



Manage diary systems

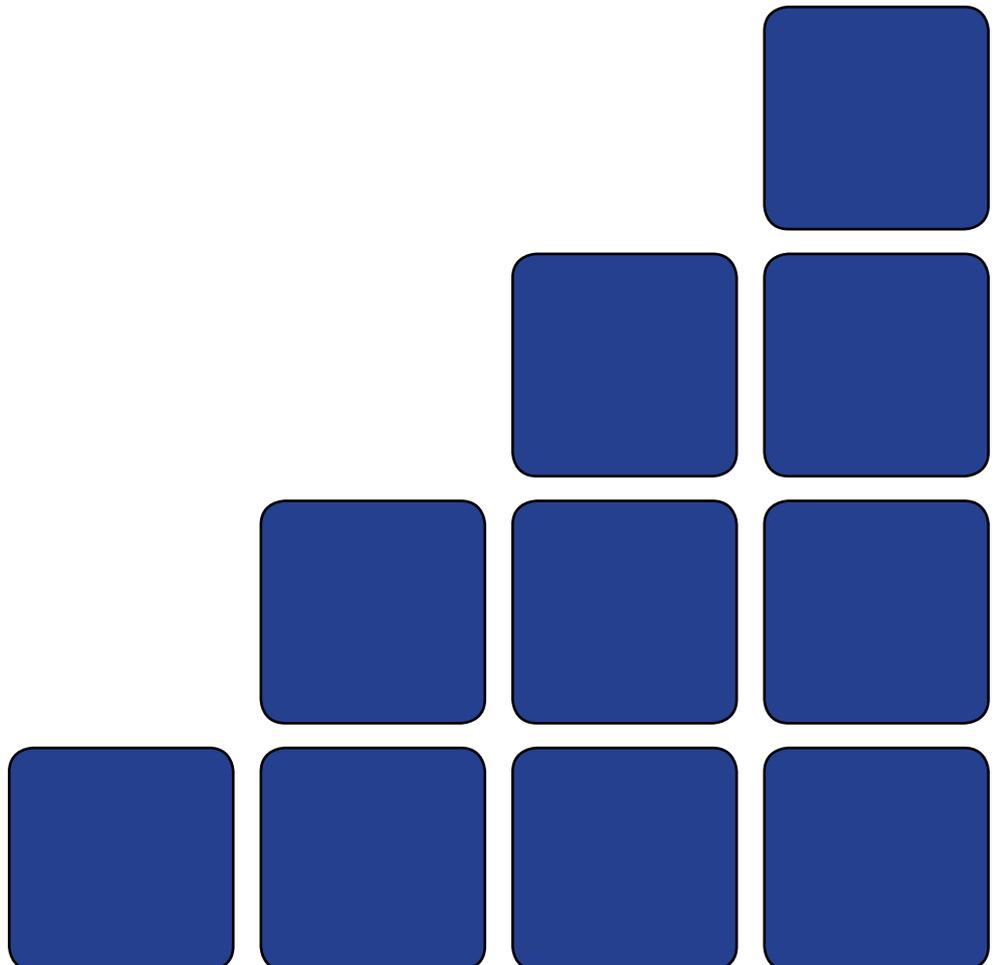
UBU40

L/506/1807

Learner name:

Learner number:

VRQ



UBU40

Manage diary systems

The aim of this unit is to develop your knowledge, understanding and skills to keep a diary system. You will learn how to keep diaries up-to-date and make any necessary amendments. You will also learn how to communicate the entries in the diaries whilst maintaining the required confidentiality.

