



**UNLOCKING
SUSTAINABILITY**

LICQual

**LICQual ISO
20121:2024 Event
Sustainability
Management
Systems**

**Qualification
Specification**

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LICQual

Contents

About LICQual	2
Course Overview	2
Certification Framework	4
Entry Requirements	4
Qualification Structure	5
Centre Requirements	5
Support for Candidates	6
Assessment	6
Unit Descriptors	7

Qualification Specification

About LICQual

LICQual is a globally recognized awarding body based in the United Kingdom. Renowned for its commitment to excellence in education, LICQual specializes in delivering high-quality qualifications designed to meet the evolving needs of international learners, professionals, and industries. LICQual is dedicated to fostering innovative and flexible learning pathways, providing learners with the tools and knowledge needed to excel in today's dynamic professional landscape. The organization emphasizes adherence to international qualification frameworks and standards, ensuring global recognition and applicability of its certifications.

The vision of LICQual is to establish itself as a global benchmark in quality education and skills development. Its mission is to equip individuals and organizations with internationally recognized qualifications that enhance employability, professional productivity, and academic progression.

Underpinned by a team of experienced professionals, including examiners, moderators, and assessors, LICQual ensures the highest standards of quality assurance and continuous improvement. Its qualifications are designed to empower individuals with the expertise and competencies necessary to thrive in today's competitive and ever-changing global environment.

Course Overview

The LICQual ISO 20121:2024 Event Sustainability Management Systems qualification provides a comprehensive framework for planning, executing, and monitoring sustainable events. Updated to align with the revised ISO 20121:2024 standard, this program bridges operational event planning with modern Environmental, Social, and Governance (ESG) principles. As live, virtual, and hybrid events face growing scrutiny regarding resource usage, carbon footprints, and social responsibilities, this course delivers the strategic and practical tools needed to build a fully compliant Event Sustainability Management System (ESMS).

Throughout the qualification, learners examine core ISO high-level structure clauses, sustainable procurement, stakeholder management, climate action, human rights, and circular economy principles. By emphasizing both direct operational control and sphere-of-influence management, the curriculum equips professionals to eliminate waste, improve supply chain accountability, reduce carbon emissions, and drive measurable social value across all scales of event delivery.

Course Objectives By the conclusion of the course, participants will be able to:

- **Establish Sustainable Frameworks:** Design and implement an Event Sustainability Management System (ESMS) aligned with the ISO 20121:2024 harmonized structure.
- **Conduct Materiality Assessments:** Evaluate environmental, social, and economic impacts to establish prioritized sustainability goals and targets.

- **Manage Sustainable Supply Chains:** Integrate sustainable procurement policies into vendor selection, contracting, and venue management.
- **Drive Stakeholder Engagement:** Engage internal and external stakeholders, including sponsors, local communities, and regulatory bodies, to foster sustainable event practices.
- **Monitor and Audit Performance:** Conduct internal audits, measure performance metrics, and drive continuous improvement across event lifecycles.

Aims of the Qualification The LICQual ISO 20121:2024 Event Sustainability Management Systems qualification aims to:

- **Standardize Sustainable Event Delivery:** Provide a structured approach to minimizing negative environmental impacts while maximizing positive social and economic legacies.
- **Promote ESG Leadership:** Align event practices with broader international frameworks, including the UN Sustainable Development Goals (SDGs) and organizational ESG reporting mandates.
- **Advance Professional Expertise:** Equip event organizers, project directors, and sustainability practitioners with recognized credentials in sustainable event operations.

Targeted Audience:

- Event Directors, Event Managers, and Conference Producers responsible for organizing corporate, cultural, or sporting events.
- Sustainability Managers, ESG Officers, and Environmental Consultants guiding organizational sustainability strategies.
- Venue Managers, Operations Leads, and Exhibition Coordinators managing facility impacts, waste streams, and energy usage.
- Procurement Specialists and Supply Chain Managers contracting vendors, caterers, and logistics providers for event operations.

