

Level 3 Certificate in Meetings



International
Qualifications from EDI

Syllabus

Effective from 2007

INTRODUCTION

EDI is a leading international awarding body that was formed through the merger of the London Chamber of Commerce and Industry Examinations Board (LCCI) and GOAL, a leading online assessment provider. EDI now delivers LCCI International qualifications (LCCI IQ) through a network of over 5000 registered centres in more than 120 countries worldwide. Our range of business-related qualifications is trusted and valued by employers worldwide and recognised by universities and professional bodies.

Level 3 Certificate in Meetings

Aims

The aim of this syllabus is to enable candidates to develop knowledge and understanding of:

- preparing for business meetings
- operating business meetings
- following up business meetings

Target Audience and Candidate Progression

This Level 3 qualification will be particularly suitable for:

- those seeking employment in business who wish to develop meetings skills
- administrators, managers and secretaries working in business who wish to acquire and/or develop their meetings skills
- those working on committees

Level of English Required

Candidates should have a standard of English which enables them to be understood in a business context. The level of English required should be equivalent to LCCI IQ Level 2 English for Business.

Structure of the Qualification

The Level 3 Certificate in Meetings is a single unit qualification that consists of the range of topics detailed below:

Syllabus Topics

- Purpose and types of meetings
- Organising meetings
- Venue alternatives
- Notice, agenda and papers
- Role and responsibilities of the chairperson
- Role and responsibilities of the note-taker
- Role and responsibilities of the participants
- Meetings behaviour

Guided Learning Hours

EDI recommends that approximately 45 Guided Learning Hours (GLHs) provide a suitable course duration for an 'average' candidate at this level. This figure includes direct contact hours as well as other time when candidates' work is being supervised by teachers. Ultimately, however, it is the responsibility of training centres to determine the appropriate course duration based on their candidates' ability and level of existing knowledge. EDI experience indicates that the number of GLHs can vary significantly from one training centre to another.

ASSESSMENT

Assessment Objectives

The examination will assess the candidate's ability to:

- understand the different types of meetings and their purpose
- discuss the criteria to be considered when organising a meeting
- describe how to construct an agenda and understand commonly used meetings terminology
- identify the importance and responsibilities of the role of the chairperson, note-taker/administrator and participants before, during and after a meeting
- explain behaviour in meetings

Coverage of Syllabus Topics in Examinations

The full syllabus will be covered over a 3 year period.

Assessment Format

The examination duration is 1 hour 20 minutes. Candidates are required to answer 4 compulsory questions. Each question carries 25 marks.

Answer Format

Unless otherwise requested, candidates will be asked to provide answers in one or more of the following formats:

- bullet points
- agenda
- short paragraphs

Mark Allocation

A positive marking approach is used.

Certification

Successful candidates will be awarded the Level 3 Certificate in Meetings based on the achievement of the percentages and grades below:

Pass	50%
Merit	60%
Distinction	75%

Recommended Reading List and Support Material

Title	Author(s)	Publisher	ISBN Code
Making Meetings Work	Alan Barker	The Industrial Society	1 85835 11 11

How to Offer this Qualification

To offer this qualification you must be an LCCI IQ registered examination centre. To gain centre approval please contact Customer Support on 08700 818008 between the hours of 0830 and 1700 (GMT) Monday to Friday or by email on centresupport@ediplc.com

Alternatively you may contact your Regional LCCI Office or Co-ordinating Authority.

Syllabus Topic

Items Covered

1.1 Purpose and Types of Meetings

Candidates must be able to:

1.1.1 Identify the circumstances where meetings are appropriate:

- 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

1.1.2 Describe the different types of formal and informal meetings including:

- formal meetings prescribed by law, e.g. annual and extraordinary general meetings, board meetings
- formal committee meetings conducted under standing orders or a constitution with decision making by resolution
- formal meetings with individual members of staff, e.g. final disciplinary, grievance, appeals, appraisals
- informal meetings such as staff meetings, advisory committees, working parties, consultative meetings
- informal meetings with staff, e.g. counselling, first level disciplinary, coaching, supervision

1.2 Organising Meetings

Candidates must be able to:

1.2.1 Describe the relative costs and effectiveness of different methods of holding meetings, including:

- the benefits of holding a meeting (oral communication) over written communication
- the items to be included when costing a meeting, e.g. salaries of participants and administration, travel, accommodation, refreshments, lunches, hire charges of venue and/or equipment
- the genuine necessity for all participants to be present for the entire meeting
- the methods of ensuring cost-effectiveness, e.g. in-house versus external venue and catering by obtaining quotations
- the savings that can be made by using audio, video or web conferencing facilities

