

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 20121 — Sustainable Events Management

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-MGS-20121 • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-MGS-20121
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

ISO 20121 Standards and Compliance

5 chapters · 30 classes 85 marks

• 1 Understanding ISO 20121: Principles and Framework — 6 classes

› 1.1 Define ISO 20121 and its Importance in Sustainable Events

› 1.2 Identify Key Principles Underpinning ISO 20121 Standards

› 1.3 Explore the Framework of ISO 20121 for Event Management

› 1.4 Analyze the Role of Stakeholders in ISO 20121 Compliance

› 1.5 Assess the Benefits of Implementing ISO 20121 Standards

› 1.6 Develop Actionable Steps for Achieving ISO 20121 Certification

• 2 Key Requirements of ISO 20121: Compliance Essentials — 6 classes

› 2.1 Understand the Fundamentals of ISO 20121

› 2.2 Identify Key Stakeholders in Sustainable Events

› 2.3 Explore Compliance Requirements for Event Management

› 2.4 Analyze the Importance of Continuous Improvement in ISO 20121

› 2.5 Develop Strategies for Effective Stakeholder Engagement

› 2.6 Create an Action Plan for ISO 20121 Compliance

• 3 Implementing an ISO 20121 Management System: Best Practices — 6 classes

› 3.1 Assess Current Practices for ISO 20121 Readiness

› 3.2 Define Key Stakeholders in Sustainable Event Management

› 3.3 Develop a Sustainable Event Management Policy

› 3.4 Establish Measurable Objectives and Targets

› 3.5 Implement Risk Management Strategies for Events

› 3.6 Monitor and Improve Compliance with ISO 20121 Standards

• 4 Measuring and Evaluating Performance in Sustainable Events — 6 classes

› 4.1 Define Key Performance Indicators for Sustainable Events

› 4.2 Collect Data on Event Sustainability Metrics

› 4.3 Analyze Data to Assess Event Sustainability Performance

› 4.4 Develop Evaluation Criteria Based on ISO 20121 Standards

› 4.5 Create a Sustainability Report for Stakeholder Review

› 4.6 Implement Continuous Improvement Strategies for Future Events

• 5 Continuous Improvement and Certification Maintenance — 6 classes

› 5.1 Analyze Key Components of ISO 20121 for Continuous Improvement

› 5.2 Identify Metrics for Assessing Event Sustainability Performance

› 5.3 Develop Action Plans Based on Performance Metrics

› 5.4 Implement Feedback Mechanisms for Stakeholder Engagement

› 5.5 Review Certification Maintenance Requirements for ISO 20121

› 5.6 Create a Continuous Improvement Strategy for Sustainable Events

• 1 Understanding Sustainable Event Management Principles — 6 classes

- › 1.1 Define Sustainable Event Management Principles
- › 1.2 Evaluate the Importance of Sustainability in Events
- › 1.3 Identify Key Stakeholders in Sustainable Events
- › 1.4 Analyze Environmental Impacts of Event Management
- › 1.5 Develop Strategies for Sustainable Resource Use
- › 1.6 Create a Plan for Implementing Sustainable Practices

• 2 The Role of Leadership in Driving Sustainability — 6 classes

- › 2.1 Define Leadership in the Context of Sustainable Event Management
- › 2.2 Identify Key Leadership Styles that Promote Sustainability
- › 2.3 Explore the Ethical Responsibilities of Leaders in Event Sustainability
- › 2.4 Analyze Case Studies of Successful Sustainable Events and Leadership Impact
- › 2.5 Develop Strategies for Influencing Stakeholders Towards Sustainable Practices
- › 2.6 Create an Action Plan for Implementing Sustainability in Event Leadership

• 3 Strategies for Integrating Sustainability into Event Planning — 6 classes

- › 3.1 Identify Key Sustainability Principles in Event Management
- › 3.2 Assess the Environmental Impact of Event Planning
- › 3.3 Develop a Sustainable Event Policy Framework
- › 3.4 Engage Stakeholders in Sustainable Practices for Events
- › 3.5 Implement Sustainable Procurement Strategies in Events
- › 3.6 Evaluate and Report on Sustainability Outcomes of Events

• 4 Measuring and Reporting on Sustainable Outcomes — 6 classes

- › 4.1 Define Key Metrics for Sustainable Event Outcomes
- › 4.2 Develop a Framework for Measuring Sustainability
- › 4.3 Collect and Analyze Data on Event Impact
- › 4.4 Interpret Findings to Assess Sustainability Success
- › 4.5 Create a Reporting Template for Sustainable Outcomes
- › 4.6 Share and Communicate Results with Stakeholders

• 5 Fostering a Culture of Sustainability in Event Teams — 6 classes

- › 5.1 Define Sustainability in the Context of Event Management
- › 5.2 Identify Key Roles in Fostering Sustainability within Event Teams
- › 5.3 Explore Best Practices for Sustainable Event Planning
- › 5.4 Develop Strategies for Engaging Team Members in Sustainability Initiatives
- › 5.5 Create a Sustainability Action Plan for an Upcoming Event
- › 5.6 Evaluate the Impact of Sustainability Practices Post-Event

