



**NATIONAL COMPETENCY STANDARDS
FOR
EVENT OPERATIONS TECHNICIAN (C3)**

TOURISM AND HOSPITALITY SECTOR

**TECHNICAL & VOCATIONAL EDUCATION AND TRAINING
QUALITY COUNCIL
BHUTAN QUALIFICATIONS AND PROFESSIONALS
CERTIFICATION AUTHORITY
THIMPHU, BHUTAN
JANUARY 2026**

First Publication: January 2026
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FOREWORD

The TVET Quality Council, BQPCA, is pleased to present the National Competency Standards (NCS) for **Event Operations Technician**,^{C3} developed in collaboration with industry experts and trainers, with generous funding and technical support from the **Bhutan Education and Skills Training (BEST) Project, Humber College, Canada and Global Affairs Canada**. These standards establish a nationally recognized qualification aligned with international best practices, setting a benchmark for TVET qualifications in Bhutan.

The NCS ensures that trainees acquire the necessary skills, knowledge, and attitude required by industries. Developed through close consultation with experts, it enhances the relevance of training to labor market needs, equipping graduates to meet industry expectations and improving their employability. A strong and responsive TVET system will also make vocational education more attractive to youth.

The Council acknowledges the valuable contributions of industry experts and trainers, financial and technical assistance of BEST Project, Humber College and Global Affairs Canada in the development of these standards. We urge employers and training providers to continue their support in implementing the NCS, fostering a skilled and productive workforce that contributes to national socio-economic development. Moving forward, we look forward to enhanced industry engagement and collaborative efforts in building a quality-assured, demand-driven TVET system.

Director
BQPCA

ACKNOWLEDGEMENT

Date of Endorsement : 7th January 2026

Date of Revision : 6th January 2031

The TVET Quality Council, Bhutan Qualifications and Professional Certification Authority (BQPCA), would like to express its deepest appreciation to the BEST Project, Humber College, and Global Affairs Canada for the invaluable technical and financial support provided during the development and validation of the National Competency Standards (NCS).

The Council also extends its sincere appreciation and acknowledgement to the following industry representatives and subject matter experts whose expertise, time, and commitment contributed significantly to the development of the National Competency Standards for Event Operations Technician:

Experts involved in the development and validation of NCS			
SN	Name	Designation	Organization
1	Sangay Chozom	Operational Manager	Hotel Osel
2	Rinzin Gyem	General Manager	Peling Resort
3	Tshering Tshegyal	General Manager	Hotel Bhutan Home
4	Bhakti Maya	Operational Manager	Hotel White Tara
5	Nima Norbu	Front office and Reservation	Hotel Sinchula Villa
6	Tashi Gyeltshen	Manager	Woezer Events
7	Geden Wangdi	Operation Manager	City Hotel
8	Chunku Dema	HR Manager	Hotel Ariya

PACKAGING OF QUALIFICATIONS

CERTIFICATE 3



Conduct Post-Event Activities and Financial Closure (3435-U4-L3)

Carry Out Marketing in Event Management (3435-U3-L3)

Set Up and Support Event Operations (3435-U2-L3)

Plan and Design Events (3435-U1-L3)

ENTRY

OVERVIEW OF THE NCS

Unit Title	Element of Competence
1. Plan and Design Events	1.1 Identify Event Requirements 1.2 Perform Estimation and Costing 1.3 Design Event Plan and Layout
2. Set Up and Support Event Operations	2.1 Set Up Venue Facilities and Amenities 2.2 Enforce Quality Assurance Measures during Preparatory Activities 2.3 Provide Technical Support During Events
3. Carry Out Marketing in Event Management	3.1 Identify Marketing Opportunities and Target Audience 3.2 Develop and Implement Promotional Strategies 3.3 Evaluate and Optimize Marketing
4. Conduct Post-Event Activities and Financial Closure	4.1 Finalise Event Operations 4.2 Evaluate Event Performance 4.3 Prepare Bills and Complete Financial Closure 4.4 Complete Post-event Reporting and Documentation

UNIT TITLE	Plan and Design Events
DESCRIPTOR	This unit describes the competencies required to identify event requirements, perform basic estimation and costing, and develop an event plan and layout
CODE	3435-U1-L3
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Identify Event Requirements	<p>1.1 Assess event purpose, type and target audience</p> <p>1.2 Identify event scope, time-lines and budget in consultation with the client</p> <p>1.3 Determine venue requirements, resources and basic compliance needs relevant to the event</p>
2. Perform Estimation and Costing	<p>2.1 Prepare budget estimate using appropriate digital tools</p> <p>2.2 Prepare estimate of human resources requirement using appropriate digital tools</p> <p>2.3 Prepare event program schedules and activities</p> <p>2.4 Adhere to ethical and professional standards in all actions</p>

