

Unit PPLHSL31 (HK6L 04) Lead Meetings

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name****(if applicable)** |  | **Countersigning — Assessor’s signature****(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name****(if applicable)** |  | **Countersigning — Internal verifier’s signature****(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about leading meetings in order to achieve their objectives. This unit is for hospitality team leaders, first line managers or supervisors. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Establish the purpose and objectives of the meeting and confirm that a meeting is the best way to achieve these objectives.2 Prepare carefully how you will lead the meeting and identify who needs to participate.3 Invite participants, giving them sufficient notice to enable them to attend and stating the importance of the meeting, the role they will be expected to play and the preparation they need to do.4 Circulate the relevant information in advance and, if required, brief participants individually on the content and purpose of the meeting and their roles.5 Set a fixed time for the meeting to begin and end and allocate the time appropriately for each agenda item.6 State the purpose of the meeting at the start and check that all participants understand why they are present.7 Clarify specific objectives at the beginning of each agenda item.8 Encourage all participants to make clear, concise and constructive contributions from their perspectives, whilst acknowledging and building on the contributions of other participants.9 Discourage unhelpful comments and digressions, refocusing attention on the objectives of the meeting.10 Manage time flexibly; giving more time to particular agenda items, if necessary, whilst ensuring key objectives are met and participants are kept informed of changes in the agenda.11 Summarise the discussion at appropriate times and allocate action points to participants at the end of each agenda item.12 Take decisions within the meetings authority, remit or terms of reference.13 Observe any formal procedures or standing orders that apply to the meeting.14 Check that decisions and action points are accurately recorded and promptly communicated to those who need to know. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must do** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** |
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| **Knowledge and understanding** | **Evidence reference****and date** |
| **What you must know and understand** |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). |
| 1 | The importance of establishing the purpose and objectives of the meeting and how to do so. |  |
| 2 | The importance of confirming a meeting is the best way to achieve these objectives. |  |
| 3 | The importance of preparing how you will lead the meeting and how to do so. |  |
| 4 | How to identify who needs to participate in the meeting. |  |
| 5 | The importance of inviting participants, giving them sufficient notice to enable them to attend. |  |
| 6 | The importance of informing participants of the role they will be expected to play, the preparation they need to do and the importance of the meeting. |  |
| 7 | How to identify relevant information participants require in advance of the meeting. |  |
| 8 | The importance of circulating relevant information in advance and, if required, briefing participants individually on the content and purpose of the meeting and their roles. |  |
| 9 | The importance of setting a fixed time for the meeting to begin and end and allocating time appropriately for each agenda item. |  |
| 10 | How to allocate time appropriately for each agenda item. |  |
| 11 | The importance of stating the purpose of the meeting at the start and checking that all participants understand why they are present. |  |
| 12 | The importance of clarifying specific objectives at the beginning of each agenda item. |  |
| 13 | The importance of encouraging all participants to make clear, concise and constructive contributions from their perspectives, whilst acknowledging and building on the contributions of other participants and how to do so. |  |
| 14 | The importance of discouraging unhelpful comments and digressions, refocusing attention on the objectives of the meeting and how to do so. |  |
| 15 | How to manage time flexibly, giving more time to particular agenda items, if necessary, whilst ensuring the key objectives are met and participants are kept informed of changes in the agenda. |  |
| 16 | The importance of summarising the discussion at appropriate times and allocate action points to participants at the end of each agenda item and how to do so. |  |

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| **Knowledge and understanding** | **Evidence reference****and date** |
| **What you must know and understand** |
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| 17 | The importance of taking decisions within the meetings authority, remit or terms of reference and how to do so. |  |
| 18 | The importance of checking that decisions and action points are accurately recorded and promptly communicated to those who need to know. |  |
| 19 | How to evaluate whether the purpose and objectives of the meeting have been achieved and how future meetings could be more effective. |  |
| 20 | Industry/sector requirements for leading meetings. |  |
| 21 | The people who need to participate and the roles they will be expected to play. |  |
| 22 | The types and sources of information required in advance of the meeting. |  |
| 23 | The meetings authority, remit or terms of reference. |  |
| 24 | Any formal procedures or standing orders that apply to the meeting. |  |

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# Supplementary evidence

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| **Evidence** | **Date** |
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| **Assessor feedback on completion of the unit** |
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