• 1 Understanding Sustainability Metrics in Event Management — 6 classes

- › 1.1 Define Key Sustainability Metrics for Event Management
- › 1.2 Identify Sources of Data for Sustainability Evaluation
- › 1.3 Analyze the Importance of Baseline Measurements in Events
- › 1.4 Develop Tools for Collecting Sustainability Data
- › 1.5 Evaluate Case Studies of Successful Sustainability Metrics Implementation
- › 1.6 Create a Sustainability Metrics Report for an Event Scenario

• 2 Developing a Sustainability Monitoring Plan — 6 classes

- › 2.1 Identify Key Sustainability Outcomes for Events
- › 2.2 Set Measurable Indicators for Sustainability Success
- › 2.3 Develop Data Collection Methods for Monitoring
- › 2.4 Analyze Data to Assess Sustainability Performance
- › 2.5 Report Findings and Communicate Outcomes Effectively
- › 2.6 Adjust the Sustainability Plan Based on Evaluation Insights

• 3 Data Collection Techniques for Sustainable Events — 6 classes

- › 3.1 Identify Key Data Collection Techniques for Sustainable Events
- › 3.2 Analyze Qualitative vs Quantitative Data for Sustainability Assessment
- › 3.3 Develop Surveys and Questionnaires to Gather Participant Feedback
- › 3.4 Apply Observational Methods to Evaluate Environmental Impact
- › 3.5 Utilize Technology Tools for Efficient Data Collection and Management
- › 3.6 Interpret Data Results to Make Informed Sustainability Improvements

• 4 Evaluating Sustainability Outcomes: Analysis and Interpretation — 6 classes

- › 4.1 Define Key Metrics for Evaluating Sustainability Outcomes
- › 4.2 Collect and Analyze Data from Sustainable Events
- › 4.3 Interpret Data Trends to Assess Sustainability Impact
- › 4.4 Utilize Feedback Mechanisms for Continuous Improvement
- › 4.5 Develop Effective Reporting Strategies for Stakeholders
- › 4.6 Create Action Plans Based on Evaluation Results

• 5 Reporting and Communicating Sustainability Outcomes Effectively — 6 classes

- › 5.1 Define Key Sustainability Metrics for Event Reporting
- › 5.2 Select Effective Communication Channels for Sustainability Outcomes
- › 5.3 Develop a Comprehensive Reporting Framework for Stakeholders
- › 5.4 Craft Clear and Impactful Messages About Sustainability Achievements
- › 5.5 Utilize Visual Aids to Enhance Sustainability Reporting
- › 5.6 Engage Stakeholders in Sustainability Reporting Through Interactive Feedback

• 1 Understanding Stakeholder Identification in Sustainable Events

— 6 classes

- › 1.1 Define Stakeholders in Sustainable Events
- › 1.2 Identify Key Stakeholder Groups and Their Roles
- › 1.3 Analyse Stakeholder Interests and Influences
- › 1.4 Map Stakeholder Relationships and Communication Channels
- › 1.5 Develop Strategies for Engaging Diverse Stakeholders
- › 1.6 Evaluate the Impact of Stakeholder Engagement on Event Success

• 2 Analyzing Stakeholder Needs and Expectations — 6 classes

- › 2.1 Identify Key Stakeholders in Event Management
- › 2.2 Analyze Stakeholder Influence and Impact
- › 2.3 Assess Stakeholder Needs Through Surveys and Interviews
- › 2.4 Evaluate Stakeholder Expectations and Priorities
- › 2.5 Develop Effective Communication Strategies for Stakeholders
- › 2.6 Create a Stakeholder Engagement Action Plan

• 3 Developing Effective Communication Strategies for Stakeholder Engagement — 6 classes

- › 3.1 Identify Key Stakeholders for Sustainable Events
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Tailored Communication Plans for Stakeholders
- › 3.4 Utilize Effective Communication Channels for Engagement
- › 3.5 Implement Feedback Mechanisms for Continuous Improvement
- › 3.6 Evaluate the Impact of Communication Strategies on Stakeholder Engagement

• 4 Implementing Stakeholder Engagement Practices in Event Planning — 6 classes

- › 4.1 Identify Key Stakeholders in Event Planning
- › 4.2 Analyze Stakeholder Needs and Expectations
- › 4.3 Develop Effective Communication Strategies
- › 4.4 Engage Stakeholders Through Collaborative Workshops
- › 4.5 Evaluate Stakeholder Feedback for Continuous Improvement
- › 4.6 Create an Action Plan for Stakeholder Engagement

• 5 Evaluating Stakeholder Engagement Outcomes and Impact — 6 classes

- › 5.1 Assess Stakeholder Expectations for Sustainable Events
- › 5.2 Identify Key Performance Indicators for Engagement Success
- › 5.3 Analyze Data Collection Methods for Stakeholder Feedback
- › 5.4 Evaluate the Effectiveness of Communication Strategies
- › 5.5 Measure the Impact of Stakeholder Engagement on Event Outcomes
- › 5.6 Develop Actionable Recommendations Based on Evaluation Findings

