
Overview

This standard is about producing accurate records of discussions and decisions taken during meetings. It includes preparing for the meeting, taking notes as required by the organisation or, where appropriate, by law, checking and agreeing the minutes with relevant people and ensuring that follow-up actions are clearly identified. It is for administrators who take minutes of meetings.

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Performance criteria

You must be able to:

- P1 prepare for the meeting as required
- P2 note any changes to the agenda, matters arising and action points from the last meeting
- P3 take notes at the meeting of all those aspects required by the organisation and, where appropriate, by law
- P4 produce accurate minutes that record the meaning of discussions and the decisions taken
- P5 make sure the minutes are in the agreed style
- P6 make sure the process for signing off minutes and action points has been agreed
- P7 check the work and make necessary amendments
- P8 agree the minutes with relevant people and circulate within specified timescales
- P9 observe all requirements for confidentiality and sensitivity in line with organisational policy
- P10 make sure follow-up actions, and who is responsible for taking follow-up actions, have been clearly identified
- P11 store the minutes, following organisational procedures

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Knowledge and understanding

You need to know and understand:

- K1 the role of meetings
- K2 legal and organisational requirements that may apply to taking minutes
- K3 the purpose and benefits of minutes as an accurate record of discussions and decisions
- K4 documents that are commonly used in meetings: agendas, minutes, matters arising, action sheets etc
- K5 the role of the meeting chair and other formal responsibilities within a meeting
- K6 how to work in partnership with the chair when taking minutes
- K7 how to listen effectively
- K8 how to take notes during discussions
- K9 different types of minutes
- K10 different writing styles that are used in taking minutes
- K11 how to sort, select and structure information to produce minutes
- K12 correct tone and use of professional language in minutes

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Additional Information

Skills

1. communicating
2. evaluating
3. interpersonal skills
4. organising
5. planning

Links to other NOS

Document Production; IT; Health, Safety and Security of People, Premises and Property

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