



Australian Government

Department of Education, Employment and Workplace Relations

BSBADM405A Organise meetings

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers organising meetings including agendas, papers, participants and minutes. This unit is related to BSBADM307A Organise schedules and BSBADM502A Manage meetings. Consider co-assessment with BSBADM406A Organise business travel. This unit covers organising meetings including agendas, papers, participants and minutes. This unit is related to BSBADM307A Organise schedules and BSBADM502A Manage meetings. Consider co-assessment with BSBADM406A Organise business travel.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Make meeting arrangements	1.1 The type of meeting and its purpose are identified
	1.2 Any legal or ethical requirements are identified and complied with
	1.3 Requirements of meeting and participants are identified
	1.4 Meeting arrangements are made in accordance with requirements of meeting
	1.5 Participants are advised of any changes to original meeting details
2 Prepare documentation for meetings	2.1 Notice of meeting, agenda and meeting papers are prepared in accordance with meeting requirements
	2.2 Documentation is checked for accuracy and any errors are corrected
	2.3 Documentation is despatched to participants within designated timelines
	2.4 Spare sets of documents are prepared
3 Record and produce minutes of meeting	3.1 Notes are taken with the required degree of speed and accuracy to ensure an accurate record of the meeting
	3.2 Minutes are produced that reflect a true and accurate account of the meeting
	3.3 Minutes are checked for accuracy and submitted for approval by the nominated person
	3.4 Copies of minutes are despatched within designated timelines

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Integrated demonstration of all elements of competency and their performance criteria

Knowledge of meeting procedure/protocols for different types and modes of meeting

Ability to identify issues for minutes from general discussion

Underpinning Knowledge

* At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

Policies and procedures in regard to meetings, agendas and minute-taking

Meeting terminology

Meeting structures

Meeting arrangements

Minute format

Agenda format

Underpinning Skills

Literacy skills to write and compile agenda items and record minutes; make notes from spoken texts in meetings; use a variety of strategies for planning, reviewing and proofreading documentation

Communication skills to co-ordinate and consult with participants; orally present written reports with a number of defined sections; clarify points made in meetings

Research skills to select categories by which to organise information and assess information for relevance, accuracy

Time-management skills to allow sufficient time to prepare for and conduct meetings

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace which may include:

Reference material in regard to meeting venues, catering companies, transport suppliers names and contacts for meeting participants

office supplies and equipment

equipment (eg computer and software, meeting technology)

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

Key Competency Levels

Collecting, analysing and organising information (Level 1)-to prepare meeting papers

Communicating ideas and information (Level 1)- through accurate minutes

Planning and organising activities (Level 1)- to set up agendas and organise meetings

Working with teams and others (Level 1)- to confirm accuracy of minutes

Using mathematical ideas and techniques (Level 1)- to sequence and number sections and subsections in agendas and minutes

Solving problems (Level 1)- to check meeting documents and minutes for accuracy

Using technology (Level 1)- to organise meetings and record minutes if required

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

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Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

award and enterprise agreements and relevant industrial instruments

relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

relevant industry codes of practice

Type of meeting may include:

face-to-face

teleconference

videoconference

annual general meeting

board meeting

staff meeting

Legal and ethical requirements may include:

requirements for public meetings

codes of practice

legislation relating to companies, associations etc

Meeting requirements may relate to:

purpose of the meeting

meeting structure

voting procedures

number of participants

special needs of participants

specific resources and equipment required by participants eg video projectors

telephone or videoconferencing equipment

teleconferencing or videoconferencing meeting protocols

Meeting arrangements may include:

scheduling the date and time for the meeting

booking an appropriate venue

organising catering

organising accommodation and transport

organising appropriate communication technology

establishing costs and operating within a budget

preparing relevant documentation for participants

Meeting style and structure may include:

Formal

Informal

semi-formal

structured

self-managed

Agenda may include:

statement of the meeting's purpose

date, time and location of meeting
welcome
minutes of the previous meeting
matters or business arising from the minutes
correspondence
reports
major agenda items
general business
date of next meeting

Meeting papers may include:

financial reports
chairperson's report
research reports
itemised meeting papers
draft documentation
correspondence
committee reports
minutes of previous meeting

Notes may include:

record of participants who were present at or absent from the meeting (attendees and apologies)
points discussed at the meeting
suggestions made at the meeting
issues raised at the meeting
decisions taken at the meeting
action items
formal motions
future action
arrangements for next meeting

Minutes may include:

using previous minutes to determine required format
using organisation templates
meeting details (eg title, date, time, location)
welcome
names of absent and attending participants
apologies
approval of the record of the previous minutes
matters arising from the previous meetings
correspondence
agenda items
reports
other business
date of the next meeting
lists rather than complete sentences

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Unit Sector(s)

Not applicable.