

UNIT TITLE: PLAN, MANAGE AND CONDUCT MEETINGS		NOMINAL HOURS: 30
UNIT NUMBER: D1.HGE.CL7.08 D1.HGA.CL6.05		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to plan, manage and conduct meetings in a range of settings within the hotel and travel industries.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Plan and prepare for meetings</p> <p>1.1 Identify the need for <i>meetings</i> and who should attend</p> <p>1.2 Decide on the <i>style of the meeting</i> and level of formality required according to meeting purpose, occasion, nature of participants and enterprise procedures</p> <p>1.3 Make <i>arrangements for the meeting</i> in accordance with organisational requirements and within designated timelines</p> <p>1.4 Develop an agenda in accordance with the purpose of the meeting</p> <p>1.5 Prepare <i>meeting papers</i> and dispatch to participants before the meeting, where appropriate, and within appropriate timeframes</p> <p>Element 2: Conduct meetings</p> <p>2.1 Chair meetings in accordance with enterprise procedures and meeting protocols</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to all industry sectors that seek to plan, manage and conduct meetings within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p><i>Meetings</i> may relate to:</p> <ul style="list-style-type: none"> • one-off meetings • regular meetings • group dynamics • teleconferences • video conferences 	

<p>2.2 Encourage open and constructive communication</p> <p>2.3 Reach agreement with meeting participants on meeting goals and conduct</p> <p>2.4 Present information and ideas clearly and concisely</p> <p>2.5 Give all participants the opportunity to contribute</p> <p>2.6 Manage meetings to maintain focus on agreed goals</p> <p>2.7 Conduct meetings within agreed times, or adjust times with the agreement of participants</p> <p>2.8 Record the minutes of meetings accurately, where appropriate</p>	<ul style="list-style-type: none"> • committee meetings • board meetings • staff meetings • client meetings. <p><i>Style of the meeting</i> may be:</p> <ul style="list-style-type: none"> • formal • informal. <p><i>Arrangements for the meeting</i> may include organizing:</p> <ul style="list-style-type: none"> • the venue • food and beverage • travel arrangements for participants • audio-visual hire • supporting information and other agenda items to be discussed such as letters, submissions and reports.
<p>Element 3: Debrief and follow up meetings</p> <p>3.1 Process and distribute documentation from meetings</p> <p>3.2 Inform colleagues regarding the outcomes of meetings</p> <p>3.3 Incorporate work resulting from meetings into the current work schedule with tasks and actions prioritized, as appropriate</p>	<p><i>Meeting papers</i> may relate to:</p> <ul style="list-style-type: none"> • agendas • minutes • written submissions • documents relating to the purpose of the meeting. <p>Assessment Guide</p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • knowledge of the different types and formats of meetings, including general awareness of procedures for formal meetings • knowledge of group dynamics

- knowledge of conventions and procedures for both formal and informal meetings
- organization's procedures and policies in regard to meetings, chairing and minute-taking
- ability to apply meeting terminology, structures and arrangements
- knowledge of the enterprise's minute-taking format, agenda format and chairing format
- ability to apply the organization's record and circulation systems.

Linkages To Other Units

- lead and manage people
- manage and resolve conflict situations
- manage and implement small projects
- design, prepare and present various types of reports
- interpret financial statements and reports.

Critical Aspects of Assessment

Evidence of the following is essential:

- demonstrated ability to utilize standard meeting procedures including:
 - agenda format and order
 - tabled documents
 - meeting terminology
 - minutes
- demonstrated ability to adopt the role of chairperson and utilize the services of other office bearers
- demonstrated ability to apply oral communication skills specific to the conduct of meetings, including chairing and presentation skills
- demonstrated ability to prepare agendas, supporting notes and minutes.

Context of Assessment

This unit may be assessed on or off the job

- assessment must relate to the individual's work area, job role and area of responsibility
- assessment must include project or work activities that allow the candidate to prepare agendas and supporting meeting documentation, chair a meeting and conduct appropriate follow up activities systems and procedures within a hotel and travel industry context
- assessment activities that require the candidate to effectively plan and administer meetings using appropriate procedures and protocols
- assessment activities that require the candidate to use effective communication skills in the conduct of meetings.

Resource Implications

Training and assessment to include access to a real or simulated workplace meeting facility appropriate to the size and style of the meeting that provides the candidate with an opportunity to manage and conduct a meeting; and access to workplace standards, procedures, policies, guidelines, tools, computer equipment and relevant software.

Assessment Methods

The following methods may be used to assess competency for this unit:

- case studies
- observation of practical candidate performance
- oral and written questions
- portfolio evidence
- problem solving
- third party reports completed by a supervisor
- project and assignment work.

Key Competencies in this Unit*Level 1 = competence to undertake tasks effectively**Level 2 = competence to manage tasks**Level 3 = competence to use concepts for evaluating*

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	2	Collate document for tabling at the meeting
Communicating ideas and information	2	Write the agenda, papers and minutes, clearly communicating the purpose of the meeting and summarizing issue(s); question to elicit information and responses from meeting participants
Planning and organizing activities	2	Organize venue, food and beverage and technical equipment for meeting; organize agenda, invitations and papers
Working with others and in teams	2	Work with other members of the meeting to achieve group goals
Using mathematical ideas and techniques	0	
Solving problems	2	Deal with conflict, dominating members, etc.
Using technology	1	Use computer to create minutes, agendas, etc