Certification Framework

Qualification title	LICQual ISO 20121:2024 Event Sustainability Management Systems
Course ID	LICQ2200115
Qualification Credits	40 Credits
Course Duration	400 Hours
Grading Type	Pass / Fail
Competency Evaluation	Coursework / Assignments / Verifiable Experience
Assessment	The assessment and verification process for LICQual qualifications ensures that learners achieve the required standards and maintain consistency across all Approved Training Centres (ATCs). This process is divided into two key stages: Internal Assessment and Verification: ✓ This stage is conducted by the staff at the ATC, ensuring that learners meet the qualification standards through ongoing assessments. ✓ Internal Quality Assurance (IQA) is performed by the centre's designated IQA staff to validate and maintain the integrity of the assessment processes. External Quality Assurance: ✓ This stage is overseen by LICQual AB verifiers, who periodically review the centre's assessment and IQA procedures. ✓ The external verification ensures that assessments adhere to the required standards and that consistent practices are maintained across all centres.

Entry Requirements

To enroll in the LICQual ISO 20121:2024 Event Sustainability Management Systems Internal Auditor, applicants must meet the following criteria:

- **Age Requirement:** Applicants must be at least 16 years old.
- **Educational Requirements:** A high school diploma or equivalent is required.
- **Experience:** At least 1-2 years of experience in event management or sustainability roles is recommended.
- **English Language Proficiency:** Proficiency in English language is required.

Qualification Structure

This qualification comprises 6 mandatory units, totalling 40 credits. Candidates must successfully complete all mandatory units to achieve the qualification.

Mandatory Units		
Unit Ref#	Unit Title	Credits
LICQ2200115-1	Introduction to ISO 20121:2024 and Event Sustainability	08
LICQ2200115-2	Leadership and Stakeholder Engagement in Sustainable Events	08
LICQ2200115-3	Sustainable Resource Management in Event Planning	08
LICQ2200115-4	Risk Management and Impact Assessment for Sustainable Events	08
LICQ2200115-5	Performance Monitoring, Evaluation, and Auditing in Event Sustainability	08
LICQ2200115-6	Continual Improvement and Best Practices in Event Sustainability	08

Centre Requirements

To deliver the **LICQual ISO 20121:2024 Event Sustainability Management Systems**, training centres must meet the following key requirements:

1. **Approval from LICQual:**

- Centres must be formally approved by LICQual to deliver this specific qualification, ensuring alignment with quality standards.

2. **Qualified Staff:**

- Must hold a Bachelor's Degree (Level 6) or higher in Sustainability Management, Event Management, Environmental Science, or a related discipline, and possess a minimum of 3 years of practical, professional experience in ISO 20121 management systems implementation, sustainable event operations, or sustainability auditing.
- Assessors must hold a recognized assessor qualification (e.g., CAVA, AVRA) or equivalent).

3. **Learning Facilities:**

- Centres must provide suitable classrooms, access to environmental legislation and monitoring tools (e.g., sensors, lab kits), and digital learning resources.

4. **Health and Safety Compliance:**

- All learning and practical environments must comply with current health and safety regulations.

5. **Assessment Resources:**

- Centres should maintain appropriate tools, templates, and systems to support consistent and fair assessment.

6. **Learner Support:**

- Support must be available for all learners, including academic guidance, disability accommodations, and career development support.

7. **Policies and Procedures:**

- Centres must implement core policies (e.g., Equality, Safeguarding, Complaints, Data Protection) to maintain educational quality and integrity.

8. Reporting to LICQual:

- Centres are required to regularly report learner progress, maintain records of assessments, and support LICQual in external verification.

Support for Candidates

Centres must ensure that materials developed to support candidates:

- Enable the tracking of learners' progress as they achieve the specified learning outcomes and assessment criteria.
- Provide clear guidance on accessing LICQual's policies and procedures.
- Establish robust mechanisms to allow Internal and External Quality Assurance personnel to verify and authenticate evidence efficiently.

