



Australian Government

Department of Education, Employment and Workplace Relations

RTD3816A Service committees

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of organising meetings for committees and sub-committees at the group and regional levels to support the operation of community groups. It requires the ability to use office equipment, take notes at meetings, plan events, communicate with committee members and manage simple budgets. Servicing committees requires knowledge of meeting procedures, local facilities for meetings, local arrangements for authorising expenditure, local community activities and office and related business procedures.

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 Organise meetings	1.1 Purpose of meeting(s) is clarified with the chair, secretary or coordinator. 1.2 Schedule of meetings is prepared and maintained in line with any group, regional and/or agency requirements. 1.3 Venue and date of meeting is organised according to meeting schedule, group or regional requirements and within any budget constraints. 1.4 Participants are advised of any changes to original meeting details. 1.5 All appropriate individuals are advised of details of meetings and followed up for confirmation of attendance according to instructions. 1.6 Any apologies are accepted and accurately recorded for presentation at meeting. 1.7 Meeting room is set up in a timely manner to suit arrangements and according to instructions.
2 Prepare business papers for meetings	2.1 Notice of meeting and agenda are accurately prepared to instructions and details provided. 2.2 Reports required for meeting are prepared or collated as appropriate. 2.3 All business papers are distributed to appropriate individuals following established group or regional meeting guidelines.
3 Record and produce minutes of meeting	3.1 Notes are taken of meeting activities and decisions to ensure an accurate record of meeting. 3.2 Minutes of the meeting are produced in required format to provide an accurate account of meeting. 3.3 Minutes are checked for accuracy, approved and distributed to instructions.

- 4 Follow up after meetings
 - 4.1 Action lists on work following from meetings are prepared according to instructions.
 - 4.2 Requests for information from group members or officers are dealt with promptly and accurately.
 - 4.3 Correspondence associated with meetings is dealt with in a timely manner according to instructions.

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in servicing committees requires evidence that committees have been effectively and efficiently serviced according to community and agency guidelines and best practice procedures. The skills and knowledge required to service committees must be **transferable** to a range of work environments and contexts. For example, this could include different committees, communities and groups.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below:

Meeting procedures, both formal and informal.

Agency guidelines where applicable or instructions.

Relevant program and incorporation requirements for group where applicable.

Local facilities for meetings.

Local arrangements for authorising expenditure.

Local community and activities.

Office and related business procedures.

Occupational health and safety and public safety requirements.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some complementary skills are required. These skills include the ability to:

Use office equipment, such as computers, photocopiers and facsimiles.

Take notes at meetings.

Plan events.

Communicate.

Negotiate basically.

Manage simple budgets.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

1. How can communication of ideas and information (2) be applied?

By discussing verbally or in writing committee servicing requirements with supervisors and others.

2. How can information be collected, analysed and organised (1)?

Servicing committees will require basic information to be gathered and organised accordingly.

3. How are activities planned and organised (2)?

Servicing committees requires some planning and organising of people and resources external to the organisation.

4. How can team work (2) be applied?

Servicing committees will require coordination of self and others in a team.

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| 5. How can the use of mathematical ideas and techniques (1) be applied? | Basic mathematical techniques could be applied. |
| 6. How can problem-solving skills (1) be applied? | While servicing committee's technical problems may arise requiring simple solutions. |
| 7. How can the use of technology (2) be applied? | Technology may be required to prepare information for members of committees. |

Are there other competency standards that could be assessed with this one?

This competency standard could be assessed on its own or in combination with other competencies relevant to the job function.

For information about **assessing this competency standard for consistent performance and where and how it may be assessed**, refer to the Assessment Guidelines for this Training Package.

Range Statement

Range of Variables

The Range of Variables defines the different contexts, work environments and parameters governing the performance of this competency standard. The variables chosen in training and assessment will need to reflect local industry and regional contexts

Who might the **chair, secretary or coordinator** be?

Office holders organising the meeting, - the person planning the meeting may be one of these or additional administration support.

What are the **group, regional or agency requirements** that may be included?

To manage group or projects or manage regional activities according to program and/or contractual requirements and according to agency.

What might the **venue** requirements include?

Standard of venue, catering arrangements, presentation facilities, seating arrangements, associated facilities such as breakout rooms, dining areas etc., number of participants and special requirements.

How might the **instructions** be given?

They may be informal or formal arrangements covering meeting planning, notice of meeting, minute taking, distribution of documents, follow-up, correspondence and they may be in the form of procedures, notes, verbal or understood from prior procedures.

What could be the **nature** of meetings?

Group management meetings, group general or annual meetings, training/extension sessions, sub-committee meetings related to a project or other specific activity, regional meetings for coordination or for management of regional plan and agency related meetings associated with management of program.

What could be included in the **program**?

Commonwealth Government community programs under the Natural Heritage Trust, Rural Industry Programs, Business Programs and State Government community programs related to the environment.

What are the **projects** that might be included?

Separate project activity funded under program for specific purposes which may require separate accounts and accounting records, and regular reporting may be

required on project basis.

Who might the **agency** be?

Commonwealth, State or Territory
department or authority managing a program.

For more information on contexts, environment and variables for training and assessment refer to the Sector Booklet.

Unit Sector(s)

Not applicable.