



# 2025 EVENT SUPPORT COURSE



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## COURSE INFORMATION

### WHAT IS EVENT SUPPORT?

The **CATHSSETA accredited** Further Education and Training Certificate in Event Support (SAQA ID 67461; old ID 64470) is designed for individuals working in or aspiring to enter the events industry, providing the essential knowledge and practical skills needed to support event organisers and suppliers effectively. This qualification equips learners to perform key administrative and operational functions across a wide range of event types, including business conferences, festivals, tourism promotions, sporting events, and government functions. Learners gain an understanding of the events industry, customer service, and regulatory requirements such as safety and risk management. By preparing learners to deliver efficient event support and ensure customer satisfaction, this qualification enhances employability, promotes professional standards, and contributes to the growth and sustainability of South Africa's dynamic events and tourism sectors.

### COURSE CONTENT

#### Theory:

- National and international events industry.
- Different types of events contexts.
- Events protocols.
- Various events stakeholders.
- Relevant legislation and regulations / permits.
- Professional conduct and ethics.
- Protocol relating to government, religious groups, royalty and foreign dignitaries.
- Diversity in South African society and cultural awareness of various groups in South Africa.
- Relevant aspects of the South African Constitution.
- Principles of customer service.
- Different event genres and elements of an event.
- Occupational health and safety.
- Strategies and methods for meeting customer needs and expectations.
- Programme design based on objectives.
- Developing an operations plan for an event/recreation programme.
- ...and many more.

#### Practical:

- Handle customer complaints.
- Communicate with all customers in a friendly and courteous manner.
- Execute event support tasks according to the work schedule.
- Perform administrative and support activities for a promotion.
- Manage emergency incidents.

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- Perform event security.
  - Direct crowds at an event.
  - Process petty cash, payments and banking transactions.
  - Determine and co-ordinate logistical arrangements for an event.
  - Perform logistic administration for an event.
  - Implement and maintain personal and team task lists.
  - Arrange and finalise dates for a meeting/event.
  - Arrange and book venue and catering for a meeting/event.
  - Make travel, car hire and accommodation arrangements.
  - Assemble and distribute documentation for a meeting/event in good/sufficient time.
  - Perform a simple needs analysis to plan an event/community recreation programme.
  - Design a simple event/community recreation programme based on the results of the needs analysis.
  - Develop and implement an operation plan for a simple event/community recreation programme.
  - Prepare all entry/registration forms and tickets.
  - Prepare a budget for the event.
  - Develop a contingency plan.
  - Prepare a schedule/time table for a simple event/community recreation programme.
  - Co-ordinate the implementation of a simple event/community recreation programme.
  - Evaluate and review a simple event/community recreation programme.

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## QUALIFICATION DETAILS

### FURTHER EDUCATION AND TRAINING CERTIFICATE: EVENT SUPPORT

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SAQA ID 67461 (old ID 64470)

NQF Level 4

Minimum 149 Credits

#### ENTRY REQUIREMENTS

- Mathematical Literacy and communication on NQF Level 3 (Grade 11).
- Learners should have a good comprehension of English.
- Reading and writing skills are required.

#### DURATION

- Structured 8 to 12 month course.

#### ASSESSMENT

- Questionnaires on theory.
- Assignments on workplace implementation.
- Practical assessment on all aspects of research, design, planning, co-ordination & evaluation of an event.

#### AWARD

Drum Beat Academy and CATHSSETA Certificate.

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## DATES & PRICE

### DATES

**Group dates:** Please contact us for onsite / inhouse group training dates.

**Distance learning:** Start anytime.

### PRICE

*All prices include VAT*

TYPE	PRICE
<b>Inhouse group training.</b> ○ For groups of 8+, excludes venue.	<b>R27 830.00</b>
<b>Distance learning.</b> ○ Open for private individuals and groups.	<b>R14 500.00</b>
<b>Recognition of Prior Learning (RPL).</b> ○ Open for private individuals and groups. ○ Prerequisites apply.	<b>R6 500.00</b>

### PRICE INCLUDES

- Learning material.
- All assessments.
- Support and guidance.
- Moderation and certification.

Contact Wilna on 012 460 9585 or email [pta@drumbeatacademy.co.za](mailto:pta@drumbeatacademy.co.za) for further information.



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*We **drum** out your future!*