

BSBADM405B Matrix Map

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ELEMENTS AND PERFORMANCE CRITERIA

Element	Performance Criteria	Task / Question Map
1. Make meeting arrangements	1.1. Identify type of meeting and its purpose	Identify the type of meeting and its purpose: Q1 Q2 Q3 Meeting structures: Q1 Q2 Q3 Q4
	1.2. Identify and comply with any legal or ethical requirements	Identify and comply with any legal requirements: Q1 Q2 Q3 Identify and comply with any ethical requirements: Q1 Q2 Q3 Diversity sensitive communications: Q1 Q2 Q3 Q4
	1.3. Identify requirements of meeting and participants	Identify meeting and participant requirements: Q1 Q2 Q3 Q4 Booking the meeting: Q1 Q2 Q3 Booking the venue: Q1 Q2 Q3 Q4 Q5
	1.4. Make meeting arrangements in accordance with requirements of meeting	Booking the venue: Q1 Q2 Q3 Q4 Q5 Arrange equipment and supplies for the meeting: Q1 Q2
	1.5. Advise participants of meeting details	Advise participants of meeting details: Q1 Q2
2. Prepare documentation for meetings	2.1. Prepare notice of meeting, agenda and meeting papers in accordance with meeting requirements	Meeting notifications: Q1 Q2 Q3 Meeting agendas: Q1 Q2 Q3 Meeting papers: Q1 Q2 Q3
	2.2. Check documentation for accuracy and correct any errors	Check documentation for accuracy and correct any errors: Q1 Q2 Q3 Q4
	2.3. Distribute documentation to participants within designated time lines	Distribute documentation to participants within the designated time frames: Q1 Q2
	2.4. Prepare spare sets of documents	Prepare a spare set of meeting documents: Q1 Q2
3. Record and produce minutes of meeting	3.1. Take notes with the required speed and accuracy to ensure an accurate record of the meeting	Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3

	3.2. Produce minutes that reflect a true and accurate account of the meeting	Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2 Produce minutes that reflect a true and accurate account of the meeting: Q1
	3.3. Check minutes for accuracy and submit for approval by the nominated person	Check documentation for accuracy and correct any errors: Q2 Q3 Check minutes for accuracy and submit for approval by the nominated person: Q1 Q2 Q3
	3.4. Despatch copies of minutes within designated time lines	Despatch copies of minutes within the designated time frames: Q1 Q2

REQUIRED SKILLS

Required Skill	Task / Question Map
<i>communication skills to coordinate and consult with participants, to orally present written reports with a number of defined sections, and to clarify points made in meetings</i>	<i>Identify meeting and participant requirements: Q1 Q2 Q3 Q4</i> <i>Booking the meeting: Q1 Q2 Q3</i> <i>Booking the venue: Q1 Q2 Q3 Q4 Q5</i> <i>Arrange equipment and supplies for the meeting: Q1 Q2</i> <i>Advise participants of meeting details: Q1 Q2</i> <i>Meeting notifications: Q1 Q2 Q3</i> <i>Distribute documentation to participants within the designated time frames: Q1 Q2</i> <i>Prepare a spare set of meeting documents: Q1 Q2</i> <i>Despatch copies of minutes within the designated time frames: Q1 Q2</i> <i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i>
literacy skills to:	
<i>write and compile agenda items</i>	<i>Meeting agendas: Q1 Q2 Q3</i> <i>Check documentation for accuracy and correct any errors: Q1 Q2 Q3 Q4</i>
<i>record minutes</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Check minutes for accuracy and submit for approval by the nominated person: Q1 Q2 Q3</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
<i>make notes from spoken texts in meetings</i>	<i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i>
<i>use a variety of strategies for planning, reviewing and proofreading documentation</i>	<i>Check documentation for accuracy and correct any errors: Q1 Q2 Q3 Q4</i> <i>Check minutes for accuracy and submit for approval by the nominated person: Q1 Q2 Q3</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
<i>time management skills to allow sufficient time to prepare for and conduct meetings.</i>	<i>Identify meeting and participant requirements: Q1 Q2 Q3 Q4</i> <i>Booking the venue: Q3</i> <i>Arrange equipment and supplies for the meeting: Q1 Q2</i> <i>Advise participants of meeting details: Q1 Q2</i> <i>Meeting notifications: Q1 Q2 Q3</i> <i>Distribute documentation to participants within the designated time frames: Q1 Q2</i> <i>Despatch copies of minutes within the designated time frames: Q1 Q2</i>