Level

2

Credit value

2

GLH

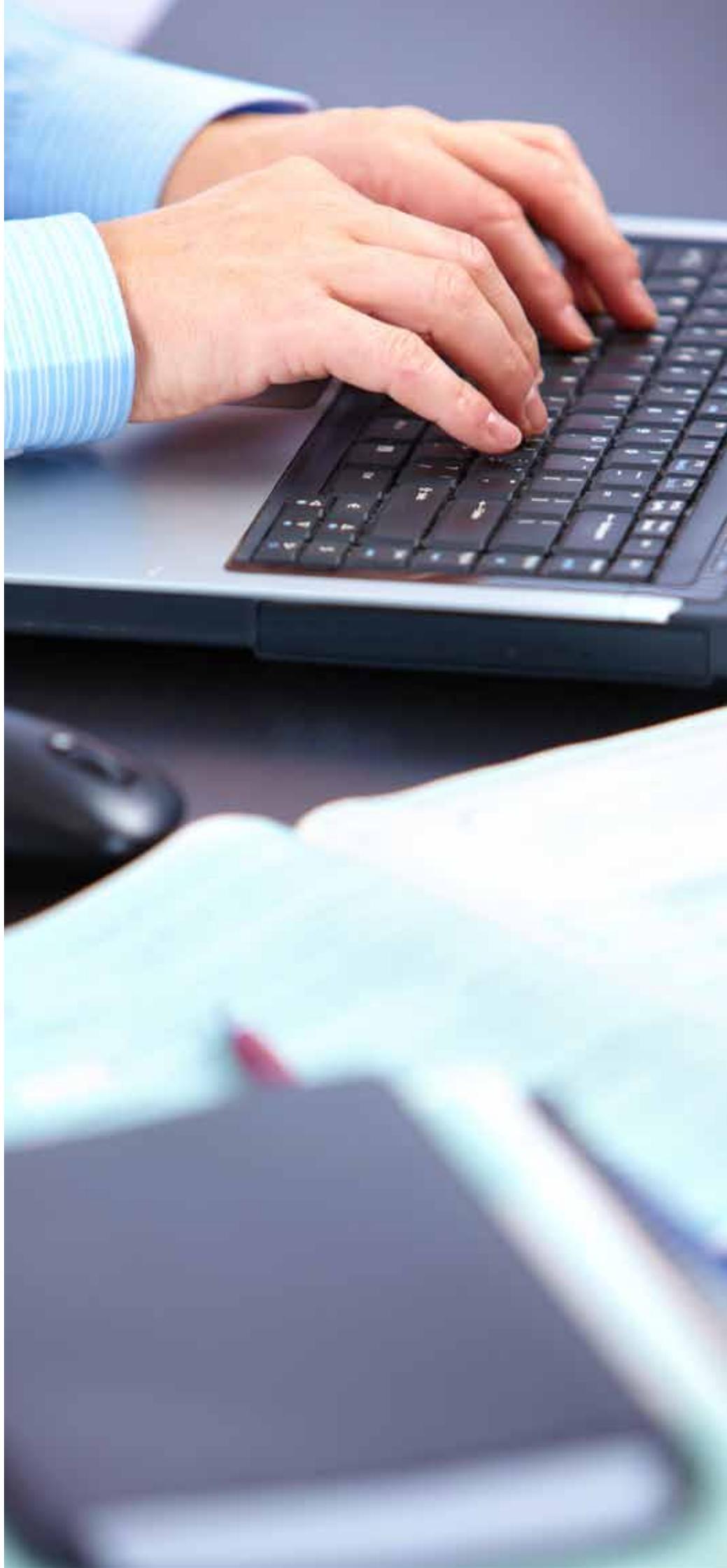
12

Observation(s)

0

External paper(s)

0



Manage diary systems

Learning outcomes

On completion of this unit you will:

1. Understand the management of diary systems
2. Be able to manage diary systems

Evidence requirements

1. *Knowledge outcomes*

There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
2. *Tutor/Assessor guidance*

Your tutor **must** refer to the '**Skills CFA Assessment Strategy**' when delivering this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

For guidance on the assessment material for some individual units please refer to the '**Assessment Guidance**'. This can be found on www.vtct.org.uk under the relevant qualification page.
3. *External paper*

There is no external paper requirement for this unit.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

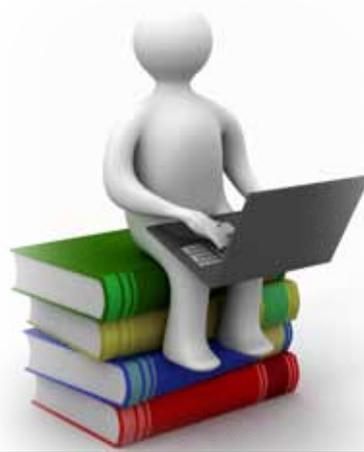
Relationship to National Occupational Standards

Business and Administration (2013) National Occupational Standards:

- CFABAA431 Use a diary system

**This is not an exhaustive list.*

Knowledge



Learning outcome 1

Understand the management of diary systems

You can:	Portfolio reference
a. Explain the importance of keeping diary systems up-to-date	
b. Describe the basis on which bookings and changes are prioritised	
c. Explain any constraints relating to making bookings for people or facilities	
d. Describe the types of problems that can occur when managing diaries	



Learning outcome 2

Be able to manage diary systems

You can:	Portfolio reference
a. Obtain the information needed to make diary entries	
b. Make accurate and timely diary entries	
c. Respond to changes in a way that balances and meets the needs of those involved	
d. Communicate up-to-date information to everyone involved	
e. Keep diaries up-to-date	
f. Maintain the requirements of confidentiality	