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Business Works is a series of training and assessment resources developed for qualifications within the Business Services Training Package.





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| Student name: |  |
| --- | --- |
| Assessor: |  |
| Date: |  |
| Business this assessment is based on: |  |
| Meeting 1 description: |  |
| Meeting 2 description: |  |

*Note: If you are basing this assessment on your own business, the second meeting can only be a follow-up meeting from the first meeting if a period of time has passed which has allowed for certain action items and tasks to be completed from the first one and there is activity to report on and discuss and further decisions and action items can be scheduled.*

| A close up of a logo  Description automatically generated | **Section 1: Planning your meetings** |
| --- | --- |

Complete the table to outline general meeting requirements.

*Attach proof of the policies and procedures that outline the requirements described below to this section of your portfolio.*

| Summarise the organisational requirements for contacting participants and confirming meetings with them.  *How will you inform attendees of the meeting and confirm attendance (e.g. calendar invite, email etc.)?*  *When will you inform the participants of the meeting?*  *How and when will you distribute the agenda and supporting documents?* |  |
| --- | --- |
| Summarise the organisational requirements for chairing meetings.  *What are the organisational requirements to chair meetings?*  *Are any templates available for the meeting process?*  *Are there any other meeting conventions required by your organisation?* |  |
| Summarise the organisational requirements for minutes of meetings.  *Describe the method for recording meeting notes (if the policies and procedures do not specify a method, develop a method here e.g. take notes on OneNote during the meeting or add review comments to the agenda etc.)*  *What are the timeframes for delivery and review of the minutes by you and delivery to attendees?*  *How will you distribute and store minutes (and any other meeting documentation)?* |  |
| Legal and ethical requirements  *Outline the legal requirements for chairing your meetings.*  *Outline the ethical requirements for chairing your meetings.*  *Outline any regulatory requirements for the meetings.* |  |

Complete the tables to plan for meeting 1 and 2.

| **Meeting 1: What is the meeting about?** | |
| --- | --- |
| Meeting purpose  *Outline the purpose and objectives of the meeting* |  |
| Meeting requirements  *Outline the requirements of the meeting include:*   * *timing* * *location (physical location or virtual platform)* * *type of meeting (e.g. formal client or project meeting, informal team meeting)?* |  |
| Meeting details  *Who is required to attend this meeting?*  *Which attendees will be listed as ‘optional’ (or can a proxy attend in* place)?  *Outline any other arrangements to consider (e.g. catering, parking, virtual accounts for web-based platform etc.)*  *Describe any meeting conventions for the type of meeting you are planning (*e.g. should you address participants formally using their surname?)*.* |  |
| Verify meeting requirements  *Who will you verify details with (e.g. supervisor)?*  *Attach your draft email to verify requirements to this section of your portfolio.* |  |

| **Meeting 2: What is the meeting about?** | |
| --- | --- |
| Meeting purpose  *Outline the purpose and objectives of the meeting* |  |
| Meeting requirements  *Outline the requirements of the meeting include:*   * *timing* * *location (physical location or virtual platform)* * *type of meeting (e.g. formal client or project meeting, informal team meeting)?* |  |
| Meeting details  *Who is required to attend this meeting?*  *Which attendees will be listed as ‘optional’ (or can a proxy attend in* place)?  *Outline any other arrangements to consider (e.g. catering, parking, virtual accounts for web-based platform etc.)*  *Describe any meeting conventions for the type of meeting you are planning (*e.g. should you address participants formally using their surname?)*.* |  |
| Verify meeting requirements  *Who will you verify details with (e.g. supervisor)?*  *Attach your draft email to verify requirements to this section of your portfolio.* |  |

Complete the tables to finalise meeting 1 and 2 arrangements:

| **Meeting 1** | |
| --- | --- |
| Develop an Agenda  *Use the template provided for this assessment, or any other template relevant to your workplace (you have already identified templates at the start of this section).*  *Make sure your agenda addresses your meeting purpose and shows that you have planned for the meeting to be between 30 minutes and 1 hour.*  *Attach proof of your agenda to this section of your portfolio.* |  |
| Develop supporting meeting papers  *What other information should be provided to meeting participants (include at least one other meeting paper e.g. fact sheet, weblinks, pricelists etc.)?*  *Attach proof of at least one support document to this section of your portfolio.* |  |
| Invite meeting attendees and confirm attendance  *Inform attendees of the meeting (e.g. calendar invite, email etc.)*  *Confirm attendance (e.g. accepted calendar invite)*  *Provide attendees with relevant documentation.*  *Note: Adhere to organisational procedures to contact and confirm the meeting with the participants. You have already summarised these requirements at the start of this section.*  Attach proof of how you invited meeting attendees and distributed meeting papers (e.g. screen shots of calendar invite and a draft email containing the meeting attachments).  Attach proof of how you confirmed meeting attendance (e.g. screen shots of accepted calendar invites). |  |