This structured approach promotes transparency, enhances the learning experience for candidates, and ensures adherence to high-quality assurance standards.

Assessment

All units within this qualification are subject to internal assessment by the approved centre and external verification by LICQual. The qualification follows a criterion-referenced assessment approach, ensuring that learners meet all specified learning outcomes.

To achieve a 'Pass' in any unit, learners must provide valid, sufficient, and authentic evidence demonstrating their attainment of all learning outcomes and compliance with the prescribed assessment criteria. The Assessor is responsible for evaluating the evidence and determining whether the learner has successfully met the required standards.

Assessors must maintain a clear and comprehensive audit trail, documenting the basis for their assessment decisions to ensure transparency, consistency, and compliance with quality assurance requirements.

Unit Descriptors

LICQ2200115-1 Introduction to ISO 20121:2024 and Event Sustainability

The aim of this unit is to develop an understanding of ISO 20121:2024 and its role in sustainable event management. It focuses on the key principles, objectives, and requirements of the standard. The unit also explores the environmental, social, and economic aspects of sustainable events. It develops knowledge of how ISO 20121:2024 can be applied in event planning and management. Overall, it prepares learners to support effective and sustainable event practices.

Learning Outcome:	1. Understand the principles and objectives of ISO 20121:2024 in promoting sustainability in event management.
Assessment Criteria:	1.1. Explain the purpose, principles, and objectives of ISO 20121:2024 in sustainable event management. 1.2. Describe how ISO 20121:2024 supports organisations in managing sustainability issues associated with events. 1.3. Explain the benefits of applying ISO 20121:2024 to event planning and management. 1.4. Evaluate the importance of leadership, stakeholder engagement, and continual improvement in sustainable event management.
Learning Outcome:	2. Recognize the social, economic, and environmental dimensions of sustainable events.
Assessment Criteria:	2.1. Identify the social impacts and sustainability considerations associated with events. 2.2. Explain the economic factors that contribute to sustainable event management. 2.3. Describe the environmental impacts of events, including waste, energy, transport, water, and resource use. 2.4. Analyse how social, economic, and environmental factors can be integrated into sustainable events.
Learning Outcome:	3. Demonstrate knowledge of the structure, clauses, and requirements of ISO 20121:2024 and how it applies to event management.
Assessment Criteria:	3.1. Describe the structure and key clauses of ISO 20121:2024. 3.2. Explain the key requirements of ISO 20121:2024 for an event sustainability management system. 3.3. Identify how ISO 20121:2024 requirements apply throughout the event management lifecycle. 3.4. Evaluate the practical application of ISO 20121:2024 in planning, delivering, monitoring, and reviewing sustainable events.

LICQ2200115-2 Leadership and Stakeholder Engagement in Sustainable Events

The aim of this unit is to develop an understanding of leadership and stakeholder engagement in sustainable event management. It focuses on the role of leaders in promoting and implementing sustainable practices. The unit explores effective strategies for engaging stakeholders and achieving sustainability objectives. It also encourages teamwork, communication, and shared responsibility for sustainability. Overall, it aims to develop a strong culture of sustainability within event management organisations.

