Australian Government

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

# BSBADM502B Manage meetings

**Revision Number: 1**

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

## BSBADM502B Manage meetings

## Modification History

Not applicable.

## Unit Descriptor

| Unit descriptor | This unit describes the performance outcomes, skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes. |
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| | No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. |

## Application of the Unit

| Application of the unit | This unit applies to individuals employed in a range of work environments who are required to organise and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace. |
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## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

| Prerequisite units | |
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| **Prerequisite units** | | |
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## Employability Skills Information

| **Employability skills** | This unit contains employability skills. |
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## Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
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# Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
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| 1. Prepare for meetings | 1.1. Develop *agenda* in line with stated *meeting purpose* <br><br> 1.2. Ensure style and structure of meeting are appropriate to its purpose <br><br> 1.3. Identify meeting participants and notify them in accordance with organisational procedures <br><br> 1.4. Confirm *meeting arrangements* in accordance with requirements of meeting <br><br> 1.5. Despatch *meeting papers* to participants within *designated time lines* |
| 2. Conduct meetings | 2.1. Chair meetings in accordance with organisational requirements, agreed *conventions* for type of meeting and *legal and ethical requirements* <br><br> 2.2. Conduct meetings to ensure they are focused, time efficient and achieve outcomes <br><br> 2.3. Ensure meeting facilitation enables participation, discussion, problem-solving and *resolution* of issues <br><br> 2.4. Brief minute taker on method for recording meeting notes in accordance with organisational requirements and conventions for type of meeting |
| 3. Follow up meetings | 3.1. Check transcribed meeting notes to ensure they reflect a true and accurate record of the meeting, and are formatted in accordance with organisational procedures and meeting conventions <br><br> 3.2. Distribute and *store minutes* and other follow-up documentation within designated time lines, and according to organisational requirements <br><br> 3.3. Report outcomes of meetings as required, within designated time lines |

# Required Skills and Knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit.

**Required skills**

- communication skills to:
  - participate in sustained complex interpersonal exchanges and to interact with others
  - listen to, incorporate and encourage feedback
  - conduct oral presentations to a group, to consult participants and to answer questions
  - manage and work with a group to construct an action plan
  - chair meetings
- literacy skills to:
  - categorise and organise information
  - assess information for relevance and accuracy
  - identify and elaborate on key agenda items and source additional information
- numeracy and time management skills to allow for sufficient meeting preparation
- problem-solving skills to choose appropriate solutions from available options.

**Required knowledge**

- culturally appropriate techniques to communicate with people from diverse backgrounds and people with diverse abilities
- key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - copyright
  - occupational health and safety
- formats for minutes and agendas
- group dynamics
- meeting terminology, structures, arrangements and responsibilities of chairperson
- organisational procedures and policies regarding meetings, chairing and minutes.

# Evidence Guide

| EVIDENCE GUIDE | |
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| The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package. | |
| **Overview of assessment** | |
| **Critical aspects for assessment and evidence required to demonstrate competency in this unit** | Evidence of the following is essential: <br>• applying conventions and procedures for formal and informal meetings <br>• chairing meetings in relation to agreed agendas. |
| **Context of and specific resources for assessment** | Assessment must ensure: <br>• access to reference material in regard to meeting venues, catering, transport suppliers <br>• access to names and contacts for meeting participants <br>• access to office supplies and equipment <br>• access to computers and relevant software. |
| **Method of assessment** | A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <br>• analysis of responses to case studies and scenarios <br>• demonstration of techniques <br>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate <br>• review of minutes, agendas and other communication <br>• review of testimony from team members, colleagues, supervisors or managers. |
| **Guidance information for assessment** | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <br>• other general administration units. |

# Range Statement

| RANGE STATEMENT | |
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| The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included. | |
| *Agendas* may include: | • correspondence<br>• date, time and location of meeting<br>• date of next meeting<br>• general business<br>• major agenda items<br>• matters or business arising from the minutes<br>• minutes of the previous meeting<br>• reports<br>• statement of the meeting's purpose<br>• welcome |
| *Meeting purpose* may include: | • discussion forum for internal or external clients<br>• planning and development of a project<br>• progress of a project<br>• range of business items<br>• setting of enterprise or team goals |
| *Meeting arrangements* may include: | • booking an appropriate venue<br>• deciding on process for recording of meeting<br>• establishing costs and operating within a budget<br>• identifying any specific needs of participants<br>• organising accommodation and transport<br>• organising appropriate communication technology<br>• organising catering<br>• organising a minute taker<br>• preparing relevant documentation for participants<br>• scheduling date and time for the meeting |
| *Meeting papers* may include: | • agenda<br>• chairperson's report<br>• correspondence<br>• draft documentation |

| RANGE STATEMENT | |
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| | • financial reports<br>• itemised meeting papers<br>• notice of meeting<br>• previous minutes<br>• research reports |
| ***Designated time lines*** may include: | • contractual obligations<br>• formal timeframe set by the organisation<br>• informal timeframe set by the administrative organiser<br>• project time lines<br>• statutory requirements (e.g. for annual general meetings)<br>• timeframe decided by participants |
| ***Conventions*** may include: | • casting vote for chairperson<br>• conflict of interest provisions<br>• consensus required<br>• informal discussion<br>• majority of members to agree<br>• moving and seconding formal motions<br>• quorum requirements<br>• restricting discussion to agenda items<br>• speaking through the chairperson<br>• time limit on speakers<br>• waiting to be recognised by the chairperson<br>• voting procedures |
| ***Legal and ethical requirements*** may include: | • codes of practice<br>• legislation relating to companies and associations<br>• requirements for public meetings |
| ***Resolution*** may include: | • agreeing on a course of action<br>• deferring decisions to another meeting |
| ***Storage*** of minutes and other documentation may include: | • authorised access<br>• electronic storage in folders, sub-folders, disk drives, CD-ROM, USBs, tape or server back-up<br>• file names according to organisational procedure<br>• file names which are easily identifiable in relation to the content<br>• file and folder names which identify the |

| RANGE STATEMENT | |
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| | operator, author, section, date<br>• filing locations<br>• organisational policy for backing up files<br>• organisational policy for filing hard copies of documents<br>• security |
| *Minutes* may include: | • meeting details (e.g. title, date, time, location)<br>• action items<br>• agenda items<br>• apologies and attendees<br>• approval of the record of previous minutes<br>• correspondence<br>• date of the next meeting<br>• formatting from previous minutes<br>• lists rather than complete sentences<br>• matters arising from the previous meetings<br>• names of absent and attending participants<br>• organisation templates<br>• other business<br>• reports<br>• welcome |

# Unit Sector(s)

| **Unit sector** | |
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# Competency field

| **Competency field** | Administration - General Administration |
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# Co-requisite units

| Co-requisite units | | |
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