



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This intensive short programme is Unit Standard based and is aimed at individuals involved in planning and organising meetings, minor events and accommodation in any type of organisation.

It is practical and interactive and delegates will be given the opportunity to practise skills in a highly supportive training environment.

The programme covers gathering information to identify, plan and arrange appropriate dates, venues, timing and accommodation for meetings and minor events. Delegates will learn how to liaise and negotiate with attendees, company stakeholders, venues, caterers, car hire and accommodation suppliers and produce the correct documentation for all areas of the process.

Target Audience

The course is aimed primarily at office support personnel including administrators, personal assistants, and receptionists in office environments, who arrange meetings, minor events and travel arrangements. It is suitable for any individual involved in planning and arranging meetings and events on behalf of their organisation in any type or size of business.

Entry Requirements

- Competence in Communication Literacy at NQF Level 2.
- Competence in Numeracy at NQF Level 2.

Additional Requirements

- You will need access to appropriate workplace activities.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet.

Business Administration

Co-ordinate Meetings, Minor Events & Travel Arrangements

SERVICES SETA Statement of Results

US ID: 13929

NQF Level: 3

Credits: 3

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Co-ordinate Meetings, Minor Events and Travel Arrangements, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the course, you will be able to:

- Identify a date, venue and time for a meeting or event.
- Liaise and negotiate with meeting attendees regarding their availability.
- Book venues and arrange catering.
- Finalise meeting room arrangements.
- Make travel, car hire and accommodation arrangements.
- Notify and confirm arrangements with attendees and stakeholders.
- Process and distribute all documentation for the meeting or event.





Course Content

US: Co-ordinate Meetings, Minor Events and Travel Arrangements

Accreditation Body: SERVICES SETA

SAQA ID: 13929 | Learning Programme ID: NA

NQF Level: 3 | Credits : 3

Module 1: Identify a Date, Venue and Time for a Meeting or Event

- Provide a range of dates for meetings or events to attendees
- Determine suitable dates and venues
- Book, confirm and forward documentation regarding meetings or events with attendees in writing

Module 2: Arrange Venue and Catering

- Select and book a venue and describe the venue selection process
- Confirm special arrangements, logistics, meeting room layout and equipment with the venue
- Describe the date, caterer and menu selecting process, considering religious and dietary requirements
- Forward the agenda for the meeting or event to the venue and caterers to ensure that correct times for meals and breaks are adhered to
- Notify the venue and caterers in writing that deposits are paid

Module 3: Make Travel, Car Hire and Accommodation Arrangements

- Determine travel, car hire and accommodation requirements for all attendees
- Secure suitable accommodation and confirm bookings in writing
- Identify car hire facilities and confirm in writing.
- Make travel arrangements and forward necessary documentation to the attendees
- Process invoices
- Process relevant advance disbursements

Module 4: Assemble and Distribute Documentation for Meeting or Event in Good / Sufficient Time to Attendees

- Establish deadline date and agree to timeframes to receive documentation from contributors
- Communicate the deadline date to contributors
- Assemble, copy and collate documentation
- Distribute relevant documents timeously to participants



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