

Unit 211 Organise and support meetings

Unit summary

Prepare for and support meetings and assist with follow-up activities.

Skills

You will apply the following skills:

- Planning
- Organising
- Communicating
- Checking
- Interpersonal skills
- Writing
- Managing time
- Managing resources

Performance indicators

You will:

Prepare for the meeting

1. Confirm the meeting brief
2. Confirm the venue, equipment and catering requirements
3. Produce the agenda and meeting papers in line with instructions
4. Invite attendees and confirm attendance
5. Make sure attendees' needs are met
6. Collate and dispatch papers for the meeting within agreed timescales
7. Produce spare copies of meeting papers
8. Arrange the equipment and layout of the room

At the meeting

9. Make sure attendees have a full set of papers
10. Take accurate notes of the meeting including attendance
11. Provide information and support when required

After the meeting

12. Produce a record of the meeting
13. Seek approval and amend the meeting record as necessary

14. Circulate the meeting record to agreed timescales

Knowledge

You will know:

1. The role of the person organising and supporting the meeting
2. How to plan and support meetings effectively and efficiently
3. The types of meetings and their main features
4. Why it is important to confirm the meeting brief
5. The types of information that attendees will need
6. The types of resources that will be needed for different types of meetings
7. Any special requirements that attendees may have and how to meet these
8. Health, safety and security requirements when organising meetings
9. The types of information and support you may be asked to provide during meetings
10. What should be included in a record of the meeting
11. Why it is important that you make sure the record is accurate and is approved

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:

Prepare for the meeting. Evidence may include:

- Venue searches
- Venue confirmations
- Seating plans
- Resources for the meeting including catering requirements
- Invitation letters/e-mails
- Confirmation e-mails
- Booking forms
- Location maps
- Minutes of previous meetings
- Agendas
- Meeting papers
- Copies of purchase orders or invoices

Support the meeting. Evidence may include:

- Room preparation records
- Record of resources
- Tabled meeting papers
- Meeting notes
- Feedback forms

Follow up after the meeting. Evidence may include:

- Meeting minutes
- Action plans
- Chair's approval of minutes
- Mailing lists

7. Contingencies

Performance Indicator 11	If no information or support is required during the assessment period 'what if' question may be asked to confirm competence
Performance Indicator 13	If no amendments are necessary during the assessment period 'what if' questions may be asked to confirm competence

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
- Support diversity
- Maintain security and confidentiality