

CONTENTS

BSBADM307 Organise schedules	1
Assessment for this Unit	3
GLOSSARY.....	4
SECTION 1: ESTABLISH SCHEDULE REQUIREMENTS	6
What is a schedule?	6
Timelines and deadlines	7
Guidelines for successful performance	8
Organisational requirements.....	8
Organisational procedures.....	10
Scheduling tools	10
Appointment types	12
Protocols for communication	12
Tools and systems preferences.....	13
Questioning techniques	14
Effective listening	15
Appointment priorities	16
Travelling representatives' priorities	17
SECTION 2: MANAGE SCHEDULES	18
Recurring appointments.....	18
Scheduling recurring appointments	19
Recurring client appointments	19
Recurring deadlines.....	19
Scheduling recurring deadlines	20
Preparing to make appointments.....	21
Organising external appointments	22
Organising internal meetings	22
Working with teams and others	23
Analysing information	23
Inserting additional appointments after a schedule has been prepared	24
Check timelines and deadlines	24
Monitor the list of attendees.....	25
Rescheduling appointments	26
Types of alternative arrangements	26
Negotiation.....	26
Cancelling appointments	28
Managing schedules.....	30
Making appointments for company representatives	33
Getting all the facts	34
Organising skills.....	35
Recording appointments for multiple people	36
SECTION 3: ACTING PROFESSIONALLY	41
Work Health and Safety Act 2011.....	41
Privacy Act 1988.....	43
Discrimination and harassment	44
Codes of professional conduct	44