- Strategies to manage conflict
- Steps in negotiating process

CONDITIONS:

The students/trainees must be provided with the following:

- Pertinent documents
- Simulated workplace
- Prepared recipes
- Paper and pencil
- Calculator
- Hands out

METHODOLOGIES:

- Lecturette
- Role playing
- practical exercises

LO2. PARTICIPATE IN NEGOTIATIONS

ASSESSMENT CRITERIA:

1. Criteria for successful outcome are agreed upon by all parties
2. Desired outcome of all parties are considered
3. Appropriate language is used throughout the negotiation

CONTENTS:

- Decision making and conflict resolution strategies procedures
- Problem solving strategies on how to deal with unexpected questions and attitudes during negotiation
- Background information on other parties to the negotiation
- Observing differences between content and process

CONDITIONS:

The students/trainees must be provided with the following:

- Pertinent documents
- Simulated workplace
- Supplies
- Paper and pencil
- Calculator
- Hands out

METHODOLOGIES:

- Lecturette
- Role playing
- practical exercises

ASSESSMENT METHODS:

- Written test/ questioning
- Demonstration

LO3. DOCUMENT AREAS FOR NEGOTIATION

ASSESSMENT CRITERIA:

1. The issues and processes are documented and agreed upon by all parties
2. Possible solutions are discussed and their viability assessed
3. Areas for agreement are confirmed and recorded
4. Follow-up action is agreed upon by all parties

CONTENTS:

- Procedure in documenting negotiations
- Managing information
- Filing documents

CONDITIONS:

The students/ trainees must be provided with the following:

- Pertinent documents
- Simulated workplace
- Supplies
- Paper and pencil
- Calculator
- Hands out

METHODOLOGIES:

- Lecturette
- Role playing
- practical exercises

ASSESSMENT METHODS:

- Written test/ questioning
- Demonstration

BASIC COMPETENCY : **PROBLEM SOLVING**

UNIT OF COMPETENCY : **SOLVE WORKPLACE PROBLEM RELATED TO WORK ACTIVITIES**

MODULE TITLE : **IDENTIFYING / DETERMINING FUNDAMENTAL CAUSE OF PROBLEM**

MODULE DESCRIPTOR : This module expresses the competency required to apply problem solving techniques to identify/determine fundamental cause problem.

NOMINAL DURATION : 4 hours

QUALIFICATION LEVEL : NC III

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/trainees will be able to:

LO1. Explain the analytical techniques.

LO2. Identify the problem.

LO3. Determine the possible cause/s of the problem.

LO1. EXPLAIN THE ANALYTICAL TECHNIQUES

ASSESSMENT CRITERIA:

1. Importance and application of analytical techniques are explained.
2. Analytical techniques such as brainstorming, cause and effects diagrams, PARETO analysis, SWOT analysis, GANT chart, PERT CPM & graphs, and scatter grams are defined.

CONTENTS:

- Observation, investigation & analytical techniques
- Brainstorming
- Cause and effect diagrams
- PARETO analysis
- SWOT analysis
- GANT chart
- PERT CPM & graph
- SCATTERGRAMS

CONDITIONS:

The students/trainees must be provided with the following:

- Coursewares
- Learning materials/guides
- Computer
- OHP

METHODOLOGIES:

- Direct observation
- Simulation /role playing
- Case studies

ASSESSMENT METHODS:

- Written
- Practical/performance test

LO2. IDENTIFY THE PROBLEM.

ASSESSMENT CRITERIA:

1. Variances are identified from normal operating parameters and product quality.
2. Extent, cause, and nature of the problem are defined based on observation, investigation and analytical techniques.
3. Problems are clearly stated and specified.

CONTENTS:

- Normal operating parameters & product quality
- Identifying & clarifying the nature of problem
- Application of analytical techniques

CONDITIONS:

The students/trainees must be provided with the following:

- Coursewares
- Learning materials/guides
- Computer
- OHP

METHODOLOGIES:

- Direct observation
- Simulation /role playing
- Case studies

ASSESSMENT METHODS:

- Written
- Practical/performance test

LO3. DETERMINE THE POSSIBLE CAUSE/S OF THE PROBLEM

ASSESSMENT CRITERIA:

1. Possible cause/s of problem are identified based on experience & the use of problem solving tools/analytical techniques.
2. Possible cause statements are developed.
3. Fundamental causes are explained.

CONTENTS:

- Non-routine process and quality problems
- Teamwork and work allocation problem
- Safety and emergency situations and incidents

CONDITIONS:

The students/trainees must be provided with the following:

- Courseware's
- Learning materials/guides
- Computer
- OHP

METHODOLOGIES:

- Direct observation
- Simulation /role playing
- Case studies

ASSESSMENT METHODS:

- Written
- Practical/performance test

UNIT OF COMPETENCY : **USE MATHEMATICAL CONCEPTS AND TECHNIQUES**

MODULE TITLE : **USING MATHEMATICAL CONCEPTS AND TECHNIQUES**

MODULE DESCRIPTOR : This module covers the knowledge, skills and attitudes required in the application of mathematical concepts and techniques.

NOMINAL DURATION : 2 hours

QUALIFICATION LEVEL : NC III

SUMMARY OF LEARNING OUTCOMES:

Upon completion of the module, the learner/students must be able to:

LO1. Identify mathematical tools and techniques to solve problems.

LO2. Apply mathematical procedure/solution.

LO3. Analyze results.

LO1. IDENTIFY MATHEMATICAL TOOLS AND TECHNIQUES TO SOLVE PROBLEMS.

ASSESSMENT CRITERIA:

1. Problem areas based on given condition are identified.
2. Mathematical techniques based on the given problem are selected.

CONTENTS:

- Four Fundamental Operations
- Steps in solving a problem
- Standard formulas
- Conversion
- Measurement

CONDITION:

The students/learners must be provided with the following:

- Manuals
- Hand-outs
- Problem set
- Conversion table
- Table of formulas
- Measuring tools

METHODOLOGIES:

- Lecturette
- Self-paced instruction
- Group discussion

ASSESSMENT METHODS:

- Written
- Demonstration

LO2. APPLY MATHEMATICAL PROCEDURE/SOLUTION

ASSESSMENT CRITERIA:

1. Mathematical techniques based on the problem identified are applied.
2. Mathematical computations are performed to the level of accuracy required for the problem.
3. Results of mathematical computation based on job requirements is determined and verified.

CONTENTS:

- Problem-based questions
- Estimation
- Use of mathematical tools and standard formulas
- Mathematical techniques

CONDITION:

The students/learners must be provided with the following:

- Manuals
- Hand-outs
- Calculator
- Measuring tools/devices
- Case problems

METHODOLOGIES:

- Lecturette
- Self-paced instruction
- Group discussion
- Practical work approach

ASSESSMENT METHODS:

- Written
- Oral Interview

LO3. ANALYZE RESULTS

ASSESSMENT CRITERIA:

1. Results of application based on expected and required specifications and outcome is reviewed.
2. Appropriate action in case of error is applied.

CONTENTS:

- Four Fundamental Operations
- Steps in solving a problem
- Standard formulas
- Conversion
- Measurement

CONDITION:

The students/learners must be provided with the following:

- Manuals
- Hand-outs
- Problem set
- Conversion table
- Table of formulas
- Measuring tools

METHODOLOGIES:

- Lecturette
- Self-paced instruction
- Group discussion
- Research study

ASSESSMENT METHODS:

- Written
- Oral

UNIT OF COMPETENCY : **USE RELEVANT TECHNOLOGIES**

MODULE TITLE : **USING RELEVANT TECHNOLOGIES**

MODULE DESCRIPTOR : This module covers the knowledge, skills and attitudes required in selecting, sourcing and applying appropriate and affordable technologies in the workplace.

NOMINAL DURATION : 4 hours

QUALIFICATION LEVEL : NC III

SUMMARY OF LEARNING OUTCOMES:

Upon completion of the module, the learner/students must be able to:

LO1. Study/select appropriate technology

LO2. Apply relevant technology.

LO3. Maintain/enhance relevant technology

LO1. STUDY / SELECT APPROPRIATE TECHNOLOGY

ASSESSMENT CRITERIA:

1. Appropriate technologies are studied based on work requirements.
2. Appropriate technologies are identified and selected based on work requirements.

