Administration (Business Professional)

Unit Title:	**Support Business Meetings**
OCR unit number:	19
Level:	3
Credit value:	3
Guided learning hours:	27
Unit reference number:	F/505/7057

Unit purpose and aim

The aim of this unit is to provide learners with the knowledge, understanding and skills required to support a business meeting. They will provide administrative support, take minutes during the meeting and perform follow-up actions as required.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills

The Learner will:
1   Be able to support the running of business meetings
	The Learner can:
	1.1 Perform pre-meeting checks
	
	1.2 Produce a list of attendees
	
	1.3 Provide support to the Chair before, during and after meetings
	
	1.4 Provide ongoing administrative support during and after meetings
		• Importance of ensuring the availability of the venue and facilities required in good time before the meeting
		• Preparation and distribution of final agenda
		• Need to check that all necessary documentation is available as required, e.g.:
		  – attendance register
		  – name cards
		  – sign for the door
		  – spare copies of previous minutes
		  – spare copies of agenda
		  – any items to be tabled
		• Need to check that all necessary supplies are available, e.g.:
		  – pens and paper
		  – water, soft drinks as required
		• Importance of ensure that materials are stored safely
		• Methods of ensuring the meeting is not interrupted, e.g.:
		  – rerouting telephone calls during the meeting
		  – arrangements made for messages to be taken

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		• Arrangements required for photocopying or other administrative services to be available during the meeting • Importance of ensuring access to relevant meeting conventions, standing orders, etc. • Importance of maintaining good working relationships, e.g. politeness, efficiency, etc.
2 Understand the need for confidentiality and accessibility when dealing with meeting documentation	2.1 Explain how confidential meeting documentation can be stored securely but remain accessible for future meetings	• Password protection • Store securely – use appropriate file name • Identify file path/route • Back up • Data Protection Act
3 Be able to record the proceedings of meetings	3.1 Record apologies for absence 3.2 Take meeting notes 3.3 Summarise the discussions that take place during meetings	• Recording of apologies and attendance • Importance of and development of skills to ensure accurate, concise note taking during a meeting • Recording and importance of action points
4 Be able to produce minutes of meetings	4.1 Produce draft minutes (including action points) from notes taken at meetings 4.2 Agree draft minutes with Chair 4.3 Produce final minutes as agreed with Chair	• Composing accurate minutes from notes in required form • Function of action points • Importance of checking draft with Chair/line manager • Reproduction of approved minutes • Importance of awareness of security and confidentiality as necessary • Circulation of minutes using a distribution list
5 Be able to circulate meeting documentation following meetings	5.1 Circulate minutes and other meeting documentation after meetings have taken place, in accordance with organisational procedures	• Circulate to appropriate people • Confidentiality and security

Assessment

This unit is assessed by the centre and sent to OCR for moderation.

Guidance on assessment and evidence requirements

This unit is assessed using a model assignment. OCR has produced a model assignment for each unit which centres may use for the purpose of assessment. The model assignment contains a scenario or real-life situation and related tasks which are based on the assessment criteria of the unit.

Centres may either use the model assignment as an entire, holistic assessment for an individual unit, adapt it to suit individual candidates' needs or devise their own assignment. If they choose to adapt the assignment or devise their own assignment they must ensure that the modified assignment will provide candidates with sufficient opportunity to demonstrate achievement of all the assessment criteria in the unit.

Please refer to the model assignment for this unit which can be found on the OCR website www.ocr.org.uk .

Additional information

For further information regarding administration for this qualification, please follow the link to OCR's Administration area.