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| **BE2 - 40XXX** | **Contribute to the development of effective systems, processes and procedures that support event coordination** |

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| **Kaupae |** Level | 4 |
| **Whiwhinga |** Credit | 10 |
| **Whāinga |** Purpose | This skill standard is designed to equip learners with the knowledge and skills necessary to effectively contribute to the development of systems, processes and procedures that support organising a business event, in order to excel in the role of an emerging business events professional.  This skill standard can be used in a range of qualifications and micro-credentials where there is a requirement for understanding and use of systems and processes to support planning to deliver a business event. |

**Hua o te ako me Paearu aromatawai |** Learning outcomes and assessment criteria

| **Hua o te ako |** Learning outcomes | **Paearu aromatawai |** Assessment criteria |
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| 1. Contribute to the development of effective systems, processes and procedures that support event coordination. | 1. Contribute to and adapt operational systems and processes for an event. |
| 1. Develop communication plans to ensure clear and effective information flow among stakeholders, incorporating cultural sensitivity and clear reporting for an event. |
| 1. Develop contingency plans and procedures for handling unexpected operational situations. |
| 1. Contribute to the development of systems and processes that prioritise customer service. |

**Pārongo aromatawai me te taumata paearu |** Assessment information and grade criteria

*Assessment specifications:*

Assessment against this standard must take place in a business events related workplace when appropriate situations arise, or in a provider environment if simulated workplace conditions are able to be provided that reflect the standards of a business events related workplace.

Learning and assessment should, where appropriate, demonstrate indigenous values of manaakitanga, whanaungatanga and kaitiakitanga, and may thread te reo Māori and tikanga Māori learning throughout as appropriate.

Definition

*Business events* refer to organised gatherings where professionals come together to network, share knowledge, experiences and discuss/explore business opportunities. These events can take many forms, such as conferences, incentives, trade shows, seminars, workshops, meetings, and hybrid events.

***Ngā momo whiwhinga |*** *Grades available*

Achieved

**Ihirangi waitohu |** Indicative content

Overview: Indicative content should cover:

* operational processes to ensure effective use of technology, smooth participant registration, supplier and venue management; and
* developing and implementing communication and marketing strategies to effectively engage stakeholders, partners, and attendees, incorporating cultural sensitivity and clear reporting.

Systems, processes and procedures

* Creating and or adapting operational systems, processes and procedures, and SOPs that support the event coordination process – including to manage registrations, invitations, participant communications.
* Methods of establishing and documenting operational processes for an event, to identify and secure venues, suppliers, and necessary permits, and developing logistical plans (who, where, by when) for transportation, registration, accommodation, catering, and partnership approaches.
* Identifying event technology, digital platforms and tools used in event planning and management (digital, delivery, registrations, production, AV) and associated processes for their use.
* Ways to use Artificial Intelligence (AI) to support work.
* Programme framework design and thematic development.
* Customer service techniques and approaches.
* Contributing to design of communication plans and associated procedures to support implementation of event plan, stakeholder relationship management and cultural competency.
* Cultural Competence, cultural sensitivity, cultural responsiveness, knowledge of Māori practices and incorporating te ao Māori into programme planning and procedures as appropriate (e.g. knowing the difference between mihi whakatau and pōwhiri).
* Reporting procedures (information your stakeholders need and how often) and requirements for updates on budget and registrations and exhibition.
* Contingency plans and procedures for managing risks and handling unexpected situations, such as health and safety checklists, compliance with regulations, de-escalation techniques, solution building, what if’s.
* Systems and procedures to embed regenerative practices and techniques for reducing waste, energy consumption, and carbon footprint, such as practices for sustainable sourcing and resource management, promoting the use of eco-friendly materials and suppliers, digital invitations, energy-efficient technologies, and comprehensive recycling and waste management plans.

**Rauemi |** Resources

Legislation relevant to this skill standard may include but is not limited to:

* Consumer Guarantees Act 1993
* Fair Trading Act 1986
* Harmful Digital Communications Act 2015
* Health and Safety at Work Act 2015
* Human Rights Act 1993
* Privacy Act 2020

available from <https://www.legislation.govt.nz>.

* Business Event Planning Tool, available at [Free Online Business Event Planning Tool | BEIA](https://www.beia.co.nz/plan-your-event/planning-tool)
* Event Planning and Resources, available at [Event Management & Resources — NZEA](https://www.nzea.co/great-guidelines/generalresources)
* New Zealand Tourism Sustainability Commitment available at [Leading the World in Sustainable Tourism](https://sustainabletourism.nz/)
* Tourism Industry Aotearoa, Sustainable tourism available at [Akiaki – Advancing Tourism - TIA](https://www.tia.org.nz/resources-and-tools/akiaki-advancing-tourism/)
* Te Tiriti o Waitangi Programme Development – supporting information available at [Home - Ringa Hora programme guidance documents for providers.](https://ringahora.nz/qualifications-and-assurance/programme-endorsement/programme-guidance-documents-for-providers-developing-programmes/#tiriti)

**Pārongo Whakaū Kounga |** Quality assurance information

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| **Ngā rōpū whakatau-paerewa |** Standard Setting Body | Ringa Hora Services Workforce Development Council |
| **Whakaritenga Rārangi Paetae Aromatawai |** DASS classification | Service Sector > Tourism > Business Events *(new domain proposed)* |
| **Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga |** CMR | 0112 |

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| **Hātepe |** Process | **Putanga |** Version | **Rā whakaputa |** ReviewDate | **Rā whakamutunga mō te aromatawai |** Last date for assessment |
| **Rēhitatanga |** Registration | 1 | October 2025 | N/A |
| **Rā arotake |** Planned review date | 31 December 2030 | | |

Please contact Ringa Hora Services Workforce Development Council at [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) to suggest changes to the content of this skill standard.