Learning Outcome:	1. Understand the role of leadership in promoting and implementing sustainable practices within event planning.
Assessment Criteria:	1.1. Explain the role of leadership in promoting sustainability within event planning and management. 1.2. Describe leadership responsibilities for implementing sustainable event practices. 1.3. Evaluate leadership approaches that support sustainability objectives in event management. 1.4. Analyse how effective leadership can improve sustainable event performance and outcomes.
Learning Outcome:	2. Develop strategies for engaging stakeholders to ensure alignment with sustainability goals and objectives.
Assessment Criteria:	2.1. Identify key stakeholders involved in sustainable event planning and management. 2.2. Explain the importance of stakeholder engagement in achieving event sustainability goals. 2.3. Develop strategies for communicating sustainability objectives to different stakeholders. 2.4. Evaluate the effectiveness of stakeholder engagement strategies in supporting sustainable event outcomes.
Learning Outcome:	3. Cultivate a culture of sustainability within event management teams and organizations.
Assessment Criteria:	3.1. Explain the importance of developing a sustainability culture within event management teams. 3.2. Identify methods for promoting sustainable behaviours and practices among employees and event teams. 3.3. Describe how training, communication, and employee involvement can support a culture of sustainability. 3.4. Evaluate approaches for maintaining and continually improving sustainability culture within event organisations.

LICQ2200115-3 Sustainable Resource Management in Event Planning

The aim of this unit is to develop an understanding of sustainable resource management in event planning. It focuses on the efficient use of energy, water, materials, and other resources. The unit explores methods for reducing waste, energy consumption, and environmental impacts. It also covers sustainable procurement and responsible sourcing practices. Overall, it aims to promote efficient and responsible resource use throughout the event lifecycle.

Learning Outcome:	1. Apply techniques to optimize the use of resources (energy, water, materials) during events.
Assessment Criteria:	1.1. Identify techniques for efficient use of energy, water, and materials during events. 1.2. Explain methods for reducing resource consumption during event planning and operations. 1.3. Apply resource management techniques to improve efficiency throughout event activities. 1.4. Evaluate the effectiveness of resource optimisation measures in sustainable event management.
Learning Outcome:	2. Implement best practices for minimizing waste, reducing energy consumption, and sourcing eco-friendly materials.
Assessment Criteria:	2.1 Identify sources of waste and excessive energy consumption associated with events. 2.2 Explain best practices for waste reduction, recycling, and energy efficiency. 2.3 Implement measures for selecting and using environmentally friendly materials. 2.4 Evaluate the effectiveness of waste reduction and energy-saving practices in event operations.
Learning Outcome:	3. Develop sustainable procurement strategies and ensure the responsible use of resources throughout the event lifecycle.
Assessment Criteria:	3.1 Explain the principles of sustainable procurement in event management. 3.2 Identify criteria for selecting suppliers, products, and services based on sustainability requirements. 3.3 Develop sustainable procurement strategies for different stages of the event lifecycle. 3.4 Evaluate the responsible use and management of procured resources from event planning to completion.

LICQ2200115-4 Risk Management and Impact Assessment for Sustainable Events

The aim of this unit is to develop an understanding of risk management and impact assessment in sustainable events. It focuses on identifying environmental, social, and economic risks associated with event activities. The unit explores strategies for reducing negative impacts and improving sustainability outcomes. It also develops skills in assessing the overall sustainability footprint of events. Overall, it aims to support informed decision-making and continual improvement in sustainable event management.

Learning Outcome:	1. Identify and assess environmental, social, and economic risks associated with events.
Assessment Criteria:	1.1. Identify environmental, social, and economic risks associated with event activities. 1.2. Explain methods used to assess sustainability-related risks in event management. 1.3. Assess the likelihood and potential impact of sustainability risks on event outcomes. 1.4. Evaluate the significance of identified risks and prioritise appropriate risk controls.
Learning Outcome:	2. Develop strategies to mitigate negative impacts and maximize sustainability outcomes.
Assessment Criteria:	2.1 Identify measures for reducing negative environmental, social, and economic impacts of events. 2.2 Explain strategies for controlling and mitigating sustainability-related risks. 2.3 Develop action plans to improve sustainability performance and reduce adverse impacts. 2.4 Evaluate the effectiveness of mitigation strategies in achieving sustainable event outcomes.
Learning Outcome:	3. Conduct impact assessments to evaluate the sustainability footprint of an event and determine improvement opportunities.
Assessment Criteria:	3.1 Explain the purpose and methods of sustainability impact assessment in event management. 3.2 Identify appropriate indicators for measuring the environmental, social, and economic impacts of events. 3.3 Conduct an assessment of an event's sustainability performance and overall footprint. 3.4 Identify improvement opportunities based on the findings of the sustainability impact assessment.

