Contents

Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
Australian Qualifications Framework The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.	Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.
Volume of learning When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf	The sample delivery plans provided in section 3.2 include suggested time allocations. You may need to adjust these allocations when planning delivery in the context of a whole qualification to meet volume of learning requirements and learner needs.

Section 2: Unit of competency information

2.1 Unit of competency

BSBADM502 Manage meetings

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.

It applies to individuals employed in a range of work environments who are required to organise and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Administration – General Administration

2.2 Unit of competency assessment requirements

Assessment Requirements for BSBADM502 Manage meetings

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance evidence	Evidence of the ability to: • apply conventions and procedures for formal and informal meetings including: – developing and distributing agendas and papers – identifying and inviting meeting participants – organising and confirming meeting arrangements – running the meeting and following up • organise, take part in and chair a meeting • record and store meeting documentation • follow organisational policies and procedures. Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.
Knowledge evidence	To complete the unit requirements safely and effectively, the individual must: • outline meeting terminology, structures, arrangements • outline responsibilities of the chairperson and explain group dynamics in relation to managing meetings • describe options for meetings including face-to-face, teleconferencing, web-conferencing and using webcams • identify the relevant organisational procedures and policies regarding meetings, chairing and minutes including identifying organisational formats for minutes and agendas.

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBADM502 Manage meetings*. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Topic 1: Prepare for meetings	
Suggested time allocation: 20 hours **Suggested resources**: • Recommended reading • Slide presentation software	**Slide nos**: 2–20
Recommended reading	**Terminology checklist**
Aspire learner guide *BSBADM502 Manage meetings,* Release 1 Topic 1: Prepare for meetings	• Quorum • Agenda • Annotated agenda • Videoconferencing • Phone conferencing • Minutes • Chair
Suggested training strategies	
• Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for *BSBADM502 Manage meetings.* You may wish to discuss recognition of prior learning processes with learners at this stage.	
• Discuss with learners the importance of identifying the foundation skills that they develop as they progress through this unit. The preliminary pages of the learner guide include useful information regarding the foundation skills relevant for this unit.	
• Encourage learners to develop a personal glossary to record any terms that are new to them. They should record a definition and use the term in the correct context. The personal glossary could be included in a portfolio of evidence for assessment.	
• Encourage learners to maintain a learning journal as they undertake this unit of study. They should use the learning journal to record their workplace experience, their reflections on their learning, feedback they receive from trainers, supervisors, clients and their more experienced colleagues and their self-assessment of their performance in the workplace. Advise learners whether their learning journal could form a component of their assessment in this unit. The journal could be used when undertaking practical workplace activities, but may also be used for all knowledge and skill development activities such as class assignments, tests and research tasks set by the trainer. The journal can also record trainer and assessor feedback of formative and summative assessments; that is, the learner's progress towards achievement of the unit of competency.	

3.3 Learning mapping

BSBADM502 Manage meetings, Release 1

Unit of competency		Content		Practice tasks	Learning checkpoint
Element 1: Prepare for meetings					
1.1	Develop agenda in line with stated meeting purpose	1A	Develop an agenda	1	LC 1: Part A 1, 2, 4 Part B
1.2	Ensure style and structure of meeting are appropriate to its purpose	1B	Ensure an appropriate style and structure for the meeting	2	LC 1: Part A Part B
1.3	Identify meeting participants and notify them in accordance with organisational procedures	1C	Identify meeting participants and notify them of the meeting	3	LC 1: Part A 2, 3, 4 Part B
1.4	Confirm meeting arrangements in accordance with requirements of meeting	1D	Confirm meeting arrangements	4	LC 1: Part A 3, 5 Part B
1.5	Despatch meeting papers to participants within designated timelines	1E	Dispatch meeting papers within designated time lines	5	LC 1: Part A 3, 4 Part B
Element 2: Conduct meetings					
2.1	Chair meetings in accordance with organisational requirements, agreed conventions for type of meeting and legal and ethical requirements	2A	Chair meetings according to requirements and agreed conventions	6	LC 2: Part A 1, 2 Part B 4, 5
2.2	Conduct meetings to ensure they are focused, time efficient and achieve the required outcomes	2B	Ensure meetings are focused, time-efficient and achieve outcomes	7	LC 2: Part A 3 Part B 1, 2

Final assessment tasks and recommended options

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete three assessment tasks.

Complete the following task	Part A – Questioning You will demonstrate a sound knowledge of the unit requirements in your responses.
Select and complete one of the following	Part B – Project: Managing meetings at BizOps Enterprises You will demonstrate your skills and knowledge by completing a project using a case study or simulated environment. OR Part C – Project: Managing meetings at work You will demonstrate your skills and knowledge by completing a project in your workplace.
Select and complete one of the following	Part D – Observation Your work performance will be documented while being observed by an assessor. OR Part E – Third-party report Your work performance will be documented using a third-party report completed by a relevant supervisor.

Negotiating assessment tasks

It is critical that candidates understand the assessment tasks and expectations of their performance, as well as any options that may be available. Aspire's learner guides include a range of options for assessment (as outlined), depending on the unit being assessed and the characteristics of the candidate.

For example, a candidate completing assessment in a workplace (their own or via a work placement) may rely on a third-party report assessment. However, candidates completing assessment after a workshop-based program may require assessor observations in a simulated workplace task.

Candidates may also typically have the option of a verbal interview with their assessor or a written assessment (written questions) to demonstrate their knowledge of the unit being assessed. It should be noted that, even where only a written assessment option is provided, assessors may undertake this assessment in a verbal interview mode if suitable for the unit content, as a reasonable adjustment strategy.

4.3 Assessment mapping

BSBADM502 Manage meetings, Release 1

Unit of competency	Part A – Questioning	Part B – Project: Scenario	Part C – Project: At work	Part D – Observation	Part E – Third-party report
Element 1: Prepare for meetings					
1.1 Develop agenda in line with stated meeting purpose		P1	P1		
1.2 Ensure style and structure of meeting are appropriate to its purpose		P2	P2		
1.3 Identify meeting participants and notify them in accordance with organisational procedures		P3	P3		
1.4 Confirm meeting arrangements in accordance with requirements of meeting		P5	P5		
1.5 Despatch meeting papers to participants within designated timelines		P7	P7		
Element 2: Conduct meetings					
2.1 Chair meetings in accordance with organisational requirements, agreed conventions for type of meeting and legal and ethical requirements				O2	O2
2.2 Conduct meetings to ensure they are focused, time efficient and achieve the required outcomes				O5	O5

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:		
Candidate name:		
Unit code and title:	*BSBADM502 Manage meetings*, Release 1	
Assessor name:		
Assessor email:		
Assessor phone number:		

Assessment tasks:		**Satisfactorily completed**
	Part A – Questioning	❑
	❑ Part B – Project: Managing meetings at BizOps Enterprises OR ❑ Part C – Project: Managing meetings at work	❑
	❑ Part D – Observation OR ❑ Part E – Third-party report	❑