

<b>UNIT TITLE:</b> PLAN, MANAGE AND CONDUCT MEETINGS		<b>NOMINAL HOURS:</b> 30
<b>UNIT NUMBER:</b> D1.HGE.CL7.08 D1.HGA.CL6.05		
<b>UNIT DESCRIPTOR:</b> 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.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Plan and prepare for meetings</b></p> <p><b>1.1</b> Identify the need for <i>meetings</i> and who should attend</p> <p><b>1.2</b> 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><b>1.3</b> Make <i>arrangements for the meeting</i> in accordance with organisational requirements and within designated timelines</p> <p><b>1.4</b> Develop an agenda in accordance with the purpose of the meeting</p> <p><b>1.5</b> Prepare <i>meeting papers</i> and dispatch to participants before the meeting, where appropriate, and within appropriate timeframes</p> <p><b>Element 2: Conduct meetings</b></p> <p><b>2.1</b> Chair meetings in accordance with enterprise procedures and meeting protocols</p>	<p><b>Unit Variables</b></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"> <li>1. Front Office</li> <li>2. Housekeeping</li> <li>3. Food and Beverage Service</li> <li>4. Food Production</li> <li>5. Travel Agencies</li> <li>6. Tour Operation</li> </ol> <p><i>Meetings</i> may relate to:</p> <ul style="list-style-type: none"> <li>• one-off meetings</li> <li>• regular meetings</li> <li>• group dynamics</li> <li>• teleconferences</li> <li>• video conferences</li> </ul>	

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

- 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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
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