1.2.2 Identify in detailed checklist format the steps involved in the key stages of organising a meeting, including:

- setting time and date
- identifying and reserving a suitable venue
- ordering refreshments and/or lunch
- preparing, producing and distributing the agenda
- commissioning, preparing, producing and distributing relevant documents
- taking appropriate action on travel, transport, accommodation, etc. for chairperson and participants
- ensuring that religious and cultural differences will be taken into account
- making sure that venues meet minimum health and safety requirements

- identifying adequate arrangements can be made to meet individual requirements relating to disability or learning difficulty
- making sure that suitable arrangements in place for hearing and/or visually impaired participants to optimise their participation
- liaising with the chairperson and invited guests/specialists

1.2.3 Use ICT to support the organisation of meetings, including:

- finding maps for venues
- planning routes for road journeys
- using travel sites for journey details and ticket purchase
- sending out documents using email
- using text messaging/voicemail to send reminders
- searching for outside venues using search engines and customer review sites on the internet
- undertaking research for reports and papers
- using presentation software

1.3 Venue Alternatives

Candidates must be able to:

1.3.1 Explain the standard requirements for a meeting venue, including:

- accessibility/compliance with current disability legislation
- sufficiency of room space for number of participants
- accommodation and facilities
- security
- flexibility of seating
- provision for participants with disabilities/learning difficulties, e.g. hearing loops, wheelchair access
- health and safety

1.3.2 Explain the health and safety requirements, including:

- heating and ventilation
- fire certificate and/or compliance with legislative requirements
- first aid facilities and equipment, trained member of staff in first aid on premises
- ensuring that company policy on smoking can be enforced
- electrical appliances in good working order
- no visible health and safety hazards

1.3.3 Describe the benefits of using a specialist conference organiser or venue search agency, including:

- cost
- location and local knowledge
- expertise
- speed
- flexibility
- saving of staff time

1.3.4 Describe the disadvantages of using a specialist conference organiser or venue search agency, including:

- lack of control by company staff
- unreliable communication channels between agency and company
- agency's lack of company knowledge
- poor internal agency communication

1.3.5 Explain the benefits of audio, video and web conferencing, including:

- cost and time savings
- ease of arrangement
- avoidance of travel fatigue
- the potential to make a verbatim recording of the meeting
- overcomes some of the barriers created by disability

1.3.6 Explain the disadvantages of audio, video and web conferencing, including:

- 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

1.3.7 Explain the procedure involved in using audio conferencing facilities, including:

- setting up an audio conference
- informing and instructing participants
- distributing papers in good time
- establishing the telephone link at the appointed time
- identifying participants

1.3.8 Explain the procedure involved in using video conferencing facilities, including:

- arranging the studio, e.g. BT or in-house
- informing and instructing participants
- distributing papers in good time
- preparing documents for presentation on screen
- identifying participants

1.3.9 Explain the procedure involved in using web conferencing facilities, including:

- identifying a web-conferencing provider or purchasing appropriate software
- ensuring that participants have a web cam and headphones and microphone at their pc or can access necessary equipment

- arranging for passwords and access for identified participants so they can log in
- arranging for recording of meeting, if required
- ensuring that technical support is accessible and provided
- providing guidelines and/or training for in-house participants, so that they can participate fully
- obtaining feedback from participants after the event, regarding the process

1.4 Notice of Meeting, Agenda and related meeting documents

Candidates must be able to:

1.4.1 State the information which should be given in a notice of a meeting, including:

- the title of committee/group, start and finish times, date, venue
- the purpose of the meeting
- directions to venue if necessary
- requests for individual arrangements, e.g. travel, accommodation, disability/learning difficulty

1.4.2 Describe the ways in which an agenda may be compiled, including:

- 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'

1.4.3 Identify the content of an agenda, depending on the type of meeting (annual general meeting, extraordinary general meeting, board meeting, formal committee meeting, informal meeting), including:

- the sequence of items
- the objectives of items
- the time allocated to each item

1.4.4 Explain the important points of obtaining, preparing and producing papers, including:

- 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 or reviewed 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
- determining the method and time of distribution, e.g. circulating before meeting or tabling at meeting

1.5 Role and Responsibilities of the Chairperson

Candidates must be able to:

1.5.1 Explain the role of the chairperson before the meeting, including:

- knowing the aim/purpose of the meeting
- appointing and briefing a note-taker
- preparing/authorising the agenda
- being clear about the objective of each agenda item
- preparing to introduce each item on the agenda by writing key point reminders of information to raise, etc.

