Overview

This standard is about producing accurate records of discussions and decisions taken during meetings. It includes preparing for the meeting, taking notes as required by the organisation or, where appropriate, by law, checking and agreeing the minutes with relevant people and ensuring that follow-up actions are clearly identified. It is for administrators who take minutes of meetings.

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Take minutes

You must be able to:

P1   prepare for the meeting as required

P2   note any changes to the agenda, matters arising and action points from the last meeting

P3   take notes at the meeting of all those aspects required by the organisation and, where appropriate, by law

P4   produce accurate minutes that record the meaning of discussions and the decisions taken

P5   make sure the minutes are in the agreed style

P6   make sure the process for signing off minutes and action points has been agreed

P7   check the work and make necessary amendments

P8   agree the minutes with relevant people and circulate within specified timescales

P9   observe all requirements for confidentiality and sensitivity in line with organisational policy

P10 make sure follow-up actions, and who is responsible for taking follow-up actions, have been clearly identified

P11 store the minutes, following organisational procedures

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Take minutes

Knowledge and understanding

You need to know and understand:

K1 the role of meetings
K2 legal and organisational requirements that may apply to taking minutes
K3 the purpose and benefits of minutes as an accurate record of discussions and decisions
K4 documents that are commonly used in meetings: agendas, minutes, matters arising, action sheets etc
K5 the role of the meeting chair and other formal responsibilities within a meeting
K6 how to work in partnership with the chair when taking minutes
K7 how to listen effectively
K8 how to take notes during discussions
K9 different types of minutes
K10 different writing styles that are used in taking minutes
K11 how to sort, select and structure information to produce minutes
K12 correct tone and use of professional language in minutes

Additional Information

Skills
1. communicating
2. evaluating
3. interpersonal skills
4. organising
5. planning

Links to other NOS   Document Production; IT; Health, Safety and Security of People, Premises and Property

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Take minutes

Developed by	Skills CFA
Version number	2
Date approved	January 2013
Indicative review date	December 2016
Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFABAA441
Relevant occupations	Business, Administration and Law; Administration; Administration and Secretarial Occupations
Suite	Business and Administration (2013)
Key words	Business; administration; minutes; records