



# NEW ZEALAND CONVENTION ASSOCIATION PROFESSIONAL CONFERENCE ORGANISERS GROUP

## *Minimum Service Levels*

*Members must be capable of being responsible for:*

1. Project Management (should include , The ability to advise clients on all matters regarding conferences and the timeframes required create a conference from scratch and take it to a successful conclusion.)
2. Risk Management (should include advice on OSH, Financial and complete project risk, etc.)
3. Abstract Handling (should include on-line abstract handling and/or paper abstract handling, the abstract review process, production of an abstract publication, etc.)
4. Speaker / Programme Management (should include the co-ordination of the speakers, the planning of the sessions, the overall logistics related to the contents of the congress programme, and the production of a programme overview)
5. Marketing & promotion (should include the development and execution of a congress marketing & promotion strategy, production of the various announcements and programmes as well as promotional material, and presentation / representation of the event to potential participants, sponsors or other stake holders)
6. Budgeting (should include drafting and managing of the congress budget)
7. Financial Management (should include the management of bank accounts, cash flow, taxes, GST, preparation of accounts etc. as well as invoicing and payments.)
8. Exhibition (should include the selection of exhibition space, the preparation of exhibitor guidelines and exhibition floor plans, the sales and allocation of stand spaces, the co-ordination of stand services, invoicing, and the co-ordination of set-up and dismantling of the exhibition)
9. Sponsorship (should include the identification and development of sponsorship opportunities and guidelines, the sales and marketing of sponsorship opportunities to potential sponsors, and delivery)
10. Registration (should include on-line registration and paper registration, on-site registration, collection of fees, and statistical reports on registration numbers, breakdowns etc.)
11. On-site Management (should include the selection, contracting and co-ordination of supplier services required and the on-site management of the event)
12. Conference Materials and Print (should include design and production of any and all congress supplies such as programmes, badges, bags, etc.)

13. Venue Selection (should include the selection of the venue and the negotiation of the contract) as well as ensuring that the relevant insurance cover requirements are met
14. Hotel Reservation / Accommodation (should include hotel block-bookings, allocation of hotel rooms to individual participants and/or groups, payments, management of modifications, reporting, etc.) In accordance with each hotels terms and conditions.
15. Social Programme (should include the proposal, sales and management of various social programme activities such as opening & closing ceremony, gala dinner, etc.)
16. Tours (should include the proposal, sales and management of accompanying participants programmes, and pre- and post congress events etc.)

**Please send the completed document, along with any relevant back-up documents to:  
CINZ PO Box 331 202, Takapuna, Auckland 0740**

I AGREE TO BE BOUND BY THE ABOVE MINIMUM SERVICE LEVEL

Name: Donna Clapham

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Position: Director

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Company: Workz4U

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Signature:



Date: 18 April 2013

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