CONTENTS:

- Machineries/equipment and their application
- Software/ programs

CONDITION:

The students/learners must be provided with the following:

- Manuals
- Hand-outs
- Multimedia
- Video tape
- Brochures
- CD's
- Internet access
- Computer

METHODOLOGIES:

- Lecturette
- Self-paced instruction
- Group discussion
- Film showing

ASSESSMENT METHODS:

- Written
- Interview

LO2. APPLY RELEVANT TECHNOLOGY

ASSESSMENT CRITERIA:

1. Relevant technology is used in carrying out function based on work requirements.
2. Applicable software and hardware is used as per job requirement.
3. Management concept are observed as per established industry practices.

CONTENTS:

- Office technology
- Industrial technology
- System technology
- Information technology
- Training technology
- Different software/hardware
- 5S (Proper House Keeping)

CONDITION:

The students/learners must be provided with the following:

- Manuals
- Hand-outs
- Multimedia
- Video tape
- Brochures
- CD's
- Internet access
- Computer

METHODOLOGIES:

- Lecturette
- Self-paced instruction
- Group discussion
- Film showing

ASSESSMENT METHODS:

- Written
- Interview

LO3. MAINTAIN / ENHANCE RELEVANT TECHNOLOGY

ASSESSMENT CRITERIA:

1. Maintenance of technology is applied in accordance with the industry standard operating procedure, manufacturer's operating guidelines and occupational health and safety procedure
2. Updating of technology is maintained through continuing education or training in accordance with job requirement.
3. Appropriate action for technology failure/ defect is immediately reported to the concerned/ responsible person or section.

CONTENTS:

- Corrective and preventive maintenance
- Upgrading of technology
- Communication skills
- Organizational set-up/work flow

CONDITION:

The students/learners must be provided with the following:

- Manuals
- Hand-outs
- Multimedia
- Video tape
- Brochures
- CD's
- Internet access
- Computer

METHODOLOGIES:

- Lecturette
- Self-paced instruction
- Group discussion
- Film showing

ASSESSMENT METHODS:

- Written
- Interview

MODULES OF INSTRUCTION

COMMON COMPETENCIES

EVENT MANAGEMENT NCIII

UNIT OF COMPETENCY : **ROSTER STAFF**

MODULE TITLE : **ROSTERING STAFF**

MODULE DESCRIPTOR : This module covers the knowledge, skills, behavior and motivations required to develop staff rosters. This role may be carried out by operational supervisors and managers.

NOMINAL DURATION : 6 hours

QUALIFICATION LEVEL : NC III

SUMMARY OF LEARNING OUTCOMES:

Upon completion of the module, the learner/students must be able to:

LO1. Develop and implement staff rosters

LO2. Maintain staff records

LO1. DEVELOP AND IMPLEMENT STAFF ROSTERS

ASSESSMENT CRITERIA:

1. Rosters are developed in accordance with company agreements and wage budgets.
2. Operational efficiency and customer service levels are maximized while wage costs are minimized in roster development.
3. Duties are combined where appropriate to ensure effective use of staff.
4. The available skills base is utilized appropriately to roster the most effective mix of staff and to meet different operational requirements.
5. Rosters are presented in required formats to ensure clarity of information in accordance with company standards.
6. Rosters are communicated to appropriate colleagues within designated timelines.

CONTENTS:

- The role of rosters and their importance in controlling staff costs
- Factors to be considered when developing rosters
- Formats for the presentation of staff rosters and details to be included
- Knowledge on area of operation for which roster is being developed.
- Organizing information
- Preparing staff rosters
- Communicating with colleagues about the developed rosters

CONDITIONS:

The students/trainees must be provided with the following:

- Workplace/assessment location
- Computer
- Printed materials/handouts
- References

METHODOLOGIES:

- Lecture
- Group discussion
- Case study

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Written test

LO2. MAINTAIN STAFF RECORDS

ASSESSMENT CRITERIA:

1. Time sheets and other documentation are completed accurately and within designated timelines.
2. Staff records are updated accurately and maintained or stored in accordance with establishment procedures.

CONTENTS:

- Formats for the presentation of staff rosters and details to be included
- Knowledge on area of operation for which roster is being developed.
- Organizing information
- Preparing staff rosters

CONDITIONS:

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts
- Workplace/assessment location
- Computer
- Printed materials/handouts

METHODOLOGIES:

- Lecture
- Simulation
- Group discussion

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Evaluation of reports submitted

UNIT OF COMPETENCY : **CONTROL AND ORDER STOCK**

MODULE TITLE : **CONTROLLING AND ORDERING STOCK**

MODULE DESCRIPTOR : This module covers the knowledge, skills, behavior and motivations required to control and order stock in a range of hospitality establishments. This role is generally carried out by supervisors and team leaders.

NOMINAL DURATION : 6 hours

QUALIFICATION LEVEL : NC III

SUMMARY OF LEARNING OUTCOMES

Upon completion of this module the students/trainees will be able to:

LO1. Maintain stock levels and records

LO2. Process stock orders

LO3. Manage stock losses

LO4. Follow-up orders

LO5. Organize and administer stocks

LO1. MAINTAIN STOCK LEVELS AND RECORDS

ASSESSMENT CRITERIA:

1. Stock levels are monitored and maintained according to company requirements.
2. Stock security is monitored and systems are adjusted as required.
3. Stock reorder cycles are monitored and adjusted as required.
4. Colleagues are informed of their individual responsibilities in regard to the reordering of stock.
5. Records of stock storage and movement are maintained in accordance with company procedures.
6. Stock performance is monitored and fast/slow-selling items are identified and reported in accordance with company procedures.

CONTENTS:

- Stock recording systems
- Securing stocks
- Par stocks
- Monitoring slow moving items

CONDITIONS:

The students/trainees must be provided with the following:

- References/Handouts
- Use of real stock items
- Stock cards and records
- Opportunity to deal or link with internal/external suppliers
- Computer with appropriate software, if any

METHODOLOGIES:

- Lecture/discussion
- Role-play
- Simulation

ASSESSMENT METHODS:

- Evaluation of reports submitted
- Written or oral questions

LO2. PROCESS STOCK ORDERS

ASSESSMENT CRITERIA:

1. Orders for stock are processed accurately and in accordance with company procedures
2. Stock levels are maintained and recorded ensuring information is complete, correct and current.
3. Incoming stock is checked against purchase and supply agreements and all necessary details are recorded.

CONTENTS:

- Ordering/re-ordering stocks
- Handling incoming stocks
- Maintaining stock records

CONDITIONS:

The students/trainees must be provided with the following:

- References/handouts
- Use of real stock items
- Stock cards and records
- Opportunity to deal or link with internal/external suppliers
- Computer with appropriate software, if any

METHODOLOGIES:

- Lecture-discussion
- Role-play
- Simulation

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Written test

LO3. MANAGE STOCK LOSSES

ASSESSMENT CRITERIA:

1. Stock losses are identified and recorded according to company procedures.
2. Losses are reported in accordance with company procedures.
3. Avoidable losses are identified and reasons behind these losses are established.
4. Solutions to loss situations are recommended and related procedures are implemented to prevent future avoidable losses.

CONTENTS:

- Recording stock losses
- Reporting stock losses
- Preventing stock losses/stock control procedures

CONDITIONS:

Students/trainees must be provided with the following:

- References/handouts
- Use of real stock items
- Computer

METHODOLOGIES:

- Lecture-discussion
- Role-play
- Simulation

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Written test

LO4. FOLLOW UP ORDERS

ASSESSMENT CRITERIA:

1. The delivery process is monitored to ensure agreed deadlines are met.
2. Continuity of supply is ensured by liaising with colleagues and   suppliers.
3. Routine supply problems are followed up or referred to the appropriate person in accordance with company policy.
4. Stock is distributed to agreed locations.

