



Executive Summary

Qualification	OC Conference and Events Organiser
Curriculum Code	333201000
Qualification ID	102944
NQF Level	5
Minimum Credits	277
Duration	1 Year
Field	Field 11 - Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Purpose	The purpose of this qualification is to prepare a learner to operate as a Conference and Events Organiser. This occupational qualification will enable creative assistance and coordination of professional, feasible and innovative events. A qualifying learner will be able to demonstrate knowledge of the event industry and put that knowledge into practice in coordinating and executing quality small, medium and micro events to a level of professionalism expected by the client. The learner will contribute positively towards supporting the event industry as a part of Southern Africa's services sector.
Entry Requirements	Level 4 with Communication.



EMPOWERED

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Exit Level Outcomes

1. Determine objectives and anticipate the exact needs of the client, advise on certain possibilities to obtain the clear and concise brief and ensure that the needs of the client are met as per given specifications.
2. Demonstrate an understanding of entrepreneurship in relation to events management and coordination as a business venture.
3. Compile a budget and cost estimation to source quotations for related services.
4. Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards and customer service of internal and external stakeholders.
5. Collect create and maintain a database of relevant data and contact information of preferred service providers from all key areas that support the event.
6. Apply basic knowledge of relevant legislative, governance, policies and procedures pertaining to the organisation to ensure compliance. Conduct site inspections to determine suitability for specified event according to applicable health and safety regulations and cancellation policies.
7. Plan, negotiate, organise, coordinate and control internal tasks and responsibilities according to set objectives and maintain records of event aspects including financial documents.
8. Ensure that a particular event is fit for purpose, displaying a client-driven approach and sensitivity to different expectations and requirements of customers within a culturally diverse society.
9. Apply basic project management principles and practices to manage an event.

The KLM Empowered X-Perience

X-Ploration

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



X-Tension

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



X-Citement

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.



X-Cellence

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

1

Knowledge Modules

ID	Title	Level	Credits
333201000-KM-01	Introduction to events industry	Level 5	10
333201000-KM-02	Basic food and beverage service	Level 4	10
333201000-KM-03	Resource and procurement management	Level 5	5
333201000-KM-04	Event Planning	Level 5	15
333201000-KM-05	Office protocol, deportment and etiquette	Level 5	5
333201000-KM-06	Project management	Level 5	15
333201000-KM-07	New Venture Creation	Level 5	10
333201000-KM-08	Social media and Digital literacy	Level 4	5
333201000-KM-09	Business communication and customer services	Level 5	8
333201000-KM-10	Ready for work standards	Level 4	5
333201000-KM-11	End User Computing	Level 3	6
333201000-KM-12	Basic business calculations	Level 4	5
333201000-KM-13	Exhibition or Special Events Elements	Level 5	5
333201000-KM-14	Marketing Events	Level 4	10
333201000-KM-15	Conference and Event Administration	Level 4	5
Total			119

2

Practical Skill Modules

ID	Title	Level	Credits
333201000-PM-01	Manage a small project	5	10
333201000-PM-02	Address protocol requirements	5	5
333201000-PM-03	Prepare quotations	5	10
333201000-PM-04	Determine event feasibility	5	15
333201000-PM-05	Prepare, install and dismantle exhibition elements	5	10
333201000-PM-06	Plan and cost basic menus	5	5
333201000-PM-07	Undertake small business planning	5	10
333201000-PM-08	Plan in-house events or functions	5	15
333201000-PM-09	Plan a conference	4	5
Total			85

3

Work Experience Modules

ID	Title	Level	Credits
333201000-WM-01	Planning and coordinating processes for at least two conferences or events	5	40
333201000-WM-02	Handle customer and clients queries and liaison	5	8
333201000-WM-03	Apply ready for work standards to everyday work activities	5	25
Total			73