| **Meeting 2** | |
| --- | --- |
| Develop an Agenda  *Use the template provided for this assessment, or any other template relevant to your workplace (you have already identified templates at the start of this section).*  *Make sure your agenda addresses your meeting purpose.*  *Make sure your agenda addresses your meeting purpose and shows that you have planned for the meeting to be between 30 minutes and 1 hour.*  *Attach proof of your agenda to this section of your portfolio.* |  |
| Develop supporting meeting papers  *What other information should be provided to meeting participants (include at least one other meeting paper e.g. fact sheet, weblinks, pricelists etc.)?*  *Attach proof of at least one support document to this section of your portfolio.* |  |
| Invite meeting attendees and confirm attendance  *Inform attendees of the meeting (e.g. calendar invite, email etc.)*  *Confirm attendance (e.g. accepted calendar invite)*  *Provide attendees with relevant documentation.*  *Note: Adhere to organisational procedures to contact and confirm the meeting with the participants. You have already summarised these requirements at the start of this section.*  Attach proof of how you invited meeting attendees and distributed meeting papers (e.g. screen shots of calendar invites and a draft email containing the meeting attachments).  Attach proof of how you confirmed meeting attendance (e.g. screen shots of accepted calendar invites). |  |

| Attach:Paperclip | Meeting policy and procedures | ☐ |
| --- | --- | --- |
| Evidence you have verified meeting 1 requirements (draft email) | ☐ |
| Evidence you have verified meeting 2 requirements (draft email) | ☐ |
| Meeting 1 agenda | ☐ |
| Meeting 1 supporting document | ☐ |
| Evidence you have invited attendees to meeting 1 | ☐ |
| Evidence of attendee confirmation for meeting 1 | ☐ |
| Evidence of meeting paper distribution for meeting 1 | ☐ |
| Meeting 2 agenda | ☐ |
| Meeting 2 supporting document | ☐ |
| Evidence you have invited attendees to meeting 2 | ☐ |
| Evidence of attendee confirmation for meeting 2 | ☐ |
| Evidence of meeting paper distribution for meeting 2 | ☐ |

| A close up of a logo  Description automatically generated | **Section 2: Chairing your meetings** |
| --- | --- |

*In this section, you only need to attach evidence as your assessor will be observing the meetings either in person, online or via a video recording and will complete the assessment checklist based on their observations.*

| Attach:Paperclip | Evidence you have briefed minute taker for meeting 1 (video recording if your assessor did not observe in person or online) | ☐ |
| --- | --- | --- |
| Recording meeting 1 if your assessor did not observe in person or online | ☐ |
|  | Evidence you have briefed minute taker for meeting 2 (video recording if your assessor did not observe in person or online) | ☐ |
|  | Recording meeting 2 if your assessor did not observe in person or online | ☐ |

| A close up of a logo  Description automatically generated | **Section 3: Meeting follow up** |
| --- | --- |

*In this section, you need to attach evidence as you work through activity step 5 in your student instructions. You will also complete some reflections.*

| **Meeting 1** | |
| --- | --- |
| Review meeting notes and formalise minutes.  Attach proof of the original and revised meeting minutes to this section of your portfolio. |  |
| Report on the meeting outcomes.  *Draft an email to summarise the meeting*  *What was discussed?*  *What was the outcome?*  *Remember that your email should show that you reported on the outcomes within 1 business day.*  *Attach proof that you reported on the meeting within the designated timeframes.* |  |
| Distribute the final edited version of minutes to the meeting attendees as per meeting policy requirements (e.g. via email within 2 working days).  Attach proof of how you distributed the meeting minutes to this section of your portfolio (e.g. email). |  |
| Store the minutes and any other meeting papers for follow up according to record-keeping requirements (e.g. using correct file naming conventions within the correct timeframe).  Attach proof of how you stored documents according to record-keeping requirements (e.g. screen shot of folders and document naming) |  |
| What problem did you encounter during the meeting?  How did you manage this problem? Explain. |  |

| **Meeting 2** | |
| --- | --- |
| Review meeting notes and formalise minutes.  Attach proof of the original and revised meeting minutes to this section of your portfolio. |  |
| Report on the meeting outcomes.  *Draft an email to summarise the meeting*  *What was discussed?*  *What was the outcome?*  *Remember that your email should show that you reported on the outcomes within 1 business day.*  *Attach proof that you reported on the meeting within the designated timeframes.* |  |
| Distribute the final edited version of minutes to the meeting attendees as per meeting policy requirements (e.g. via email within 2 working days).  Attach proof of how you distributed the meeting minutes to this section of your portfolio (e.g. email). |  |
| Store the minutes and any other meeting papers for follow up according to record-keeping requirements (e.g. using correct file naming conventions within the correct timeframe).  Attach proof of how you stored documents according to record-keeping requirements (e.g. screen shot of folders and document naming) |  |
| What problem did you encounter during the meeting?  How did you manage this problem? Explain. |  |

| Attach:Paperclip | Minute takers copy of minutes meeting 1 | ☐ |
| --- | --- | --- |
| Revised and edited copy of minutes meeting 1 | ☐ |
| Evidence you have distributed minutes to attendees (email or screenshots) meeting 1 | ☐ |
| Evidence you have reported the outcomes of the meeting within designated timeframe (e.g. email to management) meeting 1 | ☐ |
| Screenshots of meeting documentation storage and recordkeeping meeting 1 | ☐ |
|  | Minute takers copy of minutes meeting 2 | ☐ |
|  | Revised and edited copy of minutes meeting 2 | ☐ |
|  | Evidence you have distributed minutes to attendees (email or screenshots) meeting 2 | ☐ |
|  | Evidence you have reported the outcomes of the meeting within designated timeframe (e.g. email to management) meeting 2 | ☐ |
|  | Screenshots of meeting documentation storage and recordkeeping meeting 2 | ☐ |