CONTENTS:

- Monitoring deliveries
- Controlling shortages or out of stock supplies
- Allocating deliveries and supplies

CONDITIONS:

The students/trainees must be provided with the following:

- References/handouts
- Project or work activities
- Use of real stock items

METHODOLOGIES:

- Lecture-discussion
- Role-play
- Simulation

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Evaluation of reports submitted
- Written test
- Review of workplace reports and records related to stock control prepared by the candidate

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LO5. ORGANIZE AND ADMINISTER STOCKS

ASSESSMENT CRITERIA:

1. Stocks are organized at appropriate intervals according to company policy and procedures.
2. Stocktaking responsibilities are allocated to staff.
3. Accurate stock reports are produced within designated timelines.

CONTENTS:

- Organizing stocks
- Stock taking/Inventory systems
- Inventory reports

CONDITIONS:

The students/trainees must be provided with the following:

- References
- Handouts
- Project or work activities
- Access to stock rooms and real stock items

METHODOLOGIES:

- Lecture-discussion
- Role-play
- Simulation

ASSESSMENT METHODS:

- Interviews/questioning
- Evaluation of reports submitted
- Review of activities undertaken by the candidate

UNIT OF COMPETENCY : **TRAIN SMALL GROUPS**

MODULE TITLE : **TRAINING SMALL GROUPS**

MODULE DESCRIPTOR : This module covers the requirements for planning, delivering and reviewing training provided for the purposes of developing competency on a one-to-one or small group basis.

NOMINAL DURATION : 6 hours

QUALIFICATION LEVEL : NC III

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/trainees will be able to:

LO1. Prepare for trainings

LO2. Deliver training

LO3. Provide opportunities for practices

LO4. Review training

LO1. PREPARE FOR TRAININGS

ASSESSMENT CRITERIA:

1. Specific training needs are identified and confirmed through consultation with appropriate personnel.
2. Training objectives are matched to identify competency development needs.
3. Training approaches are planned and documented.

CONTENTS:

- Training needs analysis
- Designing training and development plans

CONDITIONS:

The students/trainees must be provided with the following:

- References
- Handouts
- Project or work activities
- Access to records, logbooks, reports and other sources of information about the operation and/or the personnel

METHODOLOGIES:

- Lecture-discussion
- Role-play
- Simulation

ASSESSMENT METHODS:

- Written/oral examination
- Observation
- Written tests

LO2. DELIVER TRAINING

ASSESSMENT CRITERIA:

1. Training is conducted in a safe and accessible environment.
2. Training delivery methods appropriate to the participant(s) needs, trainer availability, location and resources are selected.
3. Strategies and techniques which facilitate the learning process are employed.
4. Training objectives, sequence of activities and assessment processes are discussed with training participant(s).
5. Systematic approach to training is undertaken to meet specific needs of training participant(s).

CONTENTS:

- Different training delivery methods
- How to conduct training programs
- Presentation skills and proper use of equipment
- Strategies and techniques which facilitate the learning process

CONDITIONS:

The students/trainees must be provided with the following:

- References
- Handouts
- Access to records, logbooks, reports, organizational plans and other sources of information about the operation and/or the personnel
- OHP/Computer/LCD
- Audio visual learning materials
- Training materials

METHODOLOGIES:

- Lecture-discussion
- Role-play/group training activities and exercises
- Simulation

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Written tests

LO3. PROVIDE OPPORTUNITIES FOR PRACTICES

ASSESSMENT CRITERIA:

1. Practice opportunities are provided to ensure that the participants achieve the components of competency.
2. Variety of methods for encouraging learning is implemented to meet the individual needs of participants*.*

CONTENTS:

- Importance of on the job exposure.
- Simulations and role plays

CONDITIONS:

The students/trainees must be provided with the following:

- References
- Handouts
- Project or work activities

METHODOLOGIES:

- Lecture-discussion
- Role-play/simulation
- Case studies

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Evaluation of reports submitted
- Written tests

LO4. REVIEW TRAINING

ASSESSMENT CRITERIA:

1. Participants are encouraged to self evaluate performance and areas for improvement are identified.
2. Participants' readiness for assessment is monitored and assistance is provided with the collection of evidence for satisfactory performance.
3. Training is evaluated against objectives in the context of self-assessment, participant feedback, supervisor comments and measurements.
4. Training details are recorded according to enterprise and legislative requirements.
5. Results of evaluation are utilized to guide further training.

CONTENTS:

- Importance of evaluating programs
- Methods of evaluating programs
- Performance review and analysis

CONDITIONS:

The students/trainees must be provided with the following:

- Training materials
- References
- Handouts
- Project or work activities
- Records, logbooks, reports and other sources of information about the training

METHODOLOGIES:

- Lecture-discussion
- Role-play/simulation
- Case studies

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Evaluation of reports submitted
- Written tests

UNIT OF COMPETENCY : **ESTABLISH AND CONDUCT BUSINESS RELATIONSHIPS**

MODULE TITLE : **ESTABLISHING AND CONDUCTING BUSINESS RELATIONSHIPS**

MODULE DESCRIPTOR : This module deals with the skills and knowledge required to manage business relationships with customers or suppliers within a tourism or hospitality context. It focuses on the relationship building and negotiation skills.

NOMINAL DURATION : 6 hours

QUALIFICATION LEVEL : NC III

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/trainees will be able to:

LO1. Establish and conduct business relationships

LO2. Conduct negotiations

LO3. Make formal business agreements

LO4. Foster and maintain business relationships

LO1. ESTABLISH AND CONDUCT BUSINESS RELATIONSHIPS

ASSESSMENT CRITERIA:

1. Relationships are established in a manner that promotes goodwill and trust between the enterprise, its customers and suppliers.
2. Trust and respect are built in business relationships through use of effective communication skills and techniques
3. Opportunities to maintain regular contact with customers and suppliers are identified and taken up.

CONTENTS:

- Types of formal agreements
- Establishing and building business contacts
- Conducting successful business negotiations
- Communication skills and techniques
- Interpersonal skills

CONDITIONS:

The students/trainees must be provided with the following:

- Writing materials
- References/Handouts
- Relationship-building and negotiation activities with a range of individuals with whom the candidate has an actual or potential business relationship.

METHODOLOGIES:

- Lecture-discussion
- Role-play
- Simulation

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Evaluation of reports submitted
- Written tests

LO2.   CONDUCT NEGOTIATIONS

ASSESSMENT CRITERIA:

1. Negotiations are conducted in a business-like and professional manner within the relevant cultural context.
2. Negotiations are conducted in the context of the current enterprise marketing focus.
3. Benefits for all parties in the negotiation are maximized through use of established techniques and in the context of establishing long term relationships.
4. Feedback and input from colleagues are incorporated into the negotiation.
5. The results of negotiations are communicated to appropriate colleagues and stakeholders within the appropriate timeframes.

CONTENTS:

- Professional business negotiations procedures
- Effective negotiating skills and techniques
- Presenting a proposal/Business proposal presentation skills

CONDITIONS:

The students/trainees must be provided with the following:

- Writing materials
- Handouts/brochures
- Sales kit/portfolios
- OHP/computer/LCD
- Relationship-building and negotiation activities with a range of individuals with whom the candidate has an actual or potential business relationship.

METHODOLOGIES:

- Lecture-discussion
- Role-play
- Simulation

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Evaluation of reports submitted

LO3. MAKE FORMAL BUSINESS AGREEMENTS

ASSESSMENT CRITERIA:

1. Agreements are confirmed in writing using formal contracts and in accordance to enterprise requirements.
2. Appropriate approvals for all aspects of formal agreements are checked and obtained in accordance with enterprise procedures.
3. The need for specialist advice in the development of contracts is identified and sought where appropriate.

CONTENTS:

- Importance of contracts/MOA
- Preparing contracts/MOA
- Legal issues in preparing contracts

CONDITIONS:

The students/trainees must be provided with the following:

- Writing materials
- References/Handouts
- Sample agreements and contracts
- Computer

METHODOLOGIES:

- Lecture-discussion
- Role-play
- Simulation
- Case study/written exercises

ASSESSMENT METHODS:

- Observation
- Interviews/questioning
- Evaluation of reports submitted
- Written tests

LO4. FOSTER AND MAINTAIN BUSINESS RELATIONSHIPS

ASSESSMENT CRITERIA:

1. Information needed to maintain sound business relationships are pro-actively sought, reviewed and acted upon.
2. Agreements are honored within the scope of individual responsibility.
3. Adjustments to agreements are made in consultation with the customer/supplier and information is shared with appropriate colleagues.
4. Relationships are nurtured through regular contact.

