

ASTH223

Hold meetings with customers and others



Overview

This standard is about holding meetings with customers and others either individually or in groups. It is about agreeing the purpose of meetings, conducting them in a manner which is acceptable to customers and recording agreed actions and outcomes.

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Performance criteria

- You must be able to:*
- P1 agree the aims of the meeting with others
 - P2 obtain the necessary information for the meetings to take place
 - P3 identify and confirm a time, date and place for the meeting
 - P4 provide participants with the necessary information and documentation for the meeting at the appropriate time
 - P5 make sure you have all the necessary information available to achieve the aims of the meeting
 - P6 meet the participants at the agreed time and location
 - P7 explain the aims of the meeting with those who are present
 - P8 encourage others to ask questions and seek further clarification where this is necessary
 - P9 carry out the meeting in the appropriate timescale
 - P10 conduct the meeting in accordance with organisational and legislative requirements
 - P11 record the results of the meeting accurately and clearly

ASTH223

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Knowledge and understanding

You need to know and understand:

- K1 different types of meetings, appropriate formats and procedures
- K2 the aims of the meeting and how these should be agreed
- K3 how to arrange meetings and make the best use of time and resources
- K4 the information required to set up the meetings
- K5 the information required by people taking part in the meetings
- K6 considerations in terms of access and facilities at available venues and the support and timing of the meeting
- K7 organisational and legislative requirements
- K8 health and safety considerations
- K9 equality of opportunity and non-discriminatory practice
- K10 how to maintain confidentiality
- K11 how to communicate and work effectively with individuals and groups
- K12 barriers to communication and how these can be minimised
- K13 the records which must be produced and kept of the meeting

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