

Unit 204 Manage diary systems

Unit Summary

Use a manual or electronic diary to manage activities and resources.

Skills

You will apply the following skills:

- Questioning
- Using technology
- Listening
- Communicating
- Analysing
- Recording
- Planning
- Negotiating
- Organising
- Decision-making
- Problem solving

Performance indicators

You will:

1. Obtain the information you need about 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. Solve problems by negotiating alternative arrangements
6. Record agreed changes in the diary
7. Communicate agreed changes to those affected
8. Keep the diary up-to-date

Knowledge

You will know:

1. Why it is important to use diary systems to plan and co-ordinate activities and resources
2. The different types of diary systems, their advantages and disadvantages and the different situations for which they are appropriate

3. How to use different types of diary systems
4. Why it is important to obtain relevant information about requested diary entries and changes
5. The types of information you must obtain
6. Why it is important to prioritise requests
7. How to prioritise requests
8. The types of problems that may occur when new requests are made
9. How you should solve the types of problems that may occur when new requests are made
10. Why it is important to try to balance the needs of all those involved
11. Why it is important to communicate changes to those affected
12. Why it is important to keep the system up to date
13. Why security and confidentiality issues are important when operating a diary system
14. The types of security and confidentiality issues that are relevant to diary systems and how to manage them

Evidence requirements

This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. For this unit, evidence may be collected in an approved Realistic Working Environment or an extended work placement.
3. Simulation is not allowed for this unit.
4. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
5. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Yes
	Questions *	Yes

*This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

6. Your candidate needs to show that they:

Manage diary systems. Evidence may include:

- Use of manual diary system
- Use of electronic diary system
- Diary pages

- Task management activities
- Communications confirming diary entries
- Communications confirming changes to diary entries.

7. Contingencies

Performance Indicator 5	If no problems arise during the assessment period 'what if' questions may be used to confirm competence.
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8. Evidence generated for this unit may contribute towards Unit 201:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 202

- Work to achieve your organisation's purpose and values
- Support sustainability
- Maintain security and confidentiality