REQUIRED KNOWLEDGE

Required Knowledge	Task / Question Map
<i>culturally appropriate communication techniques</i>	<i>Diversity sensitive communications: Q1 Q2 Q3 Q4</i>
<i>formats for agendas and minutes</i>	<i>Meeting agendas: Q1 Q2 Q3</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Check minutes for accuracy and submit for approval by the nominated person: Q1 Q2 Q3</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:	
<i>anti-discrimination legislation</i>	
<i>ethical principles</i>	<i>Identify and comply with any ethical requirements: Q1 Q2 Q3</i> <i>Diversity sensitive communications: Q1 Q2 Q3 Q4</i>
<i>codes of practice</i>	<i>Identify and comply with any legal requirements: Q1 Q3</i>
<i>privacy laws</i>	
<i>occupational health and safety.</i>	<i>Identify and comply with any legal requirements: Q2</i> <i>Arrange equipment and supplies for the meeting: Q1 Q2</i>

CRITICAL ASPECTS

Critical Aspects	Task / Question Map
Evidence of the following is essential:	
<i>organising meetings, including informing participants and preparing materials</i>	<i>Identify the type of meeting and its purpose: Q1 Q2 Q3</i> <i>Identify meeting and participant requirements: Q1 Q2 Q3 Q4</i> <i>Booking the meeting: Q1 Q2 Q3</i> <i>Booking the venue: Q1 Q2 Q3 Q4 Q5</i> <i>Arrange equipment and supplies for the meeting: Q1 Q2</i> <i>Advise participants of meeting details: Q1 Q2</i> <i>Meeting notifications: Q1 Q2 Q3</i> <i>Meeting papers: Q1 Q2 Q3</i> <i>Check documentation for accuracy and correct any errors: Q1 Q2 Q3 Q4</i> <i>Distribute documentation to participants within the designated time frames: Q1 Q2</i> <i>Prepare a spare set of meeting documents: Q1 Q2</i> <i>Despatch copies of minutes within the designated time frames: Q1 Q2</i>
<i>preparing an agenda</i>	<i>Meeting agendas: Q1 Q2 Q3</i>
<i>taking minutes during a meeting and preparing draft minutes after the meeting.</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Check minutes for accuracy and submit for approval by the nominated person: Q1 Q2 Q3</i> <i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>

RANGE STATEMENTS

Range Statements	Task / Question Map	
Type of meeting may include:	annual general meeting	Identify the type of meeting and its purpose: Q1 Meeting structures: Q3
	board meeting	Identify the type of meeting and its purpose: Q1 Meeting structures: Q3
	face-to-face	Identify the type of meeting and its purpose: Q1
	staff meeting	Identify the type of meeting and its purpose: Q1 Meeting structures: Q3
	teleconference	Identify the type of meeting and its purpose: Q1
	videoconference	Identify the type of meeting and its purpose: Q1
Legal and ethical requirements may include:	codes of practice	Identify and comply with any legal requirements: Q1 Identify and comply with any ethical requirements: Q1
	legislation relating to companies or associations	Identify and comply with any legal requirements: Q2
	requirements for public meetings	Identify meeting and participant requirements: Q1 Q2 Q3 Q4 Meeting notifications: Q1 Q2 Q3
Requirements of meeting may include:	meeting structure:	
	formal	Meeting structures: Q1 Q2 Q3 Q4
	informal	Meeting structures: Q1 Q2 Q3 Q4
	self-managed	Meeting structures: Q1 Q2 Q3 Q4
	semi-formal	Meeting structures: Q1 Q2 Q3 Q4
	structured	Meeting structures: Q1 Q2 Q3 Q4
	number of participants	Identify meeting and participant requirements: Q1 Q2 Q3 Q4
	purpose of the meeting	Identify the type of meeting and its purpose: Q2 Booking the venue: Q1 Q2 Q3 Q4 Q5
	specific needs of participants	Identify meeting and participant requirements: Q1 Q2 Q3 Q4 Booking the venue: Q1 Q2 Q3 Q4 Q5 Arrange equipment and supplies for the meeting: Q1 Q2

