

**EDUCATION DEVELOPMENT INTERNATIONAL PLC
LCCI IQ ON DEMAND EXAMINATION
CERTIFICATE IN MEETINGS
LEVEL 3
ON DEMAND Sample v2
MARKING SCHEME**

**QUESTION 1 (Total 25 marks)
Other valid alternative points are acceptable**

Syllabus Topics: 1.3.3/1.3.4/1.3.6

- (a) Cost savings/can negotiate good package deals on behalf of organisation
Location
Local knowledge
Provide professional help
Expertise
Deal with all aspects of organising/coordinating an event/conference
Speed
Flexibility/able to react quickly to changes
Saving of staff time
Saving of staff stress
Will find a venue
Efficient
Tailor made packages to meet requirements
Able to produce delegate packs

(7 x 1 mark)

(7 marks)

- (b) Lack of control by company staff
Unreliable communication channels between agency and company
Agency's lack of knowledge
Poor internal agency communication
Could prove expensive

(4 x 2 marks)

(8 marks)

- (c) Cost of purchasing/leasing equipment
Not all organisations have facilities
Some participants dislike using technology
Not as personal as face to face
All documents must be distributed in advance
Body language not visible, especially audio
Participants must identify themselves before speaking
Participants need to be in place, on time
Misunderstandings can occur
Language problems
Translation facilities may need to be arranged
Calls need to be managed to ensure everyone can contribute
No written record
International time differences may make calls difficult to arrange

(5 x 2 marks)

(10 marks)

(Total 25 marks)

QUESTION 2 (Total 25 marks)
Other valid alternative points are acceptable

Syllabus Topics: 1.8.1/1.8.2/1.8.6/1.5.2

- (a) Influencing the atmosphere of the meeting
Affecting the length of the meeting
Improving understanding between different participants
Providing an opportunity for a range of views to be aired
Determining whether or not the meeting achieves its aims

(5 x 1 mark)

(5 marks)

- (b) Giving and requesting information
Proposing courses of action
Analysing problems
Suggesting and negotiating compromises
Sharing knowledge/experience
Respecting colleagues' points of view

(4 x 2 marks)

(8 marks)

- (c) Stop everyone talking at once
Make sure quieter participants contribute
Ensure all members have opportunities to participate
Prevent evaluation of ideas
Redefine problems at various points in the meeting
Check the Administrator has every idea
Be ready with ideas when the flow stops
Ask for a review of ideas when the flow dries up
Bring the session to a close
Keep the discussion orderly

(1 x 9 marks)

(9 marks)

- (d) Not discussing controversial points outside the meeting
Not mentioning indiscreet comments made during the meeting
Not repeating points made 'off the record'
Ensure all documents are filed immediately
Shred unwanted documents

(3 x 1 mark)

(3 marks)

(Total 25 marks)

QUESTION 3 (Total 25 marks)
Other valid alternative points are acceptable

Syllabus Topics: 1.4.1/1.4.2/1.4.4

- (a) Providing clear guidelines to the author on the content and format
Agreeing a precise deadline for submission of the paper
Agreeing the method of submission e.g. hard copy, email, on CD Rom
Ensuring the deadline is met
Ensure deadlines are reviewed periodically/as necessary
Editing the documents to ensure that they meet format requirements
Determining the method of presentation for hard copy, e.g. stapled document, bound booklet

Establish when the paper will be distributed

Establish how the paper will be distributed e.g. circulated before the meeting or tabling at the meeting

(6 x 2 marks)

(12 marks)

- (b) Title of committee/group
Company name
Secretary's name
Date notice issued
Names of those required to attend the meeting
Start and finish times/date/venue
Purpose of meeting
Directions to venue if necessary
Requests for individual arrangements e.g. travel/accommodation/disability/learning difficulty
Request for confirmation of attendance/who to contact

(10 x 1 mark)

(10 marks)

- (c) By chairperson
By participants stating in advance which topics they wish to be included
By chairperson issuing a draft agenda and asking for additional items for final agenda to avoid the need for 'any other business'

(3 x 1 mark)

(3 marks)

(Total 25 marks)

QUESTION 4 (Total 25 marks)
Other valid alternative points are acceptable

Syllabus Topics: 1.1.1/1.2.3/1.3.1

- (a) Finding maps for venues
Planning routes for road journeys
Using travel sites for journey details
Using travel sites for ticket purchase
Sending out documents using email
Using text messaging to send reminders
Using voicemail to send reminders
Using email to notify of meeting
Using email to send reminders
Searching for outside venues using search engines and customer review sites on the internet
Use diary/planning software to enter dates in diaries/schedule meetings
Undertaking research for reports and papers
Using presentation software
Use fax to forward information to participants

(10 x 1 mark)

(10 marks)

- (b) Accessibility/compliance with current disability legislation
Accessibility by participants using public transport/car
Location is quiet/private
Availability of car parking facilities at venue
Sufficiency of room space for number of participants
Accommodation and facilities/additional side rooms/cloakroom facilities
Availability of refreshments
Suitable heating/lighting/ventilation
Availability of equipment/whiteboards/ohp
Security
Flexibility of seating
Provision for participants with disabilities/learning difficulties e.g. hearing loops, wheelchair access
Health and safety/fire exits/first aider

(8 x 1 mark)

(8 marks)

- (c) To demonstrate accountability e.g. to the public, company shareholders
To ensure compliance e.g. statutory requirements, company policies
To generate ideas, e.g. brainstorming, problem solving
To negotiate, e.g. agreements, contracts
To consult e.g. strategies, policies
To gain consensus e.g. plans, projects
To make decisions, e.g. tactics
To progress reports
To discuss bad behaviour with individual staff - disciplinary meetings
To discuss problems - committee meetings/team meetings
To organise events
To discuss matters relevant to staff - staff meetings
To discuss matters relevant to several departments
Advisory meetings
To discuss individual progress - appraisal meetings/staff review meetings

(7 x 1)

(7 marks)

(Total 25 marks)