



ENTRY LEVEL REQUIREMENTS

It is preferable that a learner accessing this qualification has achieved competence in:

- Communication and Mathematical
- Literacy at ABET Level 2 or the equivalent.

PURPOSE OF THE PROGRAMME

This Unit Standard introduces the team or group leader to the preparation and procedures required in chairing a formal meeting using committee procedure.

TARGET GROUP

This course is intended for managers of small businesses and junior managers of business units in larger organisations.

ASSESSMENT CRITERIA

This unit standard does not replace any other unit standard and is not replaced by any other unit standard.

TOPICS COVERED

1. Physical arrangements required for a meeting
2. Documents required for a meeting
3. Purpose of an agenda
4. Function of minutes
5. Functions of office bearers
6. Roles of caucusing and lobbying
7. Conducting a meeting
8. Strategies to deal with conflict in a meeting
9. Meeting review

LEARNING OUTCOMES

Learners who complete this programme will be able to:

- Prepare for a meeting.
- Conduct a meeting.
- Demonstrate strategies to deal with conflict in a meeting.
- Follow up on a meeting.

SPECIFIC OUTCOMES AND ASSESSMENT CRITERIA

SPECIFIC OUTCOME 1

Explain why change management is an important process for organisations to achieve trading results.

ASSESSMENT CRITERION 1

The elements of any CM process are identified and outlined in a written report.

ASSESSMENT CRITERION 2

The relationship between CM and sustainability is explained with examples of how organizations that have not changed have collapsed or gone insolvent and how organizations that have changed have remained successful.

ASSESSMENT CRITERION 3

A clear presentation is delivered on how an organisation can achieve sustainable results by implementing CM.

SPECIFIC OUTCOME 2

Identify examples of planned change and reactive change in an organisation.

ASSESSMENT CRITERION 1

The factors in planned change processes are identified and their impact on the change process indicated with examples.

ASSESSMENT CRITERION 2

The elements of reactive change processes are identified and their impact on the change process indicated with examples.

ASSESSMENT CRITERION 3

Three examples of each process are analysed in an organization(s) and the results of the analysis documented so as to explain the benefits the changes had for the organization(s).

SPECIFIC OUTCOME 3

Describe a model for effective change management and its management.

ASSESSMENT CRITERION 1

A model for effective change management is identified and its various components explained in a written report.

ASSESSMENT CRITERION 2

Each step in the process of CM is described and an explanation given of how each step is managed using examples from an organization that has implemented the model.

SPECIFIC OUTCOME 4

Identify reasons for resistance to change and indicate ways to overcome them.

ASSESSMENT CRITERION 1

The reasons for resistance to change by people are outlined and analysed in terms of their impact upon the process in the organization in which they work.

ASSESSMENT CRITERION 2

The reasons for resistance to change in an organization are outlined and analysed in terms of their impact upon the process in the organization in which they work.

ASSESSMENT CRITERION 3

Ways in which resistance to change can be overcome are identified and explained with examples of how they were successfully used in regard to individuals and an organisation.

SPECIFIC OUTCOME 5

Identify the risks inherent in any change management programme and indicate ways to manage them.

ASSESSMENT CRITERION 1

The various CM risks are identified and an explanation given of what each could mean for the process of change and the long term success of the organization.

ASSESSMENT CRITERION 2

Examples of how these risks were overcome in an organisation are presented in an oral presentation.

SPECIFIC OUTCOME 6

Identify and apply the competencies of an effective change agent.

ASSESSMENT CRITERION 1

The competencies and characteristics of an effective change agent are identified and an explanation given of why each is important and how each advances the implementation of change.

ASSESSMENT CRITERION 2

The competencies and characteristics of an effective change agent are applied at all times when dealing with an organization undergoing change.