



FREE SEPARATE Answer Key

LEARNING GUIDE

960-704

MEETINGS AND EVENTS

2nd Edition





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INTRODUCTION

The *Meetings and events* competency is part of the program of study leading to the Diploma of Vocational Studies in Secretarial Studies. The program is divided into 25 competencies totalling 1,485 hours of training.

Code	Number	Competency	Duration	Units
960-501	01	Occupation and training	15	1
960-515	02	Proofread English texts	75	5
960-526	03	Word processing	90	6
960-534	04	Quality of written English	60	4
960-544	05	Customer service	60	4
960-554	06	Document management	60	4
960-562	07	Spreadsheet production	30	2
960-572	08	Designing presentations	30	2
960-584	09	Business English	60	4
960-596	10	Accounting operations	90	6
960-605	11	Business correspondence	75	5
960-613	12	Databases creation	45	3
960-623	13	Cash management	45	3
960-635	14	Translation	75	5
960-644	15	Design tables and charts	60	4
960-656	16	Visual design of documents	90	6
960-666	17	Writing in French	90	6
960-672	18	Digital media	30	2
960-683	19	Interact in French	45	3
960-695	20	Follow up on business correspondence	75	5
960-704	21	Meetings and events	60	4
960-714	22	Producing reports	60	4
960-722	23	Technical support	30	2
960-733	24	Coordinating multiple tasks	45	3
960-746	25	Entering the workforce	90	6

One unit is equivalent to 15 hours of training.

PRESENTATION

The specific competency *Meetings and events* is offered as part of the Diploma of Vocational Studies in Secretarial Studies program. The educational objectives of this program are to increase the quality of customer service, to develop an interest in deepening one's knowledge of technological tools, and to develop a sense of autonomy and initiative.

Today's secretaries are autonomous and an integral part of any management team. Acting as true assistants, they support managers and professionals, take charge of a range of files, and assume multiple responsibilities. The skills to be developed to meet the needs of today's organizations are numerous and increasingly varied.

This guide will help you develop your skills in planning and organizing meetings and events. You will learn how to organize your work; make and track reservations; prepare notices of meetings, agendas, minutes, news releases, and invitations; and become familiar with the standards for sending these documents.

This guide contains essential components for your progress: role-playing exercises that are representative of the secretarial profession as well as clear explanations that will allow you to efficiently perform various tasks related to this professional field. You will work as a receptionist, secretary, or assistant in various organizations. Your company's image will be affected by your ability to plan and organize meetings and events according to the needs and expectations of your management, to produce various documents in a meticulous manner and according to a schedule, and to manage various communications while respecting the requirements and rules of professional communication.

SITUATIONS

The guide is composed of five situations that will not only introduce you to new knowledge, but will also teach you how to handle them with ease and apply them competently. Each is built on the same model. It begins with a context and the mandate you have been given.

The situation is then divided into several tasks. Each task is presented in a dynamic and motivating way. You will be guided through it step by step. The notions, techniques, rules, and concepts will be explained to you in detail and supported by numerous exercises, which will allow you to acquire this new knowledge. On **portailsofad.com**, you can access the tables of this guide to consult and print them, if needed. Your teacher or tutor has access to the answers to all the exercises. Ask them when necessary.

LEARNING ASSESSMENT

This guide is accompanied by two graded activities and a summary activity, presented in separate workbooks that will have been provided to you with the guide or that you will be able to download from **portailsofad.com**. You will find all the necessary information in your guide at the appropriate time.

You must submit your graded activities. Hand them in to your teacher if you are taking the course in person or send them electronically to your tutor if you are studying remotely. In both cases, you will receive an evaluation form.

The graded activities are an excellent way to help you recognize and overcome your difficulties. The culminating activity was developed using the same criteria as the final course evaluation. It is therefore an excellent way to prepare for the official final test, which you will take under supervision at a professional training centre.

REQUIRED MATERIAL

The material for this module includes:

- the Meetings and Events learning guide;
- two graded activities and a summary activity;
- access to portailsofad.com;
- the audio file for Situation 1, available at **portailsofad.com**.

A few tips

Complete all the exercises in this learning guide, as well as the graded activities. Check your answers carefully with your teacher, tutor, or the answer key and, if necessary, review the material to make sure you understand it before moving on to the next task.

If you still have questions, do not hesitate to ask your teacher or tutor for explanations.

The duration of the training is estimated to be approximately 60 hours of work.

Set up a study schedule that takes into account not only your needs but also your family, work, and other obligations. Stick to the schedule you have chosen as much as possible.

GUIDE OVERVIEW

Opening pages



A few pages of a situation







At the end of Situations 1, 2, and 5, this pictogram indicates that you must perform an activity that will be graded.









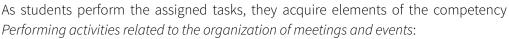
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A LEARNING GUIDE FROM THE COLLECTION

With the Heads learning guides, students acquire competency through authentic work situations so that they are ready to deal with the real-world demands of the labour market.

The learning guide *Meetings and Events* is fully compliant with the vocational program in secretarial studies (DVS 5857) in the training sector of administration, commerce and computer technology.



- organizing the work
- making reservations and following up
- preparing meeting notices, news releases, invitations and accompanying documents
- producing a summary, minutes or report of an event
- distributing documents

The learning guide *Meetings and Events* consists of four work situations:

- Planning and organizing a meeting
- 2 Organizing an annual general meeting
- 3 Producing and distributing news releases
- 4 Planning and organizing an event

Discover our new Heads Up series: stimulating learning resources for contextualized training that promotes success both at school and in the workplace.

The learning guide and answer key (PDF), as well as complementary digital resources, are available at **portailsofad.com**.



Heads Secretarial Studies

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