



**ENTRY LEVEL REQUIREMENTS**

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

- Communication and Mathematical
- Literacy at ABET Level 3 or the equivalent.



**PURPOSE OF THE PROGRAMME**

This programme will enable an individual to plan and conduct a meeting.



**TARGET GROUP**

Learners should develop skills in preparing and distributing the agenda, chairing the meeting and checking the minutes for correctness.



**ASSESSMENT CRITERIA**

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

**TOPICS COVERED**

1. Identifying meeting objectives
2. Meeting preparation
3. Identifying and inviting participants
4. Arranging meeting logistics
5. Developing an agenda
6. Chairing and facilitating a meeting
7. Encouraging participation using appropriate interpersonal and communication styles
8. Recording minutes of the meeting
9. Identifying and resolving issues



**LEARNING OUTCOMES**

Learners who complete this programme will be able to:

- Plan and prepare for a meeting.
- Chair and facilitate a meeting effectively.
- Check correctness of minutes and address urgent issues.

**SPECIFIC OUTCOMES AND ASSESSMENT CRITERIA**

**SPECIFIC OUTCOME 1**

Plan and prepare for a meeting.

**ASSESSMENT CRITERION 1**

The need for a meeting is identified to determine its objectives, purpose and outcomes.

**ASSESSMENT CRITERION 2**

The type of the meeting is determined taking various criteria into account.

**ASSESSMENT CRITERION RANGE**

Informal, formal, one-on-one, regular, staff meetings.

**ASSESSMENT CRITERION 3**

The date, time, duration and venue for a meeting, as well as any facilities required, are finalised with due regard to appropriateness and suitability to meeting type.

**ASSESSMENT CRITERION 4**

Relevant participants are identified and timeously invited to attend.

**ASSESSMENT CRITERION 5**

The meeting logistics are arranged and an agenda developed and disseminated an acceptable time ahead of the scheduled meeting time.

**ASSESSMENT CRITERION 6**

Meeting inputs are collected, collated and prepared for distribution at or before the meeting.

**SPECIFIC OUTCOME 2**

Chair and facilitate a meeting.

**ASSESSMENT CRITERION 1**

Meetings are chaired in accordance with company procedure and meeting protocols.

**ASSESSMENT CRITERION 2**

Agreement with meeting participants is reached to confirm objectives, agenda, relevant times and quorum.

**ASSESSMENT CRITERION 3**

Agenda items are discussed and decisions reached within the allocated time frame.

**ASSESSMENT CRITERION 4**

Participation is encouraged by using appropriate interpersonal and communication styles.

**ASSESSMENT CRITERION 5**

Minutes of the meeting are accurately recorded by the appropriate person according to organisational requirements.

**SPECIFIC OUTCOME 3**

Check minutes and address urgent issues.

**ASSESSMENT CRITERION 1**

Specific items to be actioned are accurately recorded, with responsibility allocated and due date noted.

**ASSESSMENT CRITERION 2**

Meeting minutes are checked to ensure accuracy and formatted according to organisational requirements.

**ASSESSMENT CRITERION 3**

Recorded minutes are circulated to the appropriate persons and filed according to organisational procedures.

**ASSESSMENT CRITERION 4**

Any decisions or information arising from the meeting are processed with appropriate speed.

**ASSESSMENT CRITERION 5**

Meeting issues which require urgent action are identified and addressed with relevant people in accordance with organisational procedures.