

EVENT ASSISTANT

An Event Assistant is an entry level position, typically working within a team of people in an events company or within the events department of a larger organisation. The role would usually provide support to a number of Event Planners or Project Managers by carrying out a diverse range of tasks necessary to plan, organise and deliver an event: for example, searching for the right location and venue for the event; working with the design team on the look and feel of the event; or organising logistics like transportation and catering. The events organised may be for the company where the Event Assistant is working, or could be for a variety of different clients including large corporations, smaller companies and not- for-profit organisations.

 Level 3

 18 Months

 £9,000

Events cover a broad range of activities as well as sizes, from small numbers of attendees through to thousands. Around 75% of events are conferences, meetings, trade shows and exhibitions. Other events include outdoor events, cultural events, sporting and music events. Companies use events to bring together different groups of people: from employees attending a sales conference; to customers or suppliers attending the launch of a new product; to shareholders gathering at a conference designed to attract new investors. These are just a few examples - the breadth and diversity of the events industry is partly what makes it such an exciting place to work.

As well as holding events in the UK, events agencies and events departments organise events in different countries around the world.

Entry requirements

Individual employers will set their own selection criteria. This will typically include a minimum of Level 2 maths and English. Apprentices without level 2 English and maths will need to achieve this level prior to taking the end-point assessment.

Delivery method

Various delivery models available to suit your needs. For any enquiries, or to book an appointment with our training consultants, please contact us at solutions@howcollege.ac.uk.

What apprentices will learn

Skills

Operational

- Gather facts and collate information in response to a brief or request, like searching for the right location and venue for an event.
- Respond to requests from the different functional teams and carry out a variety of daily and weekly tasks to assist in the planning and preparation of an event.
- Provide assistance onsite at an event by registering delegates or by helping to assist the onsite team with a variety of tasks.
- Manage your time effectively by understanding how to prioritise tasks according to their importance and urgency for the stakeholders of an event.
- Use software packages to create word processing and spreadsheet documents.
- Contribute to reports, event project plans and written presentations for clients.
- Use a range of event technology platforms and in-house bespoke software systems and databases.
- Show careful attention to regulations and internal policies.

Professional

- Listen, interpret, understand, vocalise and respond to clients' needs.
- Speak and write clearly in order to prepare written communications or provide instructions that are needed for a client, supplier or team member.
- Build rapport and trust with the stakeholders of an event so that stakeholders can collaborate well throughout the planning and organisation processes.
- Question effectively to ensure understanding of what is required from clients or colleagues.
- Have the skills to maintain relationships with colleagues, suppliers or clients once they are built, and be able to repair them when they are damaged.
- Work effectively within a group environment to prepare for, deliver and/or follow up after an event takes place.

Commercial

- Assist in the preparation, management and reconciliation of event budgets by collecting information, checking data and making calculations.
- Show how commercial awareness has been applied through task and time management, specifically using efficient and effective measures to conclude a project in the most proficient way.

What apprentices will learn

Knowledge

Operational

- How an event moves through its lifecycle from research and planning to delivery and evaluation.
- The respective roles of different functions: logistics, production, creative and design in event management; what each area is responsible for and how they contribute to the successful delivery of an event.
- How different venues may be suited a particular event based on clients' needs.
- How event logistics can impact on the smooth running of an event.
- Each aspect of event logistics: the venue, delegate management, transportation, accommodation, catering.
- How the event suppliers combine to contribute to deliver an event.
- What the onsite team at an event are responsible for and how they work to ensure that the client's and all the delegates needs are met.
- Regulation and policies that are relevant to your job role.

Professional

- Why clients' choose to hold events, what purpose they serve, and how they would evaluate different types of events.
- What clients typically expect from a department or company who is organising the event and the importance of meeting or exceeding clients' expectations.
- The importance of client feedback - dealing with it and using it to improve.
- Importance of time-keeping, attendance, personal presentation and conduct and how this reflects on the company or department that is responsible for organising events for clients.
- The importance of being flexible to the needs of urgent requirements for an event.

Commercial

- Develop an understanding of the business, its competitors, and how success is measured.
- How the role of the Event Assistant contributes to business success.
- Understand how an event budget is constructed and managed.

What apprentices will learn

Behaviours

- Have an enthusiastic and positive approach to providing swift and accurate service.
- Show tact and discretion with sensitive information.
- Contribute to conversations with team members and share ideas with confidence.
- Remain calm and positive under pressure.
- Take pride in producing accurate work with a consistently strong attention to detail, seeking clarity where necessary.
- Use initiative when faced with problems or challenges and be flexible to the needs of the project.
- Demonstrate consideration and respect for team members regardless of sex, race, religion and other differences.
- Frequently seek and act upon feedback, reflect on performance and show commitment to self-development.
- Demonstrate personal commitment to sustainability by minimising the negative affect on the environment caused by work activities.



End point assessment

The End Point Assessment (EPA) can only be triggered after 12 months of starting the apprenticeship and is dependent on when the employer and training provider decide the apprentice is ready. EPA is typically expected to conclude within 3 months. The employer has the final decision to progress the apprentice to EPA. The apprentice and training provider should feel confident the learning outcomes have been achieved.

The EPA consists of three elements, all of which may be completed online. All assessment methods need to be passed. Each assessment method should directly assess the knowledge, skills and behaviours of the Standard. The assessor has the final decision.



Knowledge Test

The apprentice undertakes a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions with four possible answers each. The assessment should typically be passed before the apprentice progresses to the interview and presentation. The test is to be completed online and requires invigilating.



Portfolio-based Interview

The interview is for 30-45 minutes and scored out of 100 by the Independent Endpoint Assessment Organisation. The interview assesses:

- Understanding of the portfolio to validate competence shown.
- Self-reflection of performance, demonstrating knowledge and how appropriate skills and behaviours have been applied.
- Judgement and understanding to explain appropriate examples.



Project Presentation:

The apprentice delivers a presentation to the EPAO on a project they have completed or a process they have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session. The presentation is out of 100. The project is completed from month 9 of the apprenticeship and should be completed prior to EPA being triggered. The project is submitted to the EPAO and they provide a question to answer in the presentation, for example:

- How have you improved a process or operating practice?
- What were the steps you took to implement the project?
- What worked well and how would you improve the results in future?