

204 Manage diary systems

Summary

Use a manual or electronic diary to manage activities and resources

You will apply the following skills:

- Questioning
- Listening
- Analysing
- Planning
- Organising
- Problem solving
- Using technology
- Communicating
- Recording
- Negotiating
- Decision-making

Performance Indicators

You will:

1. Obtain the information you need about requested diary entries
2. Make diary entries accurately and clearly
3. Prioritise requested changes
4. Identify the implications of any changes for existing entries
5. Solve problems by negotiating alternative arrangements
6. Record agreed changes in the diary
7. Communicate agreed changes to those affected
8. Keep the diary up-to-date

Knowledge

You will know:

1. Why it is important to use diary systems to plan and co-ordinate activities and resources
2. The different types of diary systems, their advantages and disadvantages and the different situations for which they are appropriate
3. How to use different types of diary systems
4. Why it is important to obtain relevant information about requested diary entries and changes
5. The types of information you must obtain
6. Why it is important to prioritise requests
7. How to prioritise requests
8. The types of problems that may occur when new requests are made
9. How you should solve the types of problems that may occur when new requests are made
10. Why it is important to try to balance the needs of all those involved
11. Why it is important to communicate changes to those affected
12. Why it is important to keep the system up to date
13. Why security and confidentiality issues are important when operating a diary system
14. The types of security and confidentiality issues that are relevant to diary systems and how to manage them