

Unit 224

Manage diary systems

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| UAN: | L/506/1807 |
| Level: | 2 |
| Credit value: | 2 |
| GLH: | 12 |
| Relationship to NOS: | This unit is linked to the Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none">• CFABAA431 Use a diary system. |
| Assessment requirements specified by a sector or regulatory body: | All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy. |
| Aim: | This unit aims to develop the knowledge and skills required to manage diary systems. Upon completion of this unit, learners will be able to manage diary systems. |

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| Learning outcome |
| The learner will: 1. Understand the management of diary systems. |
| Assessment criteria |
| The learner can: 1.1 explain the importance of keeping diary systems up to date 1.2 describe the basis on which bookings and changes are prioritised 1.3 explain any constraints relating to making bookings for people or facilities 1.4 describe the types of problems that can occur when managing diaries. |

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| Assessment Guidance |
| Diary systems: <ul style="list-style-type: none">• paper-based• electronic• wall chart |
| Prioritised: <ul style="list-style-type: none">• urgent and important• non-urgent but important• urgent but not important• non-urgent and not important |

Constraints:

- availability of room(s)
- costs involved
- availability of attendees

Evidence may be supplied by:

- professional discussion
- reflective account
- questioning

Learning outcome

The learner will:

2. Be able to manage diary systems.

Assessment criteria

The learner can:

- 2.1 obtain the information needed to make **diary entries**
- 2.2 make accurate and timely diary entries
- 2.3 respond to changes in a way that balances and meets the needs of those involved
- 2.4 communicate up-to-date information to everyone involved
- 2.5 keep diaries up-to-date
- 2.6 maintain the requirements of **confidentiality**

Assessment Guidance**Diary entries:**

- paper based
- electronic

Confidentiality:

eg show how passwords can be used, especially when dealing with sensitive or confidential information; follow organisational procedures and Data Protection Act.

Evidence may be supplied by:

- observation
- professional discussion
- witness testimony
- diary entries
- organisational policies and procedures.