CONTENTS:

- Legal issues in the performance of obligations in the contract
- Building and maintaining relationships

CONDITIONS:

The students/trainees must be provided with the following:

- Writing materials
- References
- Handouts
- Sample agreements and contracts

METHODOLOGIES:

- Lecture-discussion
- Role-play
- Simulation
- Case study

ASSESSMENT METHODS:

- Observation
- Interview/questioning
- Evaluation of reports submitted
- Written tests

MODULES OF INSTRUCTION

CORE COMPETENCIES

EVENT MANAGEMENT NC III

UNIT OF COMPETENCY : **PLAN AND DEVELOP EVENT PROPOSAL OR BID**

MODULE TITLE : **PLANING AND DEVELOPING EVENT PROPOSAL OR BID**

MODULE DESCRIPTOR : This module deals with the knowledge, skills, behavior and motivations required to plan and develop proposals and bids for the staging of meetings and events. Depending on the context, this role could be performed by a wide range of individuals including event managers, local or regional tourism managers, venue managers and marketing managers.

NOMINAL DURATION : 8 hours

PREREQUISITE : There are no entry requirements for trainees or students wishing to enter into training on the Events Management Services NCIII qualification.

SUMMARY OF LEARNING OUTCOMES :

Upon completion of this module the students/trainees will be able to:

LO1. Interpret event brief

LO2. Develop proposal and bid details

LO3. Develop bid materials

LO4. Submit or present the bid or proposal on time

LO1. INTERPRET EVENT BRIEF

ASSESSMENT CRITERIA:

1. The contents of the event brief are accurately interpreted and the company's capacity to meet stated requirements is assessed.
2. Action required for the development of the proposal or bid is identified and planned.
3. Liaison with customer is undertaken to clarify requirements when appropriate.

CONTENTS:

- The proposal/bidding process for a specific meeting/event, including effective assessment of the event brief, coordination of all details and resources to meet the bid
- Requirements and professional presentation of bid materials and documents
- Typical bid/proposal requirements and formats.
- Industry practices relevant to event management
- Organizational skills in terms of event planning
- Communication skills to be able to present proposal or bid

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
- LCD Projector (optional) - Overhead Projector (optional) - Computer - Printer	- Software for presentation skills	- Sample proposal - Sample brochures and other pertinent document relating to proposal writing	- Books relating to business proposal writing

METHODOLOGIES:

- Discussion
- Lecture
- Simulation

ASSESSMENT METHODS:

- Project to bid for a meeting or event being staged within a college or local community
- Case studies to assess knowledge of the components required for inclusion in different types of bids
- Review of portfolios of evidence and third party workplace reports of on-the-job

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LO2. DEVELOP PROPOSAL AND BID DETAILS

ASSESSMENT CRITERIA:

1. Details for inclusion in the proposal/bid are developed after consultation with suppliers and other relevant agencies.
2. Options to meet and where possible, exceed the expectations of the customer are developed including integration of current and emerging technology.
3. Possible competitors are evaluated and strategies to address competitive issues are developed.

CONTENTS:

- The proposal/bidding process for a specific meeting/event, including effective assessment of the event brief, coordination of all details and resources to meet the bid
- Requirements and professional presentation of bid materials and documents
- Typical bid/proposal requirements and formats.

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
- LCD Projector (optional) - Overhead Projector (optional) - Computer - Printer	- Software for presentation skills	- Sample proposal - Sample brochures and other pertinent document relating to proposal writing	- Books relating to business proposal writing

METHODOLOGIES:

- Discussion
- Lecture
- Simulation

ASSESSMENT METHODS:

- Project to bid for a meeting or event being staged within a college or local community
- Case studies to assess knowledge of the components required for inclusion in different types of bids
- Review of portfolios of evidence and third party workplace reports of on-the-job

LO3. DEVELOP BID MATERIALS

ASSESSMENT CRITERIA:

1. Bid materials are prepared within the designated time lines in accordance with the requirements of the brief.
2. Materials are presented in a format that maximizes the use of presentation and promotional techniques.

CONTENTS:

- The proposal/bidding process for a specific meeting/event, including effective assessment of the event brief, coordination of all details and resources to meet the bid
- Requirements and professional presentation of bid materials and documents
- Typical bid/proposal requirements and formats.
- Industry practices relevant to event management
- Organizational skills in terms of event planning

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
- LCD Projector (optional) - Overhead Projector (optional) - Computer - Printer	- Software for presentation skills	- Sample proposal - Sample brochures and other pertinent document relating to proposal writing	- Books relating to business proposal writing

METHODOLOGIES:

- Discussion
- Lecture
- Simulation

ASSESSMENT METHODS:

- Project to bid for a meeting or event being staged within a college or local community
- Case studies to assess knowledge of the components required for inclusion in different types of bids
- Review of portfolios of evidence and third party workplace reports of on-the-job

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LO4. SUBMIT OR PRESENT THE BID OR PROPOSAL ON TIME

ASSESSMENT CRITERIA:

1. The proposal/bid is delivered within the prescribed time line.
2. Proposal/bid presentation is conducted with maximum visual/retention impact.

CONTENTS:

- The proposal/bidding process for a specific meeting/event, including effective assessment of the event brief, coordination of all details and resources to meet the bid
- Requirements and professional presentation of bid materials and documents
- Typical bid/proposal requirements and formats.
- Industry practices relevant to event management
- Organizational skills in terms of event planning
- Communication skills to be able to present proposal or bid

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer	• Software for presentation skills	• Sample proposal • Sample brochures and other pertinent document relating to proposal writing	• Books relating to business proposal writing

METHODOLOGIES:

- Discussion
- Lecture
- Simulation

ASSESSMENT METHODS:

- Project to bid for a meeting or event being staged within a college or local community
- Case studies to assess knowledge of the components required for inclusion in different types of bids
- Review of portfolios of evidence and third party workplace reports of on-the-job

UNIT OF COMPETENCY : **DEVELOP AN EVENT CONCEPT**

MODULE TITLE : **DEVELOPING AN EVENT CONCEPT**

MODULE DESCRIPTOR : This module describes the knowledge, skills, behavior and motivations required to develop the overall concept, theme and format for a major event comprising multiple components. An event manager would generally undertake this process at the commencement of the event management cycle in consultation with the stakeholders. Sometimes the concept development phase is undertaken as part of the bidding process.

NOMINAL DURATION : 8 hours

PREREQUISITE : There are no entry requirements for trainees or students wishing to enter into training on the Events Management Services NCIII qualification.

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/trainees will be able to:

LO1. Identify overall event objectives and scope

LO2. Establish event concept, theme and format

LO1. IDENTIFY OVERALL EVENT OBJECTIVES AND SCOPE

ASSESSMENT CRITERIA:
1. The key objectives of the event are identified, clarified and agreed with the stakeholder.
2. Key information is analyzed and stakeholders are consulted to determine the broad scope of the event including indicators for:
   - size and numbers of guests/delegates
   - audience/ participant needs
   - location (s)
   - duration
   - financial investment and other resource issues.
3. Internal and external factors are analyzed which may impact on the event.

CONTENTS:
- Developing concept and format that reflects event objectives
- Developing a concept that is operationally practical and which results in the achievement of objectives
- Typical formats for different styles of events
- Creative options to be considered when developing an event concept
- Key stakeholders for different types of event
- Internal and external factors to be considered when developing an event concept
- Key management issues that impact on development of an event concept

CONDITIONS/RESOURCES:
The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer	• Software for presentation skills	• Sample proposal • Sample brochures and other pertinent document relating to proposal writing	• Books relating to business proposal writing • Books relating to event management

METHODOLOGIES:
- Discussion
- Lecture
- Simulation

ASSESSMENT METHODS:
- Evaluation of concept, theme and format through a candidate presentation or "bid" for an event
- Oral or written questions to assess knowledge of the range of key market factors and management issues to be considered in the concept development phase
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO2. ESTABLISH EVENT CONCEPT, THEME AND FORMAT

ASSESSMENT CRITERIA:
1. An overall event concept, theme and format are developed which reflect key objectives and meet the needs of the potential audience.
2. Creative elements are incorporated into the event concept and theme.
3. Operational practicality and cohesiveness of the concept, theme and format are verified through consultation and analysis.
4. A summary of key logistical requirements is developed based on the overall concept, theme and format.
5. Accurate and complete information on the concept, theme and format is provided to all relevant stakeholders to facilitate timely and effective planning and implementation.
6. Approval from stakeholders is obtained prior to implementation.

