

About this Unit

Overview: Plan and organise meetings, ensuring the necessary activities are carried out before, during and after the meeting.

Links: Events and Meetings; Communications

Specific skills:

- ◆ communicating
- ◆ managing resources
- ◆ planning
- ◆ checking
- ◆ managing time
- ◆ problem solving
- ◆ evaluating
- ◆ negotiating
- ◆ interpersonal skills
- ◆ organising

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

Values — the values underpinning this Standard are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

Key Words and Concepts — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

Specific Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> ◆ Simulation is NOT permitted for any part of this Unit. ◆ The following forms of evidence ARE mandatory: ◆ Direct Observation: Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. For example, how you welcome and receive all attendees and offer suitable refreshments. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, discuss with your assessor/expert witness how you identify suitable venues for different types of meetings.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> ◆ Reflective Account: These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge. ◆ Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice. ◆ Expert Witness: A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice. ◆ Witness Testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen. ◆ Products: These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier. ◆ Prior Learning: You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit. ◆ Simulation: There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.
GENERAL GUIDANCE
<ul style="list-style-type: none"> ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. ◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge. ◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work. ◆ All evidence must relate to your own work practice.

FE0V 04 (BAA 412) Plan and organise meetings

KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1 How to plan meetings that meet agreed aims and objectives.	
2 The different types of meetings and their main features.	
3 The purpose and benefits of planning and agreeing a brief for the meeting.	
4 The role of the person organising the meeting.	
5 How to identify suitable venues for different types of meetings.	
6 The types of resources needed for different types of meetings.	
7 Health, safety and security requirements when organising meetings.	
8 The main points that should be covered by an agenda and meeting papers.	
9 The types of information attendees will need.	
10 Any special requirements that attendees may have and how to meet them.	
11 The benefits of briefing the chair in advance of the meeting.	
12 The purpose of welcoming and providing suitable refreshments to attendees.	
13 The types of information, advice and support that may be asked to be provided during meetings	
14 The types of problems that may occur during meetings and how to solve these.	
15 How to record and follow up actions.	
16 How to evaluate external services.	
17 Different ways to collect and evaluate participant feedback from the meeting.	
18 How to agree learning points to improve the organisation of future meetings.	

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You must be able to do the following:

Performance Criteria		DO	RA	EW	Q	P	WT	PD
Before the meeting								
1	Plan and agree the meeting brief.							
2	Agree a budget for the meeting, where appropriate.							
3	Organise and confirm venue, equipment and catering requirements.							
4	Agree and prepare agenda and meeting papers.							
5	Invite attendees, confirm attendance and identify any special requirements.							
6	Make sure attendees' needs are met.							
7	Collate and dispatch papers for the meeting within agreed timescales.							
8	Make sure the chair receives an appropriate briefing.							
9	Arrange the equipment and layout of the room.							
10	Arrange catering, if appropriate.							
11	Make sure someone has been nominated to take minutes, if required.							
At the meeting								
12	Make sure attendees are welcomed and receive suitable refreshments.							
13	Make sure attendees have the papers and other resources they need.							
14	Provide information, advice and support when required.							
After the meeting								
15	Evaluate and maintain a record of external services, where these have been used.							
16	Collect and evaluate participant feedback from the meeting and share the results with relevant people.							
17	Agree learning points and use these to improve the organisation of future meetings.							

DO = Direct Observation

EW = Expert Witness

PD = Professional Discussion

RA = Reflective Account

P = Product (Work)

Q = Questions

WT = Witness Testimony

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To be completed by the candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal verifier feedback

To be completed by the internal verifier if applicable

This section only needs to be completed if the Unit is sampled by the internal verifier

Internal verifier's name:

Internal verifier's signature:

Date: