<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Meetings, Incentives, Conferences and Exhibitions (MICE) Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Delegates and Participants Management</td>
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<tr>
<td>TSC Description</td>
<td>Manage policies and procedures for the management, registration and engagement of participants, including participants’ travel management</td>
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### TSC Proficiency Description

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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</thead>
<tbody>
<tr>
<td>TOU-MOP-2001-1.1</td>
<td>TOU-MOP-3001-1.1</td>
<td>TOU-MOP-4001-1.1</td>
<td>TOU-MOP-5001-1.1</td>
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<tr>
<td>Determine needs of participants’ travel requirements and support registration processes</td>
<td>Propose procedures to meet travel requirements of participants and execute efficient registration processes</td>
<td>Develop procedures to manage participants</td>
<td>Endorse procedures to manage participants</td>
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### Knowledge

- Legislations related to participants’ travel
- Logistical issues involved in organising participants’ travel
- Elements of registration processes
- Database administration for registrations
- Safety considerations for on-site registration areas
- Access issues for on-site registration areas
- Types of registration operations systems and software programmes
- Procedures to manage participants’ requests
- Scheduling for participants’ travel
- Information required for transportation arrangements for VIP participants
- Techniques of communicating information
- Technical requirements of registration operations systems and software programmes
- Follow-up processes for registrations
- Risk management planning for disruptions to travel arrangements
- Various forms of transport arrangements
- Communication strategies for groups
- Events manning and scheduling for events staff
- Safety policies related to registrations and queue management
- Queue management
- Evaluation processes and procedures
- Principles of business improvement
- Principles for global travel management

### Abilities

- Document accurate details of participants’ travel schedules
- Identify travel requirements and needs of participants
- Identify risks associated with travel arrangements
- Prepare logistics of entertainment activities for participants
- Develop travel schedules of participants
- Liaise with vendors and suppliers to ensure fulfillment of travel requirements and needs
- Develop contingency plans to manage scheduling and travel risks
- Develop organisational procedures for participant’s travel schedule
- Develop contingency plans for travel risks
- Facilitate acquisition of optimal agreements with vendors and suppliers
- Review existing vendor and supplier relationships to ensure optimal agreements
- Endorse organisational procedures for management of travel plans
- Endorse contingency plans for travel risks

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| • Prepare registration materials and equipment prior to events  
| • Identity registration area safety and access issues  
| • Carry out registration process  
| • Process on-site payments  
| • Support participants with diverse and special needs and expectations  
| • Implement contingency plans to manage scheduling  
| • Communicate travel-related information to relevant stakeholders  
| • Troubleshoot malfunction of registration equipment  
| • Implement registration process procedures  
| • Support resolution of registration area safety and access issues  
| • Review on-site payment procedures  
| • Implement organisational procedures to manage participants with diverse and special needs and expectations  
| • Implement communications strategies for distribution of travel information  
| • Initiate improvements to travel arrangements  
| • Initiate recommendations for future travel  
| • Initiate improvements to registration processes | • Develop communications strategies for distribution of travel information  
| • Review travel arrangements based on feedback from participants  
| • Review proposed recommendations for future travel  
| • Develop registration procedures  
| • Develop contingency plans to manage high volume of registrations  
| • Develop registration area safety and access procedures  
| • Review registration processes based on feedback from participants  
| • Guide communication strategies for distribution of travel information  
| • Develop communications strategies for distribution of travel information  
| • Review travel arrangements based on feedback from participants  
| • Review proposed recommendations for future travel  
| • Develop registration procedures  
| • Develop contingency plans to manage high volume of registrations  
| • Develop registration area safety and access procedures  
| • Review registration processes based on feedback from participants |