



Australian Government

CSCORG049 Organise and chair meetings

Release: 1

CSCORG049 Organise and chair meetings

Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 5.0

Application

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

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

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.

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

Pre-requisite Unit

Not applicable.

Competency Field

Organisational administration and management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare for meeting

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Determine meeting objectives, participants, and terms of reference if applicable

1.2 Ensure stakeholders are given sufficient preparation

- time and information to allow them to contribute effectively in accordance with organisational requirements
- 1.3** Ensure venue and other resources are appropriate for the nature of the meeting
 - 1.4** Allocate discussion time in a way that is consistent with the importance, urgency and complexity of the key points
 - 1.5** Create and distribute an agenda in advance of the meeting in accordance with meeting protocols
- 2 Chair meeting**
- 2.1** Conduct the meeting in a way that follows organisational protocols and achieves the objectives within the allocated time
 - 2.2** Acknowledge the contributions and viewpoints of others and encourage discussion in a constructive manner
 - 2.3** Provide information and summaries clearly and at appropriate points during the meeting to assist in mutual understanding and agreement
 - 2.4** Discourage unhelpful arguments and digressions courteously and with positive direction
 - 2.5** Encourage constructive feedback from those attending and use to improve the effectiveness of future meetings
 - 2.6** Close the meeting by summarising the meeting outcomes and further actions
- 3 Take follow up action**
- 3.1** Provide clear, accurate and concise information about decisions and recommendations made at the meeting to relevant stakeholders
 - 3.2** Document decisions clearly and follow agreed practice for the distribution of minutes
 - 3.3** Follow up any action items identified in allocated timeframe

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of

competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Correctional Services Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCORG010 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>

Assessment Requirements for CSCORG049 Organise and chair meetings

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least two occasions and include:

- identifying and clarifying the objectives, purpose, and context of meetings
- organising meeting 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 different participants
- using questioning and paraphrasing to progress decision making
- making contributions to the meeting that are clear, concise, relevant, and constructive
- documenting meeting outcomes
- following up on action items.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- organisational procedures for preparing, chairing, and following up 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
- ways of adapting communication to meet different information needs and circumstances of different audiences
- strategies to make people feel confident, valued, and respected in their participation and contributions
- the importance of time management
- terms of reference.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

Links

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