Overview	This standard is about using a diary system. It includes making, updating and co-ordinating appointments, making sure entries are accurately and clearly made. It is for administrators who use diary systems.

Performance criteria

You must be able to:

P1   obtain the information needed to make requested diary entries
P2   make diary entries accurately and clearly
P3   prioritise requested changes
P4   identify the implications of any changes for existing entries
P5   record agreed changes in the diary
P6   communicate agreed changes to those affected
P7   solve problems by negotiating alternative arrangements
P8   keep the diary up to date and store it securely

Knowledge and understanding

You need to know and understand:

K1   the purpose of using diary systems to plan and co-ordinate activities and resources
K2   the different types of diary systems
K3   the types of information you must obtain
K4   the purpose of keeping the system up to date
K5   how to prioritise requests
K6   the purpose of trying to balance the needs of all those involved
K7   the purpose of communicating changes to those affected
K8   the different types of problems that may occur when new requests are made and solutions to these problems
K9   the purpose of identifying security and confidentiality issues when operating a diary system

Additional Information

Skills

1. communicating
2. organising
3. planning
4. problem-solving

Links to other NOS   Events and Meetings; Communications

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Use a diary system

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