CONTENTS:
- Typical formats for different styles of events
- Creative options to be considered when developing an event concept
- Key stakeholders for different types of event
- Technical and staging options for different types of event.
- Use of office electronic equipment
- Research skills to seek information associated with the event concepts and ideas
- Communication skills to be able to present proposed concept

CONDITIONS/RESOURCES:
The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer	• Software for presentation skills	• Sample proposal • Sample brochures and other pertinent document relating to proposal writing	• Books relating to business proposal writing • Books relating to event management

METHODOLOGIES:
- Discussion
- Lecture
- Simulation

ASSESSMENT METHODS:
- Evaluation of concept, theme and format through a candidate presentation or "bid" for an event
- Oral or written questions to assess knowledge of the range of key market factors and management issues to be considered in the concept development phase
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

UNIT OF COMPETENCY : **DEVELOP AN EVENT PROGRAM**

MODULE TITLE : **DEVELOPING AN EVENT PROGRAM**

MODULE DESCRIPTOR : This module deals with the knowledge, skills, behavior and motivations required to design an event program. Event managers, either internal or external to the sponsoring organization, would generally undertake this role.

NOMINAL DURATION : 8 hours

PREREQUISITE : There are no entry requirements for trainees or students wishing to enter into training on the Events Management Services NCIII qualification.

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/trainees will be able to:

LO1. Identify conference objectives

LO2. Design conference program

LO3. Finalize program details

LO1. IDENTIFY CONFERENCE OBJECTIVES

ASSESSMENT CRITERIA:

1. Overall context and scope of the conference are identified.
2. Specific conference objectives are developed and agreed with in consultation with colleagues and/or guests.

CONTENTS:

- Conference session formats
- Provided a range of options for conference staging and venue set ups
- Could identify the needs of different market segments in relation to conference activities (eg. Corporate, associations, government).
- Detailed knowledge of the range of options available to conference organizers in terms of venues, staging, format and pre/post tour components.
- Use electronic equipment

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer	• Software for presentation skills		• Books relating to event management • Books and videos relating to public speaking

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Project to develop a program for a conference
- Questioning to assess knowledge of programming for different types of conferences
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO2. DESIGN CONFERENCE PROGRAM

ASSESSMENT CRITERIA:

1. Dates and time are set to meet agreed objectives.
2. A theme is developed to complement event objectives.
3. Overall event format is developed within known budget, venue and staging constraints.
4. Relevant components are identified, designed and integrated in the program.
5. The use of appropriate technological options are identified and integrated in program development.
6. A business program is developed to incorporate an appropriate range of activities.

CONTENTS:

- Designing a practical conference program to meet overall objectives and the needs of the target audience within budget guidelines
- Organizational skills in terms of event planning
- Use of technology and equipment for coordination of events and programs
- Communication skills to clarify information on procedures and systems to the host organization

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
- LCD Projector (optional) - Overhead Projector (optional) - Computer - Printer	- Software for presentation skills		- Books relating to event management - Books and videos relating to public speaking

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Project to develop a program for a conference
- Questioning to assess knowledge of programming for different types of conferences
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO3. FINALIZE PROGRAM DETAILS

ASSESSMENT CRITERIA:

1. The proposed event program is presented within required timeframe.
2. Approval of program details is obtained.
3. Appropriate actions are undertaken in relation to the dissemination and publication of the event program.

CONTENTS:

- Conference session formats
- Provided a range of options for conference staging and venue set ups
- Detailed knowledge of the range of options available to conference organizers in terms of venues, staging, format and pre/post tour components.
- Use electronic equipment
- Organizational skills in terms of event planning
- Use of technology and equipment for coordination of events and programs
- Communication skills to clarify information on procedures and systems to the host organization

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
- LCD Projector (optional) - Overhead Projector (optional) - Computer - Printer	Software for presentation skills		- Books relating to event management - Books and videos relating to public speaking

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Project to develop a program for a conference
- Questioning to assess knowledge of programming for different types of conferences
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

UNIT OF COMPETENCY : **SELECT EVENT VENUE AND SITE**

MODULE TITLE : **SELECTING EVENT VENUE AND SITE**

MODULE DESCRIPTOR : This module deals the knowledge, skills, behavior and motivations required to undertake the venue/site selection process for a major event comprising multiple components. It requires the application of significant analytical and research skills to complete the process of matching an event to a particular site or venue.

NOMINAL DURATION : 8 hours

PREREQUISITE : There are no entry requirements for trainees or students wishing to enter into training on the Events Management Services NCIII qualification.

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/trainees will be able to:

LO1. Analyze venue or site requirements

LO2. Source event venues or sites

LO3. Confirm venue or site arrangements

LO1. ANALYZE VENUE OR SITE REQUIREMENTS

ASSESSMENT CRITERIA:

1. Venue or site requirements are analyzed based on the detailed requirements of the proposed event with multiple components.
2. Accurate and complete specifications of the venue or site are developed to facilitate the research process.
3. The needs of the stakeholders are integrated, including those with disabilities, into venue or site specifications.

CONTENTS:

- Research and select an appropriate venue or site for a nominated event comprising multiple components
- Interpreted the range of information used in the venue and site selection process
- Different venue and site options within the local area.
- The different styles of venues and sites, services offered and their suitability for particular event types

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
- LCD Projector (optional) - Overhead Projector (optional) - Computer - Printer	- Software for presentation skills	- Sample brochures of locations and sites	- Books and videos relating to event management - Internet sites of locations and event places

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Evaluation of the suitability of a venue or site selected by the candidate through attendance at the event
- Case studies to assess ability to source and select venues and sites for different types of events
- Review of documentation and specifications prepared by the candidate
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO2. SOURCE EVENT VENUES OR SITES

ASSESSMENT CRITERIA:
1. Potential venues or sites are researched on using appropriate information sources and research methods.
2. The suitability of venues or sites is assessed based on comparison of services offered with specifications.
3. The need for and the nature of contingency planning required by the venues or sites are assessed.
4. Venue or site capacity to deliver quality outcomes in relation to customer service, cooperative management, and past experience is assessed.
5. Personnel from potential venues or sites is negotiated and liaised with to ensure all event requirements can be met and to address potential problem areas.
6. The need for tentative bookings is assessed and prompt action is taken.
7. When required, multiple site and venue selection is coordinated in a logical manner.
8. Clear and accurate briefings on venue or site options are provided to colleagues and key stakeholders to include recommendation and rationale.

CONTENTS:
- Research and select an appropriate venue or site for a nominated event comprising multiple components
- Interpreted the range of information used in the venue and site selection process
- Different venue and site options within the local area.

CONDITIONS/RESOURCES:
The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer		• Sample brochures of locations and sites	• Books and videos relating to event management • Internet sites of locations and event places

METHODOLOGIES:
- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:
- Evaluation of the suitability of a venue or site selected by the candidate through attendance at the event
- Case studies to assess ability to source and select venues and sites for different types of events
- Review of documentation and specifications prepared by the candidate
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO3. CONFIRM VENUE OR SITE ARRANGEMENTS

ASSESSMENT CRITERIA:
1. Venue or site arrangements are accurately confirmed in writing when the selection process is finalized.
2. Venue or site contracts are reviewed and signed within appropriate timeframes and within the scope of individual responsibility.
3. Specific venue and site planning issues are integrated into overall event management systems promptly.

CONTENTS:
* Research and select an appropriate venue or site for a nominated event comprising multiple components
* Interpreted the range of information used in the venue and site selection process
* Different venue and site options within the local area.
* The different styles of venues and sites, services offered and their suitability for particular event types
* Presentation styles for venue and site information and interpretation of this information
* The features and requirements of a typical venue or site contracts
* Typical operational structures within a venue including relevant personnel, internal networks and interrelationships and reporting structures.

