
Overview

This standard is about planning and organising meetings. It includes ensuring the necessary activities are carried out before, during and after the meeting. Meetings may be face-to-face or conducted remotely using appropriate technology. It is for administrators who plan and organise meetings.

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Plan and organise meetings

Performance criteria

Before the meeting

You must be able to:

- P1 plan and agree the meeting brief
- P2 agree a budget for the meeting, where appropriate
- P3 organise and confirm venue, equipment and catering requirements
- P4 agree and prepare agenda and meeting papers
- P5 invite attendees, confirm attendance and identify any special requirements
- P6 make sure attendees' needs are met
- P7 collate and dispatch papers for the meeting within agreed timescales
- P8 make sure the chair receives an appropriate briefing
- P9 arrange the equipment and layout of the room
- P10 arrange catering, if appropriate
- P11 make sure someone has been nominated to take minutes, if required

At the meeting

You must be able to:

- P12 make sure attendees are welcomed and receive suitable refreshments
- P13 make sure attendees have the papers and other resources they need
- P14 provide information, advice and support when required

After the meeting

You must be able to:

- P15 evaluate and maintain a record of external services, where these have been used
- P16 collect and evaluate participant feedback from the meeting and share the results with relevant people
- P17 agree learning points and use these to improve the organisation of future meetings

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Knowledge and understanding

You need to know and understand:

- K1 how to plan meetings that meet agreed aims and objectives
- K2 the different types of meetings and their main features
- K3 the purpose and benefits of planning and agreeing a brief for the meeting
- K4 the role of the person organising the meeting
- K5 how to identify suitable venues for different types of meetings
- K6 the types of resources, including technology, needed for different types of meetings
- K7 health, safety and security requirements when organising meetings
- K8 the main points that should be covered by an agenda and meeting papers
- K9 the types of information attendees will need
- K10 any special requirements that attendees may have and how to meet them
- K11 the benefits of briefing the chair in advance of the meeting
- K12 the types of information, advice and support that may be asked to be provided during meetings
- K13 the types of problems that may occur during meetings and how to solve these
- K14 how to record and follow up actions
- K15 how to evaluate external services
- K16 different ways to collect and evaluate participant feedback from the meeting
- K17 how to agree learning points to improve the organisation of future meetings

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Additional Information

Skills

1. communicating
2. checking
3. evaluating
4. interpersonal skills
5. managing resources
6. managing time
7. negotiating
8. problem solving
9. organising
10. planning

Links to other NOS Events and Meetings; Communications

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