

SFJPS6.7.3

Prepare the venue and provide administrative support



Overview

This unit is for individuals working in public service. It is designed to make sure that the individuals are able to carry out their duties to provide administrative support and prepare venues. It is also designed to ensure that individuals know and understand how to meet the needs of attendees and any other key personnel at the venue as well as the requirements of their organisation's customer charter.

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Performance criteria

You must be able to:

- P1 follow organisational procedures at all times
- P2 maintain your own personal safety
- P3 work in a way that ensures the safety of others
- P4 ensure the room is set up according to the nature of the case
- P5 arrange appropriate levels of security
- P6 confirm the identity of attendees, their requirements and their readiness to proceed
- P7 provide administrative support to key personnel as requested
- P8 maintain an accurate record of attendees

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 your organisation's diversity policy
- K3 how to accommodate people's needs (e.g. access, communication, religious requirements etc)
- K4 the requirements of your organisation's Customer Charter

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1. Set up: consumables; room arrangements; equipment

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