BSBADM405B Organise meetings

	<i>specific resources and equipment required by participants e.g. video and data projectors, whiteboards</i>	<i>Booking the venue: Q1 Q2 Q3 Q4 Q5 Arrange equipment and supplies for the meeting: Q1 Q2</i>
	<i>teleconferencing or videoconferencing meeting protocols and equipment</i>	<i>Identify the type of meeting and its purpose: Q3 Arrange equipment and supplies for the meeting: Q1 Q2</i>
	<i>voting procedures</i>	<i>Meeting structures: Q2 Check minutes for accuracy and submit for approval by the nominated person: Q1 Q2 Q3</i>
<i>Arrangements may include:</i>	<i>booking an appropriate venue</i>	<i>Booking the meeting: Q1 Q2 Q3 Booking the venue: Q1 Q2 Q3 Q4 Q5</i>
	<i>establishing costs and operating within a budget</i>	<i>Identify meeting and participant requirements: Q3 Booking the meeting: Q2 Booking the venue: Q1 Q2 Q3 Q4 Q5</i>
	<i>organising accommodation and transport</i>	<i>Identify meeting and participant requirements: Q1 Q3</i>
	<i>organising appropriate communication technology</i>	<i>Identify meeting and participant requirements: Q3 Booking the venue: Q1 Q2 Q3 Q4 Q5 Arrange equipment and supplies for the meeting: Q1 Q2</i>
	<i>organising catering</i>	<i>Identify meeting and participant requirements: Q3 Booking the venue: Q5 Arrange equipment and supplies for the meeting: Q1 Q2</i>
	<i>preparing relevant documentation for participants</i>	<i>Meeting agendas: Q1 Q2 Q3 Meeting papers: Q1 Q2 Q3 Check documentation for accuracy and correct any errors: Q1 Q2 Q3 Q4 Distribute documentation to participants within the designated time frames: Q1 Q2 Prepare a spare set of meeting documents: Q1 Q2 Despatch copies of minutes within the designated time frames: Q1 Q2</i>
	<i>scheduling the date and time for the meeting</i>	<i>Identify meeting and participant requirements: Q3 Booking the meeting: Q1 Q2 Q3 Advise participants of meeting details: Q1 Q2 Meeting notifications: Q1 Q2 Q3</i>
<i>Agenda may include:</i>	<i>correspondence</i>	<i>Meeting agendas: Q3</i>
	<i>date of next meeting</i>	<i>Meeting agendas: Q3</i>

	<i>date, time and location of meeting</i>	<i>Meeting agendas: Q3</i>
	<i>general business</i>	<i>Meeting agendas: Q3</i>
	<i>major agenda items</i>	<i>Meeting agendas: Q3</i>
	<i>matters or business arising from the minutes</i>	<i>Meeting agendas: Q1 Q3</i>
	<i>minutes of the previous meeting</i>	<i>Meeting agendas: Q3</i>
	<i>reports</i>	<i>Meeting agendas: Q3</i>
	<i>statement of the meeting's purpose</i>	<i>Meeting agendas: Q3</i>
	<i>welcome</i>	<i>Meeting agendas: Q3</i>
<i>Papers may include:</i>	<i>chairperson's report</i>	<i>Meeting papers: Q1 Q2 Q3</i>
	<i>committee reports</i>	<i>Meeting papers: Q1 Q2 Q3</i>
	<i>correspondence</i>	<i>Meeting papers: Q1 Q2 Q3</i>
	<i>draft documentation</i>	
	<i>financial reports</i>	<i>Meeting papers: Q1 Q2 Q3</i>
	<i>itemised meeting papers</i>	<i>Meeting papers: Q1 Q2 Q3</i>
	<i>minutes of previous meeting</i>	<i>Meeting papers: Q1 Q2 Q3</i>
	<i>research reports</i>	
<i>Notes may include:</i>	<i>action items</i>	<i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i>
	<i>arrangements for next meeting</i>	<i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i>
	<i>decisions taken at the meeting</i>	<i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i>
	<i>formal motions</i>	<i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i>
	<i>future action</i>	<i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i>
	<i>issues raised at the meeting</i>	<i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i>
	<i>points discussed at the meeting</i>	<i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i>
	<i>record of participants who were present at or absent from the meeting (attendees and apologies)</i>	<i>Take meeting notes to ensure an accurate record of the meeting: Q1 Q2 Q3</i>
	<i>suggestions made at the meeting</i>	
<i>Minutes may include:</i>	<i>meeting details (e.g. title, date, time, location)</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>agenda items</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>

	<i>apologies</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>names of absent and attending participants</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>approval of the record of the previous minutes</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Check minutes for accuracy and submit for approval by the nominated person: Q1 Q2 Q3</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>correspondence</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>lists rather than complete sentences</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>matters arising from the previous meetings</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>other business</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>reports</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>date of the next meeting</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>using organisation templates</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>
	<i>using previous minutes to determine required format</i>	<i>Produce minutes that reflect a true and accurate account of the meeting: Q1 Q2</i> <i>Produce minutes that reflect a true and accurate account of the meeting: Q1</i>