



Australian Government

CSCORG010 Organise and chair meetings

Release: 1

CSCORG010 Organise and chair meetings

Modification History

Release	Comments
1	This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to CSCORG404A Organise and chair meetings.

Application

This unit describes the skills required to prepare for and convene a meeting, chair a meeting and take follow up action.

This unit applies to those working in a range of occupational areas. The application of this unit will be determined by the range of different meetings required by the specified roles, responsibilities and duties of the candidate.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit work autonomously drawing upon support from a range of established resources. The role requires organisation and high level communication skills.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Organisational administration and management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Prepare for meeting	1.1 Consult participants attending the meeting for agreement on the meeting objectives. 1.2 Ensure that people with an interest in the meeting are given sufficient notice and information to allow them to contribute

	effectively. 1.3 Ensure that preparation for the meeting is sufficient to enable informed and effective participation. 1.4 Ensure that consultation with people being represented is in accordance with organisational requirements.
2. Convene meeting	2.1 Ensure venue and other resources are appropriate for the nature of the meeting. 2.2 Create and distribute an agenda in advance of the meeting in accordance with meeting protocols. 2.3 Allocate discussion time in a way that is consistent with the importance, urgency and complexity of the key points.
3. Chair meeting	3.1 Conduct the meeting in a way that follows organisational protocols and achieves the objectives within the allocated time. 3.2 Ensure through leadership that discussion helps those attending the meeting to make useful contributions. 3.3 Acknowledge the contributions and viewpoints of others and include them in discussion in a constructive manner. 3.4 Provide information and summaries clearly and at appropriate points during the meeting to assist in mutual understanding and agreement. 3.5 Discourage unhelpful arguments and digressions courteously and with positive direction. 3.6 Encourage feedback from those attending and use constructive feedback to improve the effectiveness of future meetings. 3.7 Close the meeting by summarising the meeting outcomes.
4. Take follow up action	4.1 Provide clear, accurate and concise information about decisions and recommendations made at the meeting to those who need it. 4.2 Document decisions clearly and follow agreed practice for the distribution of minutes.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy				
Performance variables																								
1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity									

Further information on ACSF and the foundation skills underpinning this unit can be found in the [Foundation Skills Guide](http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide) <http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCORG404A Organise and chair meetings.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

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Assessment Requirements for CSCORG010 Organise and chair meetings

Modification History

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1	These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- identifying and clarifying the objectives, purpose and context of meetings
- organising meeting business to ensure that sufficient time and resources are available
- providing the right level of leadership to progress the purpose of the meeting
- discouraging digressions, unhelpful arguments and negative trends in discussions
- actively listening, summarising, paraphrasing and clarifying to reach mutual understanding
- identifying interpersonal styles and participation methods of a range of different participants
- using questioning and paraphrasing to progress decision making
- making contributions to the meeting that are clear, concise, relevant and constructive to the achievement of the meeting purpose

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- organisational protocols for preparing, convening and chairing meetings
- leadership styles and methods
- techniques for consultation, participation and conflict management
- principles of active listening, questioning, clarifying and rephrasing
- different cultural practices and expectations for consultation and decision making, including who should participate and how long it should take
- ways of adapting communication to meet different information needs and circumstances of different audiences

- strategies to make people feel confident and assured in their participation and contributions

Assessment Conditions

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when preparing, convening and chairing meetings in the workplace, including coping with difficulties, irregularities and breakdowns in routine.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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