1.5.2 Explain the role of the chairperson during the meeting, including:

- ascertaining that the number of members present constitutes a quorum
- organising adjournments of the meeting, if necessary
- opening the meeting
- welcoming the participants
- notifying apologies for absence received and noting those attending as proxy members
- asking those present to notify in advance any items which they wish to raise at the end of the meeting under 'any other business'
- asking for approval of the minutes of last meeting and signing
- keeping to the agenda or seeking agreement to change the order of items
- keeping the discussion within time limits set on agenda
- keeping the discussion orderly and relevant to the agenda items
- ensuring all members have opportunities to participate
- dealing with any points of order raised
- guiding the participants to seek common ground and reach a consensus
- ruling on requests to speak 'off the record' or agreeing that a statement already made should be 'off the record'
- encouraging genuine debate when appropriate
- summarising the proceedings during a discussion
- stating the agreement reached
- stating all actions with names and deadlines and reporting procedures when appropriate
- ensuring the decisions are confirmed by voting on proposals and amendments in order to reach a resolution in formal meetings
- stating the names of those proposing and seconding the proposals and amendments and the result of a vote

1.5.3 Explain the role of the chairperson after the meeting, including:

- amending the draft notes as appropriate and approving
- following up, or delegating follow up, of action points

1.6 Role and Responsibilities of the Administrator/Note-taker

(for the purposes of the examination, it is assumed that note-taking is undertaken by the administrator responsible for the meeting)

Candidates must be able to:

1.6.1 Explain the role of the administrator/note-taker before the meeting, including:

- organising the meeting including setting the date and time, arranging venue and all other requirements, inviting participants, briefing speakers/presenters
- producing and distributing the note of meeting and the agenda
- commissioning, producing and distributing the documents
- arranging travel and accommodation, etc. for participants
- arranging for audio visual aid equipment to be available checking that arrangements are complete before the meeting
- setting up, or supervising the setting up, of meeting rooms
- checking equipment is in working order and placed correctly for participants to see/use
- placing the documents and reference materials in the chairperson's and own place
- making sure that all participants can participate fully in the meeting, irrespective of disability/learning difficulty, cultural or religious differences
- checking pronunciation and spelling of names
- ensuring interpreter is present if required for any participants

1.6.2 Explain the role of the note-taker during the meeting, including:

- attending the meeting punctually
- circulating the attendance list/book
- noting and recording apologies
- taking concise and precise notes; using listening, paraphrasing and note-taking skills
- clarifying any points/decisions noted when requested
- supporting the chairman in the smooth running of the meeting

1.6.3 Explain the role of the note-taker after the meeting, including:

- preparing and distributing the action sheet if required
- following up actions to ensure deadlines are met and liaising with the chairperson when difficulties arise
- preparing draft minutes for approval of the chairperson ensuring that the checklist/criteria for a complete, accurate and concise record of the meeting are met
- producing and distributing final copy of the notes with any supporting documents needed for action points

1.7 Role and Responsibilities of the Participants

Candidates must be able to:

1.7.1 Explain the role of the participants before the meeting, including:

- checking availability to attend the meeting
- sending an apology to the chairperson if not available
- reading the agenda and papers received before the meeting and clarifying any points not understood
- preparing notes before the meeting for making contributions at the meeting

- ensuring that any particular needs relating to diet, disability or learning difficulty are communicated to the administrator in good time

1.7.2 Explain the role of the participants during the meeting, including:

- attending the meeting punctually
- contributing constructively to the discussion
- making suggestions, contributing ideas, receiving information
- listening attentively to the contributions of other participants
- being polite and considerate to the other participants
- accepting guidance from the chairperson/leader
- noting the date of the next meeting in diary

1.7.3 Explain the role of the participants after the meeting, including:

- reading the notes of the meeting
- following up the individual action points
- filing the papers

1.8 Meetings Behaviour

Candidates must be able to:

1.8.1 Explain how people's attitudes may affect a meeting, including:

- 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

1.8.2 Explain positive attitudes people adopt in groups, including:

- giving and requesting information
- proposing courses of action
- analysing problems

- suggesting and negotiating compromises
- sharing knowledge/experience
- respecting colleagues' points of view

1.8.3 Explain negative attitudes people adopt in groups, including:

- dominating
- continually arguing against suggestions
- making negative statements without any positive alternative
- not listening
- making unrealistic assumptions
- making personal remarks about other participants or people not present
- talking at length to stop other participants contributing
- talking in the background
- adopting negative body language
- disengaging from the meeting discussion

1.8.4 Explain, and give examples of, the approach to difficult situations, including:

- calming emotional outbursts
- reducing aggressiveness
- constructively accepting negative contributions
- neutralising personal antipathy between/among participants
- clarifying irrational statements/suggestions
- discouraging participants talking among themselves during discussions
- clarifying vague, rambling, verbose talking

1.8.5 Explain the importance of the administrator's discretion during the meeting, including:

- clarifying points/decisions not heard or understood
- bringing an incorrect factual point to the chairperson's attention

1.8.6 Explain what actions should not occur outside a meeting in order to maintain confidentiality, including:

- not discussing controversial points outside the meeting
- not mentioning indiscreet comments made during the meeting
- not repeating points made 'off the record'

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and performance