

CFABAA431

Use a diary system



Overview

This standard is about using a diary system. It includes making, updating and co-ordinating appointments, making sure entries are accurately and clearly made. It is for administrators who use diary systems.

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Performance criteria

- You must be able to:*
- P1 obtain the information needed to make requested diary entries
 - P2 make diary entries accurately and clearly
 - P3 prioritise requested changes
 - P4 identify the implications of any changes for existing entries
 - P5 record agreed changes in the diary
 - P6 communicate agreed changes to those affected
 - P7 solve problems by negotiating alternative arrangements
 - P8 keep the diary up to date and store it securely

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Knowledge and understanding

You need to know and understand:

- K1 the purpose of using diary systems to plan and co-ordinate activities and resources
- K2 the different types of diary systems
- K3 the types of information you must obtain
- K4 the purpose of keeping the system up to date
- K5 how to prioritise requests
- K6 the purpose of trying to balance the needs of all those involved
- K7 the purpose of communicating changes to those affected
- K8 the different types of problems that may occur when new requests are made and solutions to these problems
- K9 the purpose of identifying security and confidentiality issues when operating a diary system

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Additional Information

Skills

1. communicating
2. organising
3. planning
4. problem-solving

Links to other NOS Events and Meetings; Communications

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