• 1 Understanding the Principles of Sustainable Event Management

— 6 classes

- › 1.1 Define Sustainable Event Management Principles
- › 1.2 Identify Key Stakeholders in Sustainable Events
- › 1.3 Assess Environmental Impacts of Event Planning
- › 1.4 Explore Social Responsibility in Event Management
- › 1.5 Develop Strategies for Economic Sustainability in Events
- › 1.6 Create a Sustainable Event Action Plan

• 2 Setting Sustainable Objectives and Goals for Events — 6 classes

- › 2.1 Define Sustainable Objectives for Event Planning
- › 2.2 Analyze Stakeholder Expectations in Sustainability
- › 2.3 Establish Key Performance Indicators for Sustainable Events
- › 2.4 Integrate Sustainability into Event Vision and Mission
- › 2.5 Create an Action Plan for Achieving Sustainability Goals
- › 2.6 Evaluate and Adjust Sustainable Objectives Post-Event

• 3 Stakeholder Engagement and Collaboration Strategies — 6 classes

- › 3.1 Identify Key Stakeholders in Sustainable Event Management
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Strategies for Engagement
- › 3.4 Facilitate Collaborative Decision-Making Workshops
- › 3.5 Assess the Impact of Stakeholder Contributions on Sustainability Goals
- › 3.6 Design a Stakeholder Engagement Plan for Future Events

• 4 Developing a Sustainable Event Action Plan — 6 classes

- › 4.1 Assess Current Event Practices for Sustainability
- › 4.2 Identify Key Stakeholders for Sustainable Event Planning
- › 4.3 Set SMART Goals for Sustainable Event Outcomes
- › 4.4 Develop Strategies for Resource Efficiency and Waste Management
- › 4.5 Create a Timeline and Budget for Sustainable Initiatives
- › 4.6 Evaluate and Adjust the Sustainable Action Plan for Future Events

• 5 Monitoring, Evaluation, and Continuous Improvement Processes

— 6 classes

- › 5.1 Define Key Performance Indicators for Sustainable Events
- › 5.2 Develop a Monitoring Framework for Event Sustainability
- › 5.3 Implement Data Collection Techniques for Evaluation
- › 5.4 Analyze Collected Data to Assess Event Impact
- › 5.5 Create a Continuous Improvement Plan Based on Findings
- › 5.6 Communicate Results and Improve Stakeholder Engagement

• 1 Fundamentals of Sustainability in Events Management — 6 classes

- › 1.1 Define and Explore Sustainability Concepts in Event Management
- › 1.2 Assess Environmental Impacts of Event Management Practices
- › 1.3 Identify Social Responsibility in Event Planning and Execution
- › 1.4 Evaluate Economic Considerations for Sustainable Events
- › 1.5 Develop Strategies for Implementing Sustainable Practices in Events
- › 1.6 Create an Action Plan for Measuring and Reporting Event Sustainability

• 2 Stakeholder Engagement and Impact Assessment — 6 classes

- › 2.1 Identify Key Stakeholders in Event Management
- › 2.2 Analyze Stakeholder Interests and Needs
- › 2.3 Develop Effective Engagement Strategies for Stakeholders
- › 2.4 Implement Communication Techniques for Stakeholder Engagement
- › 2.5 Evaluate the Impact of Stakeholder Engagement on Event Success
- › 2.6 Create a Stakeholder Engagement Plan for Sustainable Events

• 3 Sustainable Event Planning and Design — 6 classes

- › 3.1 Assess Current Event Sustainability Practices
- › 3.2 Identify Key Stakeholders in Sustainable Event Planning
- › 3.3 Develop Sustainable Event Goals and Objectives
- › 3.4 Design an Eco-Friendly Venue Layout
- › 3.5 Incorporate Sustainable Catering Options
- › 3.6 Evaluate the Environmental Impact of Event Materials

• 4 Implementation of Sustainable Practices — 6 classes

- › 4.1 Assess Current Practices in Event Management
- › 4.2 Identify Key Sustainable Principles for Events
- › 4.3 Develop a Sustainable Event Management Plan
- › 4.4 Implement Waste Reduction Strategies in Events
- › 4.5 Engage Stakeholders in Sustainable Practices
- › 4.6 Evaluate and Report on Sustainability Performance

• 5 Monitoring, Evaluation, and Continuous Improvement — 6 classes

- › 5.1 Define Key Performance Indicators for Sustainable Events
- › 5.2 Implement Data Collection Methods for Event Evaluation
- › 5.3 Analyze Data to Measure Environmental Impact of Events
- › 5.4 Assess Stakeholder Feedback for Continuous Improvement
- › 5.5 Develop a Reporting Framework for Sustainable Event Success
- › 5.6 Create an Action Plan for Future Event Enhancements