
Overview

This standard is about supporting the planning and operational requirements of the agreed brief for a meeting. It includes the actions required before, during and after the meeting. Meetings may be face-to-face or conducted remotely using appropriate technology. It is for administrators who support the organisation of meetings.

Events and Meetings; Communications

**Performance
criteria**

Before the meeting

You must be able to:

- P1 follow requirements of the meeting brief
- P2 follow agreed procedures to obtain an appropriate venue and catering requirements, if required, for the meeting
- P3 prepare required papers for the meeting
- P4 invite attendees and confirm attendance
- P5 make sure attendees' needs are met
- P6 collate and dispatch papers for the meeting within agreed timescales
- P7 check equipment and layout of room meets meeting brief

During the meeting

You must be able to:

- P8 attend to any requirements during the meeting as directed by the meeting organizer

After the meeting

You must be able to:

- P9 clear and vacate the meeting venue according to requirements
- P10 circulate the meeting record to agreed timescales
- P11 contribute to the evaluation of the meeting
- P12 maintain a record of external services, where used

Knowledge and understanding

You need to know and understand:

- K1 how to help plan meetings to meet agreed aims and objectives
- K2 the different types of meetings and their main purposes
- K3 the purpose and benefits of following the agreed brief for the meeting
- K4 the role of the person helping to organise the meeting
- K5 organisational procedures for obtaining venues and/or equipment for different types of meetings
- K6 the types of information that attendees will need
- K7 any special requirements that attendees may have and how to meet them
- K8 how to help the meeting organiser during the meeting
- K9 organisational procedures for clearing and vacating a meeting room

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Support the organisation of meetings

Additional Information

Skills

1. communicating
2. checking
3. evaluating
4. interpersonal skills
5. managing resources
6. managing time
7. negotiating
8. problem-solving
9. organising
10. planning

Links to other NOS Events and Meetings; Communications

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