

<b>Title</b>	<b>Arrange and manage a visitor conference</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>20</b>

<b>Purpose</b>	People credited with this unit standard are able to: plan operations for a visitor conference; manage monetary, human resources, and physical resources requirements; coordinate all resources for a visitor conference; and evaluate a visitor conference plans and operations.
----------------	--

<b>Classification</b>	Tourism > Visitor Services
-----------------------	----------------------------

<b>Available grade</b>	Achieved
------------------------	----------

**Explanatory notes**

1 Definitions

*Conference* means a meeting or meetings attracting visitors to a venue primarily to discuss a theme or themes of common interest.

*Tourism workplace* refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.

*Tourism workplace policies and procedures* refer to documented instructions about workplace expectations. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

2 All tasks are to be carried out in accordance with tourism workplace policies and procedures, the workplace being the enterprise carrying out the work.

**Outcomes and evidence requirements**

**Outcome 1**

Plan operations for a visitor conference.

**Evidence requirements**

- 1.1 Operational or business plan for conference is drawn up.
- 1.2 Operational or business plan is confirmed as meeting pre-determined viability criteria for conference.

Range income, expenditure, human resources physical resources.

1.3 Agreement with the operational or business plan is confirmed by relevant stakeholders.

Range participating individuals, participating agencies, sponsors, marketers.

## Outcome 2

Manage monetary requirements for a visitor conference.

### Evidence requirements

2.1 Budget is confirmed and includes all monetary aspects of conference.

Range income, expenditure, contingencies.

2.2 Budget is confirmed as meeting conditions of the operational or business plan.

2.3 Accounting systems and procedures are established.

Range banking, auditing, reporting.

2.4 Receipts and payments are controlled in accordance with the operational or business plan.

Range monitoring, approval, accounting.

## Outcome 3

Manage human resources requirements for a visitor conference.

### Evidence requirements

3.1 Staff are appointed and deployed as provided for in the operational or business plan.

Range recruitment, skills, duties, contracts.

3.2 Arrangements for use of official or service agencies personnel are made to satisfy requirements identified in the operational or business plan.

Range may include but is not limited to – police, first aid, regulatory bodies.

3.3 Arrangements for conference participants are made as provided for in the operational or business plan.

Range may include but is not limited to – publicity, recruitment, speakers, travel, accommodation, fees, entertainment, support services.

**Outcome 4**

Manage physical resources requirements for a visitor conference.

**Evidence requirements**

4.1 Arrangements for use of venues are made to fulfil the operational or business plan specifications.

Range may include but is not limited to – leases, approvals, installations, contingencies, budget.

4.2 Arrangements for use of equipment are made to fulfil the operational or business plan specifications or conference.

Range may include but is not limited to – installation, operators, contracts, contingencies.

4.3 Arrangements for supplies and services are made to meet the operational or business plan specifications or conference requirements.

Range delivery, storage, sales, contingencies.

**Outcome 5**

Coordinate all resources for a visitor conference.

**Evidence requirements**

5.1 Human and physical resources are made available as specified in the operational or business plan or to meet conference requirements.

5.2 Contingencies are managed with minimum disruption to conference operations or schedule.

5.3 Income and expenditure are managed according to budget specifications.

**Outcome 6**

Evaluate visitor conference plans and operations.

**Evidence requirements**

6.1 Outcome reports are completed.

Range planning, management, coordination.

6.2 Outcome reports are compared with the operational or business plan.

Range reports include but are not limited to – strengths, weaknesses.

6.3 Remedial actions are carried out to address issues.

Range may include but is not limited to – action time, type, short and long term interests, reputation of conference, participants, enterprise.

6.4 Planning, management, and coordination procedures are modified in accordance with feedback obtained in outcome reports.

Range future performance, efficiency, return.

<b>Planned review date</b>	31 December 2021
----------------------------	------------------

#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	13 December 1995	31 December 2018
Revision	2	10 April 1997	31 December 2018
Revision	3	3 February 1998	31 December 2018
Revision	4	20 April 2001	31 December 2018
Review	5	19 November 2010	31 December 2018
Review	6	16 March 2017	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0078
--	------

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

### **Comments on this unit standard**

Please contact ServicIQ [qualifications@ServicIQ.org.nz](mailto:qualifications@ServicIQ.org.nz) if you wish to suggest changes to the content of this unit standard.