
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

CFABAA411 - SQA Code HC92 04

Support the organisation of meetings

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

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Support the organisation of meetings

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

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

Unit assessed as being complete

Candidate's Name:	
Candidate's Signature:	
Date submitted to assessor as complete:	

Assessor's Name:	
Assessor's Signature:	
Date assessed as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	