



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSBADM502A Manage meetings**

**Release: 1**

## **BSBADM502A Manage meetings**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit covers managing the preparation of meetings, chairing the meetings, organising the minutes and reporting outcomes.

This unit is related to BSBADM405A Organise meetings. Consider co-assessment with BSBADM503A Plan and manage conferences.

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### **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

### Elements and Performance Criteria

| Element                | Performance Criteria   |
|------------------------|--|
| 1 Prepare for meetings | <ul style="list-style-type: none"><li>1.1 Purpose of meeting is clarified and the agenda developed in line with stated purpose</li><li>1.2 The style and structure of the meeting is appropriate to the meeting's purpose</li><li>1.3 Meeting participants are identified and notified in accordance with organisational procedures</li><li>1.4 Meeting arrangements are confirmed in accordance with requirements of meeting</li><li>1.5 Meeting papers are despatched to participants within designated timelines</li></ul>                              |
| 2 Conduct meetings     | <ul style="list-style-type: none"><li>2.1 Meetings are chaired in accordance with organisational requirements, agreed conventions for the type of meeting and legal and ethical requirements</li><li>2.2 Meetings are conducted to ensure they are focused and time efficient</li><li>2.3 Meeting facilitation enables participation, discussion, problem solving and resolution of issues</li><li>2.4 Minute taker is briefed on recording meeting notes in accordance with organisational requirements and conventions for the type of meeting</li></ul> |
| 3 Follow up meetings   | <ul style="list-style-type: none"><li>3.1 Transcribed meeting notes are checked to ensure they reflect a true and accurate record of the meeting and are formatted in accordance with organisational procedures and meeting conventions</li><li>3.2 Minutes and other follow-up documentation are distributed within designated timelines and stored in accordance with organisational requirements</li><li>3.3 Outcomes of meetings are reported as required, within designated timelines</li></ul>   |

## **Required Skills and Knowledge**

Not applicable.

## Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency 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 conventions and procedures for both formal and informal meetings

Delegation of tasks to staff with relevant skills

### Underpinning Knowledge\*

\* At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

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

The organisation's procedures and policies in regard to meetings, chairing and minute-taking

Meeting terminology, structures and arrangements

Minute-taking format

Agenda format

Chairing format

The organisation's record and circulation systems

Group dynamics

### Underpinning Skills

Literacy skills to express complex relationships between ideas and purposes

Report-writing skills to select categories by which to organise information, and assess information for relevance and accuracy; identify and elaborate on key agenda items; source additional information as required

Communication skills to take part in sustained and complex interpersonal exchanges; interact with others; listen to and incorporate/encourage feedback; conduct oral presentations to a group; answer questions; manage and work with a group to construct an action plan; consult participants; chair meetings

Numeracy and time-management skills to allow sufficient time to prepare for meetings; make predictions; use developed estimating skills to check calculations and outcomes

Problem solving skills to choose appropriate solution from a range of available methods

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, transport suppliers

names and contacts for meeting participants

office supplies and equipment

computer and relevant software

### 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 2) - to develop agendas

**Communicating ideas and information** (Level 2) - through effective chairing of meetings

**Planning and organising activities** (Level 2) - to organise meetings

**Working with teams and others** (Level 2) - to facilitate input to meetings

**Using mathematical ideas and techniques** (Level 1) - to manage time and meet designated timelines

**Solving problems** (Level 2) - to resolve issues

**Using technology** (Level 1) - to record and store minutes as required

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

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

## Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competency, 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

**Agendas 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 purpose may include:**

- range of business items
- setting of enterprise/team goals
- planning and development of a project
- progress of a project
- discussion forum for internal/external clients

**Meeting arrangements may include:**

- scheduling the date and time for the meeting
- booking an appropriate venue
- recording of meeting
- organising catering
- organising accommodation and transport
- organising appropriate communication technology
- establishing costs and operating within a budget
- preparing relevant documentation for participants
- organising a minute taker

**Meeting papers may include:**

- notice of meeting
- agenda
- previous minutes
- financial reports
- chairperson's report
- research reports
- itemised meeting papers
- draft documentation



correspondence

**Designated timelines may include:**

time frame decided by participants  
formal time frame set by the organisation  
informal time frame set by the administrative organiser  
project timelines  
contractual obligations  
statutory requirements (eg for annual general meetings)

**Meeting conventions may include:**

quorum requirements  
informal discussion  
waiting to be recognised by the chairperson  
speaking through the chairperson  
restricting discussion to agenda items  
time limit on speakers  
moving and seconding formal motions  
voting procedures  
conflict of interest provisions  
consensus required  
majority of members to agree  
casting vote for chairperson

**Legal and ethical requirements may include**

requirements for public meetings  
codes of practice  
legislation relating to companies, associations etc

**Resolution may include:**

agreeing on a course of action  
deferring decisions to another meeting

**Minutes may include:**

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

**Naming and storage of documents may include:**

file names which are easily identifiable in relation to the content  
file/directory names which identify the operator, author, section, date etc  
file names according to organisational procedure eg numbers rather than names

electronic storage in folders, sub-folders, hard/floppy disk drives, CDROM, tape backup  
organisation policy for backing up files  
organisation policy for filing hard copies of documents  
filing locations  
security  
authorised access

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organising catering  
organising accommodation and transport  
organising appropriate communication technology  
establishing costs and operating within a budget  
preparing relevant documentation for participants  
organising a minute taker

**Meeting papers may include:**

notice of meeting  
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casting vote for chairperson

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requirements for public meetings  
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**Unit Sector(s)**

Not applicable.