S207: Use a diary system

Overview: Make, update and co-ordinate appointments in a diary system making sure entries are accurately and clearly made.

Links: Events and Meetings; Communications

Specific skills: ● Communicating ● Organising ● Planning ● Problem-solving

Performance Indicators

1. Obtain the information needed to make 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. Record agreed changes in the diary
6. Communicate agreed changes to those affected
7. Solve problems by negotiating alternative arrangements
8. Keep the diary up to date and store it securely

Knowledge & Understanding

A. The purpose of using diary systems to plan and co-ordinate activities and resources
B. The different types of diary systems
C. The purpose of obtaining relevant information about requested diary entries and changes
D. The types of information you must obtain
E. The purpose of keeping the system up to date
F. How to prioritise requests
G. The purpose of prioritising requests
H. The purpose of trying to balance the needs of all those involved
I. The purpose of communicating changes to those affected
J. The different types of problems that may occur when new requests are made and solutions to these problems
K. The purpose of identifying security and confidentiality issues when operating a diary system