CONDITIONS/RESOURCES:
The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer		• Sample brochures of locations and sites	• Books and videos relating to event management • Internet sites of locations and event places

METHODOLOGIES:
* Discussion
* Lecture
* Simulation
* Case study

ASSESSMENT METHODS:
* Evaluation of the suitability of a venue or site selected by the candidate through attendance at the event
* Case studies to assess ability to source and select venues and sites for different types of events
* Review of documentation and specifications prepared by the candidate
* Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

UNIT OF COMPETENCY : **DEVELOP AND UPDATE EVENT INDUSTRY KNOWLEDGE**

MODULE TITLE : **DEVELOPING AND UPDATING EVENT INDUSTRY KNOWLEDGE**

MODULE DESCRIPTOR : This module deals the knowledge, skills, behavior and motivations required to develop and update general knowledge of the meetings and events industry including industry structure, legal issues and current technology. This knowledge underpins effective performance in all meeting and event organization and management roles.

NOMINAL DURATION : 8 hours

PREREQUISITE : There are no entry requirements for trainees or students wishing to enter into training on the Events Management Services NCIII qualification.

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/trainees will be able to:

LO1. Source and apply information on the structure and operation of the event industry

LO2. Source and apply information on ethical and legal issues for the event industry

LO3. Source and apply information on event industry technology

LO4. Update event industry knowledge

LO1. SOURCE AND APPLY INFORMATION ON THE STRUCTURE AND OPERATION OF THE EVENT INDUSTRY

ASSESSMENT CRITERIA:

1. Sources of information on the event industry are identified correctly including information relating to:
   - industry structure
   - different event types and staging elements
   - event protocols
   - major industry bodies/associations
   - impacts of events on local economies
   - career opportunities.
2. Knowledge of the event industry is used to enhance the quality of work performance.

CONTENTS:

- Industry knowledge can be applied to work activities to maximize effective performance
- Knowledge of ways to maintain currency of knowledge.
- Main types of events :
   - objectives/roles
   - scope
   - nature of audience
   - key stakeholders
   - key elements of staging an event
- Structure and function of the events industry, including:
   - relationships between the events industry and other industries
   - entertainment
   - businesses and organizations involved in   the industry, and
   - key motivations for hosting events
- The role and impact of events on local economies
- Legal and ethical issues that impact on event management including overview of relevant
- legislation
- Current and emerging technology for different aspects of the event management process.
- Use of office electronic equipment
- Research skills to seek information on industry developments
- Communication skills

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer			• Books and videos relating to event management

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Case studies and problem solving to assess application of knowledge to different event organization situations and contexts
- Questions to assess knowledge of different aspects of the events industry as detailed in the evidence guide
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO2. SOURCE AND APPLY INFORMATION ON ETHICAL AND LEGAL ISSUES FOR THE EVENT INDUSTRY

ASSESSMENT CRITERIA:

1. Information on legal and ethical issues is obtained to assist effective work performance.
2. Day-to-day event organization activities are conducted in accordance with legal obligations and ethical industry practices.

CONTENTS:

- Industry knowledge can be applied to work activities to maximize effective performance
- Knowledge of ways to maintain currency of knowledge.
- Main types of events :
  - objectives/roles
  - scope
  - nature of audience
  - key stakeholders
  - key elements of staging an event
- Structure and function of the events industry, including:
  - relationships between the events industry and other industries
  - entertainment
  - businesses and organizations involved in the industry, and
  - key motivations for hosting events
- The role and impact of events on local economies
- Legal and ethical issues that impact on event management including overview of relevant
- legislation
- Current and emerging technology for different aspects of the event management process.
- Use of office electronic equipment
- Research skills to seek information on industry developments
- Communication skills

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer			• Books and videos relating to event management • Labor Code of the Philippines • Obligations and contracts

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Case studies and problem solving to assess application of knowledge to different event organization situations and contexts
- Questions to assess knowledge of different aspects of the events industry as detailed in the evidence guide
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO3. SOURCE AND APPLY INFORMATION ON EVENT INDUSTRY TECHNOLOGY

ASSESSMENT CRITERIA:

1. Information on current and emerging technologies that impact on event organization processes are obtained.
2. The potential effects of different technologies are assessed on the event organization process.
3. Knowledge of current and emerging technology is applied in day-to-day work activities.

CONTENTS:

- Industry knowledge can be applied to work activities to maximize effective performance
- Knowledge of ways to maintain currency of knowledge.
- Main types of events :
  - objectives/roles
  - scope
  - nature of audience
  - key stakeholders
  - key elements of staging an event
- Structure and function of the events industry, including:
  - relationships between the events industry and other industries
  - entertainment
  - businesses and organizations involved in the industry, and
  - key motivations for hosting events
- The role and impact of events on local economies
- Legal and ethical issues that impact on event management including overview of relevant
- legislation
- Current and emerging technology for different aspects of the event management process.
- Use of office electronic equipment
- Research skills to seek information on industry developments
- Communication skills

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer			• Books and videos relating to event management • Labor Code of the Philippines • Obligations and contracts

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Case studies and problem solving to assess application of knowledge to different event organization situations and contexts
- Questions to assess knowledge of different aspects of the events industry as detailed in the evidence guide
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO4. UPDATE EVENT INDUSTRY KNOWLEDGE

ASSESSMENT CRITERIA:

1. A range of opportunities is identified and used to update knowledge of events industry.
2. Monitor current issues of concern to the industry.
3. Current issues of concern to the industry are monitored.
4. Updated knowledge are shared with guests and colleagues as appropriate, and incorporated into day-to-day work activities.

CONTENTS:

- Industry knowledge can be applied to work activities to maximize effective performance
- Knowledge of ways to maintain currency of knowledge.
- Main types of events :
  - objectives/roles
  - scope
  - nature of audience
  - key stakeholders
  - key elements of staging an event
- Structure and function of the events industry, including:
  - relationships between the events industry and other industries
  - entertainment
  - businesses and organizations involved in the industry, and
  - key motivations for hosting events
- The role and impact of events on local economies
- Legal and ethical issues that impact on event management including overview of relevant
- legislation
- Current and emerging technology for different aspects of the event management process.
- Use of office electronic equipment
- Research skills to seek information on industry developments
- Communication skills

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
- LCD Projector (optional) - Overhead Projector (optional) - Computer - Printer			- Books and videos relating to event management - Labor Code of the Philippines - Obligations and contracts

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Case studies and problem solving to assess application of knowledge to different event organization situations and contexts
- Questions to assess knowledge of different aspects of the events industry as detailed in the evidence guide
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

UNIT OF COMPETENCY : **PROVIDE ON SITE EVENT MANAGEMENT SERVICE**

MODULE TITLE : **PROVIDING ON SITE EVENT MANAGEMENT SERVICE**

MODULE DESCRIPTOR : This module deals with the knowledge, skills, behavior and motivations required to coordinate the final preparation and set-up of a major event comprising multiple components and to manage all aspects of the onsite operation. On-site management requires considerable communication, negotiation and problem solving skills and would normally be undertaken by senior meeting or events personnel.

NOMINAL DURATION : 8 hours

PREREQUISITE : There are no entry requirements for trainees or students wishing to enter into training on the Events Management Services NCIII qualification.

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/trainees will be able to:

LO1. Prepare for on site management

LO2. Oversee meeting/event set up

LO3. Monitor meeting/event operation

LO4. Oversee meeting/event breakdown

LO1. PREPARE FOR ON SITE MANAGEMENT

ASSESSMENT CRITERIA:

1. Plans for on-site management are developed in accordance with agreed procedures for the meeting or event.
2. Final arrangements for all aspects of the meeting or event are checked and any discrepancies are attended to.
3. Materials are created and collated to facilitate effective on-site management.
4. An accurate briefing is provided to operational staff and contractors prior to the meeting or event in an appropriate format including clarification of roles and responsibilities.

