

CONTENTS

BSBOPS303 Organise schedules	1
Assessment for this unit.....	3
What you need to complete this unit.....	4
How to use this learning guide.....	4
How to download exercise files	5
SECTION 1: SCHEDULE REQUIREMENTS.....	7
What is a schedule?	7
Timelines and deadlines	8
Scheduling tools	9
Contacts directory	11
Appointment types	11
Privacy legislation	12
Anti-discrimination legislation	13
Work health and safety	14
Organisational policies and procedures.....	15
SECTION 2: MANAGING SCHEDULES	17
Successful scheduling	17
Communication skills	17
Effective listening.....	18
Determining appointment preferences.....	21
Appointment priorities	21
Key information	22
Preparing to make appointments.....	23
Contact methods.....	23
When to start scheduling	24
Negotiating a date and time.....	24
Making appointments involving travel.....	25
Changing nature of appointments.....	26
Scheduling with a shared digital calendar	27
Scheduling recurring appointments	27
Rescheduling appointments	28
Cancelling appointments	31
Monitoring attendees	31
SECTION 3: EVALUATING AND IMPROVING SCHEDULING	37
Evaluating scheduling.....	37
Seeking feedback	37
Avoiding errors.....	39

SECTION 4: SCHEDULING WITH MICROSOFT OUTLOOK	40
Emails	40
Starting Outlook	41
Adding the first account to Outlook	42
HTML format	43
Adjusting the Outlook display	44
Creating an email	47
Setting a priority	48
Checking spelling	48
Receiving emails	50
Replying to and forwarding emails	50
Signatures	52
Disclaimer statements	53
Sending an email to several people	54
Saving an email to send later	56
Selecting emails	56
Deleting emails	57
Sending documents by email	57
Saving attachments	58
Flagging emails	59
Managing emails	59
Junk email	62
Contacts	64
Groups	65
Calendar	67
Adding an appointment	68
Organising a meeting	71
Maintaining multiple staff appointments	73
Adding multiple appointments for the same time	75
Publishing a calendar as a PDF	76
Help	77
Assessment	78
Assessment tasks	81
Evidence guide	83
Index	85