3. Design Event Plan and Layout	<p>3.1 Prepare event plans and layouts using sustainability principles and appropriate digital tools</p> <p>3.2 Develop event concepts and visual designs using appropriate tools</p> <p>3.3 Review and update event plans based on stakeholders inputs</p>
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<i>Critical Aspects</i>
<ul style="list-style-type: none"> • Demonstrate competencies to identify event requirements accurately • Demonstrate competencies to prepare basic estimations and costing • Demonstrate competencies to design a practical event plan and layout

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Introduction to Events • Event Planning Fundamentals • Event Concept Development • Event Design Principles • Event Layout Preparation • Event Logistics Planning • Safety and Risk Considerations • Stakeholder Coordination • Sustainability and Ethical Practices • Entrepreneurship • Documentation and Reporting 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Creativity • Time Management • Innovation • Growth mindset

UNIT TITLE	Set Up and Support Event Operations
DESCRIPTOR	<p>This unit describes the skills and knowledge required to set up venue facilities and amenities, apply quality assurance measures during preparation activities, and provide technical support during events. It applies to individuals working under supervision in operational event roles.</p>
CODE	3435-U2-L3
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Set Up Venue Facilities and Amenities	<ul style="list-style-type: none"> 1.1 Adhere to OHS requirement and ethical and professional code at all times 1.2 Use appropriate tools and equipment for the work 1.3 Install tents and temporary structures in accordance with layout plans and safety requirements 1.4 Arrange event décor and visual elements to match the approved event concept and theme 1.5 Set up seating arrangements according to the event layout, audience needs, and safety guidelines 1.6 Install any other required event amenities in line with event plans

	1.7 Identify and apply risk mitigation measures associated with the event
2. Enforce Quality Assurance Measures During Preparatory Activities	<p>2.1 Monitor preparation activities to ensure compliance with event plans and quality standards</p> <p>2.2 Identify and address shortcomings observed during monitoring within scope of responsibility</p> <p>2.3 Track, document, and report progress and quality issues according to organizational procedures</p>
3. Provide Technical Support During Events	<p>3.1 Set up and test technical equipment and systems according to event requirements</p> <p>3.2 Monitor and operate sound, lighting, audio-visual, and display systems throughout the event to ensure proper functioning</p> <p>3.3 Identify and resolve technical faults promptly or report issues beyond responsibility</p> <p>3.4 Maintain coordination with the event team and stakeholders to support seamless event delivery</p>

RANGE STATEMENT	
Event amenities may include but not limited to:	
<ul style="list-style-type: none"> • Audio-visual systems • lighting 	<ul style="list-style-type: none"> • Catering service areas
<i>Critical Aspects</i>	
<ul style="list-style-type: none"> • Set up venue facilities and amenities correctly and safely, in accordance with event plans and safety requirements • Apply quality assurance measures during preparation activities • Provide effective technical and operational support during events 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Event logistics and resource management • Event equipment, materials, and amenities • Catering services • Supplier and vendor coordination • Setup and pack-down procedures • Basic inventory and logistics documentation including digital tools 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Time Management • Innovation • Entrepreneurship • Growth oriented

UNIT TITLE	Carry out Marketing in Event Management
DESCRIPTOR	This unit covers the competencies required to plan, implement, and monitor marketing activities for events
CODE	3435-U3-L3
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Identify Marketing Opportunities and Target Audience	<p>1.1 Analyze event objectives, audience demographics, and interests</p> <p>1.2 Identify appropriate <i>marketing channels</i> and platforms</p> <p>1.3 Evaluate potential risks and opportunities in marketing initiatives</p>
2. Develop and Implement Promotional Strategies	<p>2.1 Design promotional materials suitable for selected channels</p> <p>2.2 Coordinate with internal and external stakeholders for marketing campaigns</p> <p>2.3 Schedule and execute marketing activities according to event timelines</p>
3. Evaluate and Optimize Marketing	<p>3.1 Collect feedback and data on marketing reach and engagement</p> <p>3.2 Assess the effectiveness of campaigns against objectives</p> <p>3.3 Adjust marketing strategies to improve audience engagement and event outcomes</p>

