

<b>Domain</b>	<b>WHOLESALE AND RETAIL FRONTLINE SUPERVISION</b>	<b>Unit ID: 2126</b>
<b>Title:</b>	<b>Conduct a structured meeting</b>	
<b>Level: 3</b>		<b>Credits: 5</b>

### Purpose

This unit standard is intended for those who conduct a structured meeting. People credited with this unit standard are able to prepare for a meeting, conduct a meeting, use different techniques to be assertive, and distribute records for a meeting.

This unit standard is intended for people who carry out work in the wholesale and retail operations.

### Special Notes

1. Entry information:  
Prerequisite:  
*None*
2. This unit standard is to be delivered and assessed in the context of Wholesale & Retail operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. Assessment evidence may be collected from a real workplace, or simulated workplace in which wholesale and retail functions are carried out.
4. Range:
  - Documentation' includes, but is not limited to, notice of meeting, agenda, records of previous meeting and any other supporting information to support decision making and problem solving.
  - Physical arrangements for meetings include, but are not limited to, printing, venue, refreshments and equipment needed.
  - Area of responsibility' includes, but is not limited to, cost centre, section, department or team.
  - Junior managers' include, but are not limited to, team leaders, supervisors, foremen and section heads.
  - Standard Operating Procedures' (SOPs) may comprise formal written documents or accepted practices in the organisation.
  - Organisation' includes but is not limited to, workplace, work context, work unit, company, department or section.
5. Regulations and legislation relevant to this unit standard include the following:
  - Labour Act, No. 11 of 2007
  - Occupational Health and Safety Regulations relating to employees at work schedule 1(1) Act 11 of 2007, Regulation No. 156, 1992)

### Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of

specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on [www.nta.com.na](http://www.nta.com.na).

## **Elements and Performance Criteria**

### **Element 1: Prepare for a meeting**

#### **Performance Criteria**

- 1.1 Logistics arrangements and attendees required for a meeting are identified and a checklist is prepared and actioned in terms of Standard Operating Procedures.
- 1.2 Purpose of an agenda, the expected outcomes of the meeting, the process of placing items on the agenda and the roles of participants are explained in terms of Standard Operating Procedures.
- 1.3 Purpose of recording a meeting is explained according to Standard Operating Procedures.
- 1.4 Documents required for a meeting are checked for accuracy and completeness and distributed, according to Standard Operating Procedures.
- 1.5 Minutes of the previous meeting are checked for accuracy and completeness.

### **Element 2: Conduct a meeting**

#### **Performance Criteria**

- 2.1 Meeting is conducted according to a preplanned agenda, and standard operating procedures.
- 2.2 Opportunities are created to allow participation of attendees.
- 2.3 Techniques are used to create progress in a meeting.
- 2.4 Discussions are summarised and recorded.

### **Element 3: Distribute records for a meeting**

#### **Performance Criteria**

- 3.1. Records are compiled to enable the decisions of a meeting to be implemented.
- 3.2. Records are verified prior to distribution.
- 3.3. Meeting is reviewed and suggestions for improvement are made.

## **Registration Data**

<b>Subfield:</b>	Wholesale and Retail
<b>Date first registered:</b>	14 March 2019
<b>Date this version registered:</b>	14 March 2019
<b>Anticipated review:</b>	2024
<b>Body responsible for review:</b>	Namibia Training Authority