



**Australian Government**

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

# **SITXADM004A Plan and manage meetings**

**Revision Number: 1**

## SITXADM004A Plan and manage meetings

### Modification History

Not applicable.

### Unit Descriptor

**Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to plan and conduct structured meetings involving multiple participants. It requires the ability to write and distribute agendas, chair meetings and write minutes.

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 describes a complex administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments.

The meetings described by this unit are formal in nature and would follow general meeting protocols. Meetings may be convened for a number of reasons in the tourism and hospitality industries. They may be formal board, committee or annual general meetings or meetings requiring a lesser degree of formality, such as project meetings or event management meetings.

Senior tourism and hospitality supervisors and managers who operate autonomously and have responsibility for others are involved in the planning and management of meetings.

### Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

**Prerequisite units** Nil

## Employability Skills Information

**Employability skills** The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

## Elements and Performance Criteria Pre-Content

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

## Elements and Performance Criteria

| ELEMENT                          | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 Plan and prepare for meetings. | <ul style="list-style-type: none"><li>1.1 Identify the need for <b><i>meetings</i></b> and who should attend.</li><li>1.2 Decide on style of meeting and required level of formality according to meeting purpose, occasion, nature of participants and organisation procedures.</li><li>1.3 Make arrangements for meeting according to organisational requirements and within designated timelines, including provision for people with special needs.</li><li>1.4 Develop an agenda that reflects meeting purpose.</li></ul> |

**ELEMENT****PERFORMANCE CRITERIA**

- |   |                                 |                                                                                                                               |
|---|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
|   | 1.5                             | Research or obtain information on agenda items to enable informed discussion at the meeting.                                  |
|   | 1.6                             | Prepare meeting papers and dispatch to participants before the meeting, where appropriate, and within appropriate timeframes. |
| 2 | Conduct meetings.               |                                                                                                                               |
|   | 2.1                             | Chair meetings according to organisation procedures and meeting protocols.                                                    |
|   | 2.2                             | Encourage open and constructive communication by using appropriate interpersonal and communication styles.                    |
|   | 2.3                             | Reach agreement with meeting participants on meeting goals and conduct.                                                       |
|   | 2.4                             | Present information and ideas clearly and concisely.                                                                          |
|   | 2.5                             | Give all participants the opportunity to contribute.                                                                          |
|   | 2.6                             | Manage meetings to maintain focus on agreed goals.                                                                            |
|   | 2.7                             | Conduct meetings within agreed times, or adjust times with the agreement of participants.                                     |
|   | 2.8                             | Record minutes of meetings where appropriate.                                                                                 |
| 3 | Debrief and follow up meetings. |                                                                                                                               |
|   | 3.1                             | Process and distribute <b><i>documentation from meetings.</i></b>                                                             |
|   | 3.2                             | Inform colleagues regarding the outcomes of meetings.                                                                         |
|   | 3.3                             | Incorporate work resulting from meetings into the current work schedule, with tasks prioritised and actioned as appropriate.  |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- meeting management and chairing skills, including:
  - active listening
  - questioning
  - conflict management
  - time keeping
- oral communication skills specific to the conduct of meetings, including presentation skills
- written communication skills specific to writing agendas, supporting notes and minutes
- summarising and minute taking.

The following knowledge must be assessed as part of this unit:

- different types and formats of meetings, including general awareness of procedures for formal meetings
- standard procedures for formal meetings, including:
  - agenda format and order
  - types of seating arrangements
  - meeting terminology
  - minutes
  - role of chairperson and other office bearers
- group dynamics.

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

**Critical aspects for assessment** Evidence of the following is essential:

## EVIDENCE GUIDE

### and evidence required to demonstrate competency in this unit

- project or work activities that show the candidate's ability to plan for and conduct effective and structured meetings using appropriate procedures, protocols and documentation
- ability to use effective communication skills in the conduct of meetings.

### Context of and specific resources for assessment

Assessment must ensure:

- management of a meeting in a meeting facility appropriate to size and style of meeting
- involvement of multiple meeting participants
- use of agendas, minutes and other supporting documentation relevant to subject matter of the meeting.

### Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to plan and manage meetings. The following examples are appropriate for this unit:

- direct observation of a meeting chaired by the candidate
- review of agendas, minutes and supporting documentation prepared by the candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCOM003A Deal with conflict situations
- SITXHRM005A Lead and manage people
- SITXMGT002A Develop and implement operational plans
- SITXMGT003A Manage projects.

## EVIDENCE GUIDE

### Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

## Range Statement

### RANGE STATEMENT

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 in the performance criteria is detailed below.

***Meetings*** may include:

- one-off
- regular
- teleconferences
- videoconferences
- committee meetings
- board meetings
- annual general meetings
- project management meetings
- formal staff meetings.

***Documentation from meetings*** must include:

- agendas
- minutes.

## **Unit Sector(s)**

**Sector**

Cross-Sector

## **Competency field**

**Competency field**

Administration