CONTENTS:

- On-site operation of a meeting or event including all aspects of preparation, set up, operation and move out
- Issues and problems that may arise during the conduct of meetings/events.
- Logistics for on site management including:
    - Contractor communication mechanisms and protocols (e.g. main liaison person within a venue, hierarchy of control, walkie-talkie options)
    - Running sheets and how they are used
    - The importance of and techniques for managing stress and time during the operation of an event
    - Characteristics of written contractor documentation including event order and other technical specifications
    - Safety/risk issues associated with the movement of numbers of people at meeting and event venues.
- Presence of commercially-realistic time pressures related to the operation of an event

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer • Communicatio n equipment			• Books and videos relating to event management • Obligations and Contracts

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Evaluation of the operational efficiency and service quality at an event site managed by the candidate
- Evaluation of reports prepared by the candidate on the event management process, including the issues and challenges associated with delivering effective outcomes
- Review of documentation such as running- sheets and other site management plans prepared by the candidate
- Review of staff or supplier briefing documents and reconfirmation checklists prepared by the candidate
- Written and oral questioning or interview to test knowledge of management procedures and systems, meeting and event documentation requirements and negotiating techniques
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO2. OVERSEE MEETING/EVENT SET UP

ASSESSMENT CRITERIA:

1. Contact with the nominated contractor personnel is established at the appropriate time to reconfirm all requirements.
2. Necessary adjustments are made and agreed with the contractors.
3. All aspects of the event or meeting set up are checked against the pre-arranged agreements, including:
    - availability of all materials and equipment
    - room set up
    - staging
    - technical equipment
    - display and signage
    - food and beverage arrangements
    - registration areas.
4. The venue space and the set up of the equipment are checked to allow for easy access, especially for those with disabilities, and to avoid risk of injury to guests, delegates and colleagues.
5. Any deficiencies and discrepancies are identified and prompt action is taken to rectify the situation.
6. Additional on-site staff is briefed on the full details of the meeting or event operation including communication and control mechanisms.

CONTENTS:

- On-site operation of a meeting or event including all aspects of preparation, set up, operation and move out
- Issues and problems that may arise during the conduct of meetings/events.
- Logistics for on site management including:
    - Contractor communication mechanisms and protocols (e.g. main liaison person within a venue, hierarchy of control, walkie-talkie options)
    - Running sheets and how they are used
    - The importance of and techniques for managing stress and time during the operation of an event
    - Characteristics of written contractor documentation including event order and other technical specifications
    - Safety/risk issues associated with the movement of numbers of people at meeting and event venues.
- Presence of commercially-realistic time pressures related to the operation of an event

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer • Communication equipment			• Books and videos relating to event management • Obligations and Contracts

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Evaluation of the operational efficiency and service quality at an event site managed by the candidate
- Evaluation of reports prepared by the candidate on the event management process, including the issues and challenges associated with delivering effective outcomes
- Review of documentation such as running- sheets and other site management plans prepared by the candidate
- Review of staff or supplier briefing documents and reconfirmation checklists prepared by the candidate
- Written and oral questioning or interview to test knowledge of management procedures and systems, meeting and event documentation requirements and negotiating techniques
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

LO3. MONITOR MEETING/EVENT OPERATION

ASSESSMENT CRITERIA:

1. Sessions and activities are monitored throughout the meeting or event through observation and appropriate reporting processes.
2. Problems are identified as they arise and prompt action is taken to resolve the situation.
3. Additional requirements are identified and promptly organized.
4. The guest is liaised with throughout the meeting or event to ensure it is progressing to his/her satisfaction.
5. All contractors are liaised with to ensure effective delivery of services.

CONTENTS:

- On-site operation of a meeting or event including all aspects of preparation, set up, operation and move out
- Issues and problems that may arise during the conduct of meetings/events.
- Logistics for on site management including:
  - Contractor communication mechanisms and protocols (e.g. main liaison person within a venue, hierarchy of control, walkie-talkie options)
  - Running sheets and how they are used
  - The importance of and techniques for managing stress and time during the operation of an event
  - Characteristics of written contractor documentation including event order and other technical specifications
  - Safety/risk issues associated with the movement of numbers of people at meeting and event venues.
- Presence of commercially-realistic time pressures related to the operation of an event

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer • Communication equipment			• Books and videos relating to event management • Obligations and Contracts

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Evaluation of the operational efficiency and service quality at an event site managed by the candidate
- Evaluation of reports prepared by the candidate on the event management process, including the issues and challenges associated with delivering effective outcomes
- Review of documentation such as running- sheets and other site management plans prepared by the candidate
- Review of staff or supplier briefing documents and reconfirmation checklists prepared by the candidate
- Written and oral questioning or interview to test knowledge of management procedures and systems, meeting and event documentation requirements and negotiating techniques
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

LO4. OVERSEE MEETING/EVENT BREAKDOWN

ASSESSMENT CRITERIA:

1. The breakdown of the meeting or event is overseen to ensure it is completed in accordance with agreements.
2. The packing and removal of all materials and equipment are coordinated in accordance with pre-arranged details.
3. The venue is checked to ensure items and belongings are not left behind.
4. Accounts are checked and signed in accordance with contractor agreements.
5. Any outstanding items requiring post-event action are noted.

CONTENTS:

- On-site operation of a meeting or event including all aspects of preparation, set up, operation and move out
- Issues and problems that may arise during the conduct of meetings/events.
- Logistics for on site management including:
  - Contractor communication mechanisms and protocols (e.g. main liaison person within a venue, hierarchy of control, walkie-talkie options)
  - Running sheets and how they are used
  - The importance of and techniques for managing stress and time during the operation of an event
  - Characteristics of written contractor documentation including event order and other technical specifications
  - Safety/risk issues associated with the movement of numbers of people at meeting and event venues.
- Realistic ratios of operational staff to delegates and guests
- Presence of commercially-realistic time pressures related to the operation of an event
- Safety standards

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
- LCD Projector (optional) - Overhead Projector (optional) - Computer - Printer - Communication equipment			- Books and videos relating to event management - Obligations and Contracts

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Evaluation of the operational efficiency and service quality at an event site managed by the candidate
- Evaluation of reports prepared by the candidate on the event management process, including the issues and challenges associated with delivering effective outcomes
- Review of documentation such as running- sheets and other site management plans prepared by the candidate
- Review of staff or supplier briefing documents and reconfirmation checklists prepared by the candidate
- Written and oral questioning or interview to test knowledge of management procedures and systems, meeting and event documentation requirements and negotiating techniques
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

UNIT OF COMPETENCY : **DEVELOP AND UPDATE KNOWLEDGE ON PROTOCOL**

MODULE TITLE : **DEVELOPING AND UPDATING KNOWLEDGE ON PROTOCOL**

MODULE DESCRIPTOR : This module deals with the knowledge, skills, behavior and motivations required to develop and apply knowledge of protocol to a range of hospitality related activities. It is particularly relevant to those involved in the management and operation of events, including functions.

NOMINAL DURATION : 8 hours

PREREQUISITE : There are no entry requirements for trainees or students wishing to enter into training on the Events Management Services NCIII qualification.

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/trainees will be able to:

LO1. Seek information on appropriate protocol

LO2. Integrate appropriate protocol procedures into work activities

LO3. Update knowledge of protocol

LO1. SEEK INFORMATION ON APPROPRIATE PROTOCOL

ASSESSMENT CRITERIA:

1. Accurate information on protocol is acquired.
2. Relevant protocol information is accessed in response to workplace needs.

CONTENTS:

- Knowledge of where to source accurate   information on protocol for specific situations
- Knowledge of protocols as specified under underpinning knowledge and skills.
- Importance and role of protocol in different events and situations
- Key sources of information on protocol
- Main types of civic functions held in the Philippines

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer • Communication equipment			• Books and videos relating to event management • Risk Management Manuals • Business Etiquette and Protocol

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Case studies and projects to assess ability to apply knowledge of protocol to different work place situations
- Oral or written questions to assess knowledge   of protocol for different situations
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO2. INTEGRATE APPROPRIATE PROTOCOL PROCEDURES INTO WORK ACTIVITIES

ASSESSMENT CRITERIA:

1. The areas of work activity that require appropriate use of protocol are identified in a timely manner.
2. The correct use of protocol is integrated into work activities.
3. Colleagues and other stakeholders are liaised with to determine appropriate protocol requirements.
4. Appropriate information on protocol is provided to colleagues and stakeholders.