RANGE STATEMENT	
Selected channel may include but not limited to:	
<ul style="list-style-type: none"> • Online • Print 	Social media
Critical Aspects	
<ul style="list-style-type: none"> • Demonstrate competencies to follow ethical and legal procedures • Demonstrate competencies in designing and development of promotional strategies 	
UNDERPINNING KNOWLEDGE	
<ul style="list-style-type: none"> • Ethics and Integrity • Marketing concepts and principles • Promotional channels and methods • Traditional marketing • Integration of online and offline channels. • Stakeholder and partnership engagement • Monitoring and evaluation techniques • Ethical and professional standards. • Respect for cultural, social, and legal requirements in promotions. • Intellectual property, confidentiality, and data protection considerations • Video editing and photography 	<ul style="list-style-type: none"> • Team Work • Communication • Problem Solving • Interpersonal Relationship • Time Management • Innovation • Entrepreneurship • Growth oriented

UNIT TITLE	Conduct Post-Event Activities and Financial Closure
DESCRIPTOR	This unit covers the competencies required to complete post-event activities, prepare and finalize bills and payments, evaluate event outcomes, and document lessons learned for future improvement
CODE	3435-U4-L3
ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Finalise Event Operations	<p>1.1 Confirm completion of all event activities and dismantling requirements</p> <p>1.2 Coordinate return, storage, or disposal of event equipment and materials</p> <p>1.3 Ensure venue is handed over according to agreed conditions</p>
2. Evaluate Event Performance	<p>2.1 Collect feedback from relevant stakeholders</p> <p>2.2 Review event outcomes against objectives, budget, and timelines</p> <p>2.3 Identify strengths, issues, and areas for improvement</p>
3. Prepare Bills and Complete Financial Closure	<p>3.1 Compile invoices, bills, and supporting documents accurately</p> <p>3.2 Verify expenses and payments against approved budgets and contracts</p>

	3.3 Submit bills and financial records according to organisational procedures
4. Complete Post-event Reporting and Documentation	4.1 Prepare post-event reports using standard formats 4.2 Record financial, operational, and feedback data accurately 4.3 Store event documents securely for audit and future reference

RANGE STATEMENT	
Stakeholder may include but not limited to:	
<ul style="list-style-type: none"> • Staff • Participants 	<ul style="list-style-type: none"> • Client
<i>Critical Aspects</i>	
<ul style="list-style-type: none"> • Demonstrate competencies to follow occupational health and safety procedures • Demonstrate competencies to complete post-event closure and financial finalisation • Demonstrate competencies to evaluate outcomes and document learnings 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Post-event procedures • Basic financial processes 	<ul style="list-style-type: none"> • Team Work • Communication

<ul style="list-style-type: none"> • Types of event bills, invoices, and receipts • Expense tracking and budget comparison • Organisational billing and payment procedures • Documentation and reporting • Confidentiality and data protection principles • Event evaluation • Methods of collecting feedback (forms, interviews, online tools) • Key performance indicators for events (attendance, cost, satisfaction) • Identifying issues and improvement opportunities 	<ul style="list-style-type: none"> • Problem Solving • Interpersonal Relationship • Time Management • Innovation • Entrepreneurship • Growth oriented
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ANNEXURE

National Competency Standards (NCS)

The National Competency Standards specify the skill, knowledge and attitudes applied to a particular occupation. Standards also specify the standards or criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

Purpose of National Competency Standards

National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the competencies to be included in the curriculum.
- Providing specifications to assessment resource developers about the competencies within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.

Bhutan Qualifications Framework (BQF)

Bhutan Qualifications Framework is an integrated national framework that outlines all types of qualification in Bhutan. As an established and nationally accepted instrument, the BQF has been benchmarked against international practices in terms of standards. The BQF aims to recognize all forms of learning systems, including formal, non-formal, and informal learning. It acknowledges technological advancements and recognizes contemporary modes of delivery. It covers a broad range of education systems including the TVET education.

Implementation of TVET Qualifications



* RPL = Recognition of Prior Learning

TVET Qualifications Levels

TVET Qualifications have seven levels as per the BQF, as follows:

Bhutan Qualifications Framework 2023

Table 2: Qualification Types and Levels Based on Education Sector.

