

Learning Assessment Guide

Unit Standard 9678 – Version 5

Conduct formal meetings

Level 5 – 4 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Prepare for a formal meeting.
- Chair a formal meeting.
- Manage post-meeting follow up.

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Participant's feedback forms.
- Assessor /observer checklist.
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

1. A formal meeting is one where there is a recognised and established set of guidelines that govern the meeting. Such guidelines are often written, and may include organisational requirements, a club or incorporated society constitution, etc. Such guidelines govern the:
 - frequency of meeting, notice of meeting and agenda, venue, etc
 - conduct of the meeting, including discussion and decision-making processes, quorum, etc
 - reporting requirements after the meeting.Such guidelines set the *customary procedures* for meetings.
2. People may be assessed against this unit standard in simulated conditions which relate as closely as possible to a situation relevant to the person being assessed, or in a real-life context using naturally occurring evidence.

Assessment Task One – Element 1

Introduction

Assessment task one is designed to assess your knowledge of meetings and meeting procedures.

Instructions

Answer the following questions. They may be answered on this guide or on your own paper. If you choose to answer orally your assessor will make a record of your answers.

Question 1

There are a number of different types of meeting leadership styles. Identify three leadership styles and give an example of when it would be appropriate to use that style in a meeting situation.

a) _____

b) _____

c) _____

Question 2

Describe two examples of strategies that you could use to ensure that meeting objectives are achieved. Include contingencies.

Strategy A

Strategy B

Question 3

Identify the customary or standard procedures governing the meeting, and outline their significance.

Assessment Task Two – Element 1

Introduction

Assessment task two is designed to assess your ability to prepare for a meeting.

Instructions

You are to provide your assessor with evidence of your meeting preparations. Use the checklist on the next page to help you gather this information. Add your own comments as relevant.

Provide your assessor with copies of relevant documents.

Remember to advise meeting participants of your intention to have the assessor or an observer present and request that anyone who feels uncomfortable about this contact you.

Preparation for Meeting

Action	Date action taken	Comment
Notice of meeting sent out (allows adequate pre-meeting preparation time).		
Meeting objectives are documented.		
Agenda is set and includes: <ul style="list-style-type: none"> • Date • Time • Location • Participants • Objectives • Order of items • Priorities 		
Venue selected is adequate for the purpose of the meeting. You may wish to consider: <ul style="list-style-type: none"> • Room size • Shape • Acoustics • Technology • Utilities • Personal facilities for members 		
Involvement of others in the preparatory activity (i.e. did anyone help you? If yes, give details of what they did.)		

Assessment Task Three – Element 2

Introduction

Assessment task three is designed to assess your ability to chair a formal meeting.

Instructions

Ensure that your assessor or approved observer is available to observe the meeting.

Your assessor, or an observer nominated by your assessor, will use the 'Observer Checklist' to document your chairing of the meeting.

Proceed with your meeting in accordance with your agenda.

Your assessor is particularly interested in your ability to:

- Use a chairing style that facilitates the meeting progress (in particular your attention to cultural aspects and level of your participation).
- Use language which fits the situation, subject matter, and group requirements.
- Apply the agreed meeting conventions throughout the meeting.
- Focus the meeting on the objectives outlined in the agenda.
- Steering the group to decisions that are clear, accurate, include a timeframe for action, identify a specific person responsible for action, and are within the delegated mandate of the group

Immediately upon completion of your meeting, hand each participant a copy of the 'Participant's Feedback Form'.

- Introduce it to them, and go over the instructions toward the top of the first page. Encourage them to make comments in addition to completing the ratings.
- Let them know that it is optional whether they put their name on it.
- Collect the completed 'Participant's Feedback Form' and pass these to your assessor.

Observer Feedback Form

Name of Learner:	Learner's DOB:
Name of Observer:	Phone:
Relationship to Learner:	

_____ is currently being assessed toward Unit Standard
9678 Conduct formal meetings.

Purpose of this form

Learners use this form to gain feedback to support their assessment for this unit standard. This form should be completed by an approved observer or assessor who has observed the learner in a situation where they had the opportunity to demonstrate their competence in the performance criteria for this unit standard.

Situation (please give brief details of the situation in which you observed the learner's performance):

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In the situation you describe above, do you believe the learner has met the requirements of each of the following performance criteria for this unit standard?

Performance criteria	Example	The Learner has met the criteria
Chairing style facilitated meeting progress.		Yes <input type="checkbox"/> No <input type="checkbox"/>
Customary procedures were applied consistently throughout the meeting.		Yes <input type="checkbox"/> No <input type="checkbox"/>
Meeting was focused on objectives and followed the agenda.		Yes <input type="checkbox"/> No <input type="checkbox"/>
Decisions were clear, accurate, and included an action plan and identified the person responsible. All decisions were within the mandate of the group.		Yes <input type="checkbox"/> No <input type="checkbox"/>

Comments (you can use this section to elaborate on any special features of this activity, and to take notes for your own feedback to the learner. Continue on another sheet if necessary, and attach to this form. Note: The assessor will discuss your comments with the learner, so only record comments you are comfortable sharing.)