CONTENTS:

- Knowledge of where to source accurate   information on protocol for specific situations
- Knowledge of protocols as specified under underpinning knowledge and skills.
- Importance and role of protocol in different events and situations
- Key sources of information on protocol
- Main types of civic functions held in the Philippines
- Philippines ranking system including order of   precedence, ranks and forms of address and wearing of honors and medals
- Appropriate protocols for the involvement of indigenous peoples and other cultural
- Groups in events
- Correct use of national symbols including flags, anthems and military salutes
- Forms of address for different VIPs and dignitaries, both for written correspondence and in oral communication
- Protocol procedures for different types of function including:
  - arrival procedures, including for heads of government officials
  - introduction protocols and order of speakers
  - order of precedence for official guests
  - seating arrangements

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer • Communication equipment			• Books and videos relating to event management • Risk Management Manuals • Business Etiquette and Protocol

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Case studies and projects to assess ability to apply knowledge of protocol to different work place situations
- Oral or written questions to assess knowledge   of protocol for different situations
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO3.   UPDATE KNOWLEDGE OF PROTOCOL

ASSESSMENT CRITERIA:

1. Opportunities are identified and used to update protocol knowledge,
2. Updated knowledge is shared with guests and colleagues and incorporated into day-to-day working activities.

CONTENTS:

- Knowledge of where to source accurate   information on protocol for specific situations
- Knowledge of protocols as specified under underpinning knowledge and skills.
- Importance and role of protocol in different events and situations
- Key sources of information on protocol
- Main types of civic functions held in the Philippines
- Philippines ranking system including order of   precedence, ranks and forms of address and wearing of honours and medals
- Appropriate protocols for the involvement of indigenous peoples and other cultural
- Groups in events
- Correct use of national symbols including flags, anthems and military salutes
- Forms of address for different vips and dignitaries, both for written correspondence and in oral communication
- Protocol procedures for different types of function including:
    - arrival procedures, including for heads of government officials
    - introduction protocols and order of speakers
    - order of precedence for official guests
    - seating arrangements

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer • Communication equipment			• Books and videos relating to event management • Risk Management Manuals • Business Etiquette and Protocol

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Case studies and projects to assess ability to apply knowledge of protocol to different work place situations
- Oral or written questions to assess knowledge   of protocol for different situations
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

UNIT OF COMPETENCY..: **MANAGE CONTRACTORS FOR INDOOR EVENTS**

MODULE TITLE : **MANAGING CONTRACTORS FOR INDOOR EVENTS**

MODULE DESCRIPTOR : This module deals with the knowledge, skills, behavior and motivations required to manage the staging and operation of a major indoor event comprising multiple components. It does not cover the high levels of technical expertise required to actually provide these services, but focuses on the key knowledge and skills required to oversee the process from an organizational and contractor management perspective. This role may be undertaken by a manager working within an event venue, by an external event manager or a combination.

NOMINAL DURATION : 8 hours

PREREQUISITE : There are no entry requirements for trainees or students wishing to enter into training on the Events Management Services NCIII qualification.

SUMMARY OF LEARNING OUTCOMES:

Upon completion of this module the students/trainees will be able to:

LO1. Identify event operational requirements

LO2. Source contractors

LO3. Monitor contractors

LO1.   IDENTIFY EVENT OPERATIONAL REQUIREMENTS

ASSESSMENT CRITERIA:

1. Event staging requirements are analyzed based on a detailed review of all aspects of the proposed event with multiple components.
2. An accurate summary of staging requirements is developed for each event component in consultation with key stakeholders.
3. Safety and risk management issues are incorporated into all planning documentation and processes.

CONTENTS:

- Roles and responsibilities of organizations involved in event staging
- ☐Suppliers of staging services and sources of information on staging services
- Risk management issues to be considered for key areas of event staging
- Knowledge of terminology, services and key technology in key areas of staging including:
    - catering
    - venue decoration
    - audio-visual options
    - sound amplification
    - lighting
    - rigging
    - live entertainment
    - registration areas
    - display
    - security
    - electronic media coverage of events
    - safety equipment.
- The key inclusions for contractor briefing or specification documents.
- Organizational skills in terms of event planning
- Analytical skills to assess risks associated with the staging of events/programs
- Use of technology and equipment for coordination of events/programs in order to assess systems
- Communication skills to clarify information on procedures and systems for the management of events

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer • Communication equipment			• Books and videos relating to event management

METHODOLOGIES:

• Discussion
• Lecture
• Simulation
• Case study

ASSESSMENT METHODS:

• Evaluation of the staging at an event managed   by the candidate through attendance at the event
• Review of documentation used to manage contractors prepared by the candidate
• Questioning of contractors to assess the   organizational skills of the candidate
• ☐Case studies to assess ability to determine staging requirements for different events
• ☐Oral or written questions to assess knowledge of key staging services and relevant terminology
• Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO2. SOURCE CONTRACTORS

ASSESSMENT CRITERIA:

1. Appropriate contractors are identified and sourced to provide services for the event.
2. Accurate briefings or specifications on precise staging requirements are provided to contractors.
3. Complete and timely quotations are obtained for the provision of services.
4. Quotations are analyzed and contractors are selected in consultation with key stakeholders.
5. Agreements are confirmed with contractors in writing to include details and costs of all services.

CONTENTS:

- Roles and responsibilities of organizations involved in event staging
- ☐Suppliers of staging services and sources of information on staging services
- Risk management issues to be considered for key areas of event staging
- Knowledge of terminology, services and key technology in key areas of staging including:
  - catering
  - venue decoration
  - audio-visual options
  - sound amplification
  - lighting
  - rigging
  - live entertainment
  - registration areas
  - display
  - security
  - electronic media coverage of events
  - safety equipment.
- The key inclusions for contractor briefing or specification documents.
- Organizational skills in terms of event planning
- Analytical skills to assess risks associated with the staging of events/programs
- Use of technology and equipment for coordination of events/programs in order to assess systems
- Communication skills to clarify information on procedures and systems for the management of events

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer • Communicatio n equipment			• Books and videos relating to event management

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Evaluation of the staging at an event managed   by the candidate through attendance at the event
- Review of documentation used to manage contractors prepared by the candidate
- Questioning of contractors to assess the   organizational skills of the candidate
- ☐Case studies to assess ability to determine staging requirements for different events
- ☐Oral or written questions to assess knowledge of key staging services and relevant terminology
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

LO3. MONITOR CONTRACTORS

ASSESSMENT CRITERIA:

1. Progress, including safety issues, is monitored at regular intervals through ongoing liaison with contractors and other stakeholders.
2. The need for adjustments is identified and appropriate changes are organized with confirmation in writing.
3. Adjustments are negotiated to maintain the integrity and quality of the event.
4. Wok completed is evaluated against event requirements and time schedules and appropriate action is taken to address delays.

CONTENTS:

- Roles and responsibilities of organizations involved in event staging
- □Suppliers of staging services and sources of information on staging services
- Risk management issues to be considered for key areas of event staging
- Knowledge of terminology, services and key technology in key areas of staging including:
  - catering
  - venue decoration
  - audio-visual options
  - sound amplification
  - lighting
  - rigging
  - live entertainment
  - registration areas
  - display
  - security
  - electronic media coverage of events
  - safety equipment.
- The key inclusions for contractor briefing or specification documents.
- Organizational skills in terms of event planning
- Analytical skills to assess risks associated with the staging of events/programs
- Use of technology and equipment for coordination of events/programs in order to assess systems
- Communication skills to clarify information on procedures and systems for the management of events

CONDITIONS/RESOURCES:

The students/trainees must be provided with the following:

EQUIPMENT	TOOLS AND ACCESSORIES	SUPPLIES & MATERIALS	LEARNING MATERIALS
• LCD Projector (optional) • Overhead Projector (optional) • Computer • Printer • Communication equipment			• Books and videos relating to event management

METHODOLOGIES:

- Discussion
- Lecture
- Simulation
- Case study

ASSESSMENT METHODS:

- Evaluation of the staging at an event managed by the candidate through attendance at the event
- Review of documentation used to manage contractors prepared by the candidate
- Questioning of contractors to assess the organizational skills of the candidate
- ☐Case studies to assess ability to determine staging requirements for different events
- ☐Oral or written questions to assess knowledge of key staging services and relevant terminology
- Review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.