BQF Level	Community Education	School Education	TVET	Higher Education	Monastic Education
8				Doctoral Degree	<i>Khewang</i> ຂେବଙ୍ଗ
7			Master's Degree Postgraduate Diploma Postgraduate Certificate	Master's Degree Postgraduate Diploma Postgraduate Certificate	<i>Tsugla Gongma</i> ସୁଗ୍ରାଙ୍ଗମା
6			Applied Degree	Bachelor's Degree Bachelor's Degree (Honours) Graduate Diploma Graduate Certificate	<i>Tsugla Wogma</i> ସୁଗ୍ରାଙ୍ଗମା
5			Advanced Diploma	Advanced Diploma	
4			Diploma	Diploma	
3		Bhutan Higher Secondary Education Certificate	Certificate 3		<i>Dringrim Gongma</i> ଦ୍ରିଙ୍ଗମା
2		Bhutan Certificate for Secondary Education	Certificate 2		<i>Dringrim Barma</i> ଦ୍ରିଙ୍ଗମା
1	ALC		Certificate 1		

Level Descriptors

The TVET Qualification levels are set based on the level descriptors, as defined in the BQF. The detail of the qualification level descriptor is as follow:

Level	Knowledge	Skills	Values	Application
	Knowledge that is:	Demonstrate skills that involve:	Demonstrate values that involve:	Applied in contexts that involve:
4	Broad theoretical, technical and operational	Selecting and applying a range of standard processes relevant to varied and sometimes unpredictable tasks Selecting and applying a range of solutions involving formulation of solutions to resolve complex issues Demonstrating a high level of proficiency in English and Dzongkha	Strong level of awareness of self and others; and an appreciation of belief system, role of social norms, and the importance of relationship building Application of ethical norms and legal rules in decision-making; and comprehending the correlation between values and behavior Commitment to own profession and quality of work	Stable tasks with predictable changes Broad guidance with some self-direction that requires sound judgement Taking some responsibility for planning and coordination with others
3	Theoretical with some technical and operational processes	Applying a range of standard processes to known but varied tasks Selecting and applying a range of solutions to familiar and unfamiliar problems	Sound level of self-awareness and beliefs; and ability to apply social norms and build relationships	Stable tasks with some aspects of change General guidance and supervision that require

		Communicating effectively and clearly, both oral and written, in both English and Dzongkha	Application of a set of ethical norms Commitment to own field of interest and apply self-management of learning and performance	discretion and judgement Adapting to own behaviour to work with others
2	Basic, factual and conceptual	Applying standard processes relevant to carry out known tasks Applying a set of known solutions to solve simple and straightforward issues Using simple and direct exchange of information on familiar and routine matters Developing basic proficiency in Dzongkha and English	Some level of self-awareness and beliefs, and appreciation of social norms; and significance of relationships Awareness of ethical norms, and openness to different activities Developing own knowledge and skills	Structured and stable tasks General support and Supervision that require some discretion and judgement Collaboration with others to achieve goals
1	Foundational, every day and general	Applying operational literacy, numeracy skills required to carry out simple tasks Applying simple solutions to solve simple and straightforward everyday issues Communicating using everyday	Basic awareness of self, beliefs, and social norms; and understand the significance of relationships Basic awareness of fundamental ethical norms, basic civil	Highly structured tasks with close support and supervision Minimal Discretion and judgement

		expressions and simple phrases in Dzongkha and English	rights, and responsibilities Willingness to understand tasks and motivated to implement them successfully	Readiness to work together and share knowledge with others
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CODING USED FOR NATIONAL COMPETENCY STANDARDS

The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practices. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO). The coding of the National competency standards forms the basis of the identification code for the Technical & Vocational Education and Training Management Information System (TVET – MIS) both in terms of economic sector identification and that of the individual standard.

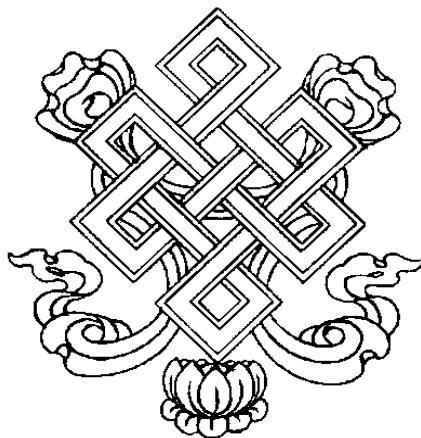
Coding the individual national competency standards

Coding the individual skills standard has a multiple purpose:

- to identify the level,
- to identify to which module the standard belongs,
- to identify in which order the standard is clustered within that module.

A job can include a number of competencies described in the national competency standards.

However, in order to follow a logical order, only national competency standards related to each other and following a logical sequence in terms of training delivery, from the simple to the complex, are clustered into a module. Some standards are so complex that they need to stand alone.



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