

Unit Title: Developing Meeting Skills	
Level:	Two
Credit Value:	2
GLH:	16
OCNLR Unit Code:	HC4/2/LQ/002
Ofqual Unit Reference Number:	F/600/3722

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand that there are different purposes to meetings.	1.1. Describe a range of reasons and purposes for holding meetings. 1.2. Describe how meetings differ depending on their nature and purpose, size, the people involved and the organisational culture.
2. Understand meeting conventions and processes.	2.1. Describe key aspects of the meeting process and procedures. 2.2. Describe the importance of having an agenda. 2.3. Describe the structure of a conventional agenda. 2.4. Describe the types of information and documentation that may be needed at a meeting. 2.5. Describe the importance of taking notes and recording outcomes and decisions. 2.6. Describe the role of the Chair in a meeting. 2.7. Give examples of acceptable and unacceptable behaviours in a meeting.
3. Be able to participate in a meeting.	3.1. Make clear contributions to a meeting which are relevant to the point in discussion. 3.2. Listen to others' contributions without interrupting. 3.3. Communicate in a style appropriate to the purpose and level of formality of the meeting.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	P
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	