LICQ2200115-5 Performance Monitoring, Evaluation, and Auditing in Event Sustainability

The aim of this unit is to develop an understanding of performance monitoring, evaluation, and auditing in sustainable event management. It focuses on establishing suitable KPIs and measuring sustainability performance throughout the event lifecycle. The unit explores methods for evaluating progress against sustainability objectives and targets. It also develops knowledge of internal auditing and ISO 20121:2024 compliance. Overall, it aims to support effective monitoring, corrective action, and continual improvement.

Learning Outcome:	1. Set key performance indicators (KPIs) to monitor sustainability efforts throughout the event lifecycle.
Assessment Criteria:	1.1. Explain the purpose of KPIs in monitoring event sustainability performance. 1.2. Identify suitable sustainability KPIs for different stages of the event lifecycle. 1.3. Establish measurable sustainability targets and KPIs for event activities. 1.4. Evaluate the effectiveness of selected KPIs in monitoring sustainability performance.
Learning Outcome:	2. Evaluate the effectiveness of sustainability practices and track progress toward goals.
Assessment Criteria:	2.1 Identify methods for monitoring and evaluating sustainability practices during events. 2.2 Explain how sustainability performance data can be collected, analysed, and reported. 2.3 Evaluate progress against established sustainability objectives, targets, and KPIs. 2.4 Recommend improvements based on sustainability performance results and identified gaps.
Learning Outcome:	3. Conduct internal audits to assess compliance with ISO 20121:2024 and recommend corrective actions for improvement.
Assessment Criteria:	3.1 Explain the purpose and principles of internal auditing within an event sustainability management system. 3.2 Identify audit criteria and evidence required to assess compliance with ISO 20121:2024. 3.3 Conduct an internal audit to identify areas of conformity, nonconformity, and improvement. 3.4 Recommend appropriate corrective actions and follow-up measures to support continual improvement.

LICQ2200115-6 Continual Improvement and Best Practices in Event Sustainability

The aim of this unit is to develop an understanding of continual improvement and best practices in sustainable event management. It focuses on improving sustainability performance through effective strategies and actions. The unit explores best practices for reducing environmental impacts and enhancing social benefits. It also develops methods for collecting feedback, monitoring performance, and applying lessons learned. Overall, it aims to support long-term improvement and sustainable outcomes in future events.

Learning Outcome:	1. Implement strategies for continual improvement in event sustainability practices.
Assessment Criteria:	1.1. Explain the importance of continual improvement in sustainable event management. 1.2. Identify strategies for improving sustainability performance in event operations. 1.3. Implement improvement actions based on sustainability performance results and identified gaps. 1.4. Evaluate the effectiveness of continual improvement strategies in achieving sustainability objectives.
Learning Outcome:	2. Identify and apply best practices to reduce environmental footprints and enhance the social impact of events.
Assessment Criteria:	2.1 Identify best practices for reducing the environmental footprint of events. 2.2 Explain approaches for improving the social impact and community benefits of events. 2.3 Apply appropriate sustainability best practices to event planning and management. 2.4 Evaluate the effectiveness of best practices in improving environmental and social outcomes.
Learning Outcome:	3. Establish a framework for ongoing feedback, monitoring, and enhancement of sustainability practices in future events.
Assessment Criteria:	3.1. Explain the importance of feedback and monitoring in improving future event sustainability performance. 3.2. Identify methods for collecting and analysing sustainability feedback from relevant stakeholders. 3.3. Develop a framework for monitoring, reviewing, and enhancing sustainability practices in future events. 3.4. Evaluate how lessons learned and performance findings can support continual improvement in future events.

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