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|  |  | **Unit ID: 124** |
| **Domain** |  | **OFFICE TECHNOLOGY MANAGEMENT** |
| **Title:** |  | **Manage a diary and organise meetings as part of office procedures** |
| **Level: 4** |  | **Credits: 12** |

# Purpose

This unit standard is intended for those who Manage a diary and organise meetings as part of office procedures. People credited with this unit standard are able to plan Manage a diary; plan meeting arrangements, prepare documentation for meetings, and record and produce minutes of meeting.

This unit standard is intended for people who carry out administrative functions in an office environment.

# Special Notes

1. Entry information

Prerequisite:

 Unit 1157 *- Demonstrate basic knowledge of workplace health and safety* or demonstrated equivalent knowledge and skills.

1. To demonstrate competence, at a minimum, evidence is required of preparing meeting arrangements, preparing relevant documentations for meeting, taking notes in a meeting and producing minutes of a meeting. Evidence of three different forms of documentation is required for assessment purposes.

While the end user in the assessment activity may be the assessor, there must be documented evidence that the candidate has performed activity.

1. Assessment evidence may be collected from a real workplace or a simulated real workplace in which office administration operations are carried out.

1. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, practical unit standards in this Subfield.

1. Glossary

*Meetings* may include but are not limited to teleconferencing,

videoconferencing, annual general meeting, board meeting, committee, formal, informal, semi-formal, staff meeting.

1. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer’s specifications.

1. Regulations and legislation relevant to this unit standard include the following:
   * Labour Act, No. 11, 2007
   * Occupational Health and Safety Regulations, 1997 and all subsequent amendments.

**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 who 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 on [www.namqa.org](http://www.namqa.org) and the Namibia Training Authority on [www.nta.com](http://www.nta.com).na

**Elements and Performance Criteria**

**Element 1: Manage a diary**

## **Range**

Diary management may include scheduling appointments, meetings and important dates for personal and official engagements.

Diary information may include, but not limited to, contact details, venue, date, time and duration, virtual meeting link and attendee(s).

Diaries may include, but are not limited to, personal organiser, appointment book, printed diary or calendar, notebooks and electronic diaries/organiser.

## **Performance Criteria**

1.1 Types of diaries are identified and explained.

1.2 Importance of managing diary is explained.

1.3 Importance and need for accurate diary information is explained.

1.4 Appointments are scheduled, prioritized and entered in a diary.

1.5 Assigned tasks are flagged to ensure all steps are taken to complete the task fully.

1.6 Diary information is confirmed and communicated to respective parties within agreed time frames.

1.7 Alterations are made and communicated to all parties involved within agreed time frames.

1.8 Diary information is kept confidential

**Element 2: Plan meeting arrangements**

# Range

Resources needed may include but not limited to recording device, speakers, projector, laptops, and stationary.

Meeting arrangements may include venue, date, time, document preparations, catering, travel and equipment arrangements.

# Performance Criteria

* 1. Meeting format is determined as per meeting requirements.
  2. Resources required for meeting is identified for smooth facilitation.

2.3 Meeting arrangements are prepared according to organisational requirements.

2.4 Participants are informed of any changes to original meeting details.

**Element 3: Prepare documentation for meetings**

# Range

Relevant documentation may include notice of meeting, agendas, reports, minutes and submissions.

# Performance Criteria

3.1 ~~D~~ocumentation for meeting is prepared in line with organisational requirements.

3.2 Documentation is checked for accuracy, omissions and errors are corrected organizational requirements.

3.3 Documentation is collated and forwarded to participants within specified timeframes.

3.4 Additional sets of documents are prepared.

**Element 3: Record and produce minutes of meeting**

# Performance Criteria

3.1 Concepts and terminology used in meetings are understood.

3.2 Notes are taken to record meeting in line with organisational requirements.

3.3 Minutes are produced in line with organisational requirements.

3.4 Minutes are reviewed for accuracy and approved.

3.5 Copies of minutes are forwarded to all respective parties within a specified timeframe.

# Registration Data

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| **Subfield:** | Business Services |
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| **Date first registered:** | 28 September 2006 |
| **Date this version registered:** | 28 March 2018 |
| **Anticipated review:** | 2023 |
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| **Body responsible for review:** | Namibia Training Authority |