Thank you for your assistance.

Signed: _____

Date: _____

Participant's Feedback Form

_____ (name of learner) is currently being assessed toward Unit Standard 9678 'Conduct formal meetings'. As a participant in the meeting, your feedback is sought on the quality of his/her chairing.

Please circle the response that you feel describes the learner's chairing of the meeting. Addition of your own comments would be helpful.

1. Were meeting arrangements clear to you? (time, location, persons attending, purpose, date)

Unclear / Clear

Comments:

2. Were you comfortable with the rules and guidelines set and the role that you were asked to take?

Not comfortable / Comfortable / Very comfortable

Comments:

3. Was the meeting well planned, focused on objectives and goals, and summarised?

Inadequately / Adequately / Very well

Comments:

4. Did the chairperson act in a way that promoted active participation of all members, while also avoiding or minimising conflict?

No / Acceptable chairing / Very good chairing

Comments:

5. Were the agreed decisions clear, accurate and within the delegated mandate of the meeting?

No / Yes

Comments:

6. Did the chairperson's manner including language and style assist the meeting to progress?

No / Partly / Fully

Comments:

Date:

Name (optional):

Signature (optional):

Assessment Task Four – Element 3

Introduction

Assessment task four is designed to assess your ability to manage post-meeting follow-up.

Instructions

Following the meeting you should organise to have minutes of the meeting prepared. These should include a report on the discussion and decisions that the meeting produced, an action plan for participants, or other material relevant to your meeting.

The documentation produced should:

- Meet organisational requirements.
- Be approved as an accurate draft before distribution to meeting participants.
- Be communicated to meeting participants, and any other interested parties, within the required timeframe.

Provide your assessor with:

1. A copy of the minutes.
2. A signed Manger Verification Form (included with this guide) to confirm that the minutes were communicated to relevant parties within an appropriate time frame.

A copy of this documentation should be given to the assessor within a reasonable timeframe, such as two weeks from the date of chairing the observed meeting.

Manager or Team Leader Verification Form

Name of Learner:		
Name of Verifier:		Phone:
Relationship to Learner:		

_____ is currently being assessed toward Unit Standard
9678 *Conduct formal meetings.*

Your signature below confirms that the minutes of the meeting were distributed to the relevant parties within the time frame required, and that they are within the requirements of your organisation.

Comments

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The assessor may contact you to discuss the learner's performance.

Signed: _____

Date: _____

Thank you for your assistance.

Assessment Guide

The table below will be used to assess your competence for unit standard 9678.

Task / Element	Evidence required	Judgement
<p><i>Tasks 1 & 2 / Element 1</i></p> <p>Prepare for a formal meeting</p>	<p>All questions completed</p> <p>Copy of</p> <ul style="list-style-type: none"> • the invitation to the meeting • the agenda • the objectives. <p>Completed preparation for meeting sheet.</p>	<p>The documented meeting objectives are clear and meet learner requirements.</p> <p>Learner issues the notice of meeting in enough time to allow participants to prepare.</p> <p>The meeting venue is fit for the purpose of the meeting and needs of the participants.</p> <p>The agenda and supporting information are complete and accurate. Must include but not limited to:</p> <ul style="list-style-type: none"> • Venue • Date • Time • Participants • Objectives • Order of items • Priorities. <p>Learner identifies three leadership styles and relates their influence on meeting progress and outcomes.</p> <p>Learner identifies at least two strategies for ensuring objectives are met and includes contingencies.</p> <p>Learner outlines their organisations customary procedures for meetings and outlines their significance.</p>
<p><i>Task 3 / Element 2</i></p> <p>Chair a formal meeting</p>	<p>Completed meeting observation checklist.</p> <p>Completed participant's feedback forms.</p>	<p>Learner facilitates the meeting with a chairing style that allows for the meeting to make progress. They take into account cultures present, use appropriate language and encourage participation of others.</p>

Task / Element	Evidence required	Judgement
		<p>Learner consistently applies customary procedures throughout the meeting.</p> <p>Learner ensures meeting focuses on the objectives in the agenda.</p> <p>Clear decisions are made, a time frame for action and person(s) responsible are set, and the participants act within the delegated mandate of the meeting.</p> <p>Observation checklist shows that all meeting requirements were met.</p> <p>Feedback from participants is in alignment with behaviour observed.</p>
<p><i>Task 4 / Element 3</i></p> <p>Manage post-meeting follow-up</p>	<p>Copy of minutes.</p>	<p>Minutes are approved as accurate before distribution.</p> <p>Documentation meets organisational requirements and is delivered within timeframe.</p>