



The University of Southern Queensland

## Course specification

The current and official versions of the course specifications are available on the web at <http://www.usq.edu.au/coursespecification/current>.  
Please consult the web for updates that may occur during the year.

### Description: Administrative Management

Subject	Cat-nbr	Class	Term	Mode	Units	Campus
MGT	2201	86106	1, 2009	ONC	1.00	Toowoomba

<b>Academic group:</b>	FOBUS
<b>Academic org:</b>	FOB004
<b>Student contribution band:</b>	3A
<b>ASCED code:</b>	080999

### STAFFING

Examiner: Heather Maguire  
Moderator: Ray Hingst

### OTHER REQUISITES

Students are required to have access to a personal computer, e-mail capabilities and Internet access to USQConnect. Current details of computer requirements can be found at <http://www.usq.edu.au/ict/students/standards/default.htm>.

### SYNOPSIS

Effective administration has become increasingly important as organisations face increasing regulation and ongoing technological change. Managers of administrative staff need an understanding of the interplay between the changing role of administration, the impact of technology on administrative services, legal and ethical issues commonly faced by administrative workers and human resource issues relating to administrative services. Effective administrative management is essential to the operating efficiency of an organisation. This course aims to provide business students/practitioners with an insight into the specific challenges encountered in managing the administrative services of organisations and provides a number of alternatives for overcoming these challenges.

### OBJECTIVES

The course objectives define the student learning outcomes for a course. The assessment item/s that may be used to assess student achievement of an objective is/are shown in parentheses after each objective. On successful completion of this course, students should be able to:

1. define management and explain a number of views of management and its functions (Assignment 1, Examination)
2. define administrative management and its function and discuss a number of current trends within the context of administrative management (Assignment 1, Examination)
3. define and explain the purpose and process of job analysis, job evaluation and performance appraisal within the context of administrative management and outline the relationships between these three concepts (Assignment 1, Examination)

4. outline procedures for the effective recruitment, selection and development of administrative employees (Assignment 1, Examination)
5. analyse the role of supervisors and critically evaluate a number of supervisory/leadership styles and explain how supervisors can deal with a number of problems associated with administrative work (Assignment 2, Examination)
6. differentiate between traditional and protean attitudes to career development and explain a number of barriers to career progression for administrative workers (Assignment 2, Examination)
7. critically evaluate the impact of conflict, stress and group dynamics upon administrative work (Assignment 2, Examination)
8. discuss a number of legal issues of importance to administrative workers (Assignment 2, Examination)
9. explain the importance of ethics to administrative work (Assignment 2, Examination)
10. discuss a number of specific administrative problems common to organisations along with possible solutions (Assignment 2, Examination)
11. explain the principles underlying and admin budget and prepare a simple budget for the administrative section of an organisation (Examination).

## TOPICS

	Description	Weighting (%)
1.	Basic principles of management	5.00
2.	Administrative management and current trends	15.00
3.	Analysis, evaluation and appraisal of administrative jobs	5.00
4.	Recruitment, selection and development of administrative employees	10.00
5.	Supervision and motivation of administrative staff	10.00
6.	Personal and professional career development for administrative workers	10.00
7.	Conflict, stress and group dynamics amongst administrative employees	8.00
8.	Legal issues affecting administrative personnel	10.00
9.	Ethics and the administrative worker	12.00
10.	Specific administrative management issues	10.00
11.	The administrative budget	5.00

## TEXT and MATERIALS required to be PURCHASED or ACCESSED

ALL textbooks and materials are available for purchase from USQ BOOKSHOP (unless otherwise stated). Orders may be placed via secure internet, free fax 1800642453, phone 07 46312742 (within Australia), or mail. Overseas students should fax +61 7 46311743, or phone +61 7 46312742. For costs, further details, and internet ordering, use the 'Textbook Search' facility at <http://bookshop.usq.edu.au> click 'Semester', then enter your 'Course Code' (no spaces).

MGT2201 study package available from the USQ Bookshop.

Odgers, P 2005, *Administrative office management*, 13th edn, Thomson/South-Western, Mason, Ohio.

Summers, J & Smith, B 2006, *Communication skills handbook: how to succeed in written and oral communication*, 2nd edn, John Wiley & Sons, Milton, Queensland.

## REFERENCE MATERIALS

Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.

Cole, K 2004, *Business administration and supervision*, Pearson/Prentice Hall, Frenchs Forest, New South Wales.

Dwyer, J 2005, *Communication in business: strategies and skills*, 3rd edn, Pearson Education, Frenchs Forest, New South Wales.

Quible, ZK 2005, *Administrative office management: an introduction*, 8th edn, Pearson/Prentice Hall, Upper Saddle River, New Jersey.

## STUDENT WORKLOAD REQUIREMENTS

ACTIVITY	HOURS
Laboratory or Practical Classes	24.00
Lectures	13.00
Private Study	116.00
Tutorials	12.00

## ASSESSMENT DETAILS

Description	Marks out of	Wtg (%)	Due date
ASSIGNMENT 1	20.00	20.00	17 Apr 2009
ASSIGNMENT 2	50.00	25.00	01 Jun 2009
2 HOUR EXAMINATION	55.00	55.00	END S1 (see note 1)

### NOTES

1. The examination is scheduled to be held in the end-of-semester examination period. Students will be advised of the official examination date after the timetable has been finalised.

## IMPORTANT ASSESSMENT INFORMATION

- 1 Attendance requirements:  
It is the students' responsibility to attend and participate appropriately in all activities (such as lectures, tutorials, laboratories and practical work) scheduled for them, and to study all material provided to them or required to be accessed by them to maximise their

- chance of meeting the objectives of the course and to be informed of course-related activities and administration.
- 2 Requirements for students to complete each assessment item satisfactorily:  
To satisfactorily complete an individual assessment item a student must achieve at least 50% of the marks. (Depending upon the requirements in Statement 4 below, students may not have to satisfactorily complete each assessment item to receive a passing grade in this course.)
  - 3 Penalties for late submission of required work:  
If students submit assignments after the due date without prior approval of the examiner, then a penalty of 5% of the total marks gained by the student for the assignment may apply for each working day late up to ten working days at which time a mark of zero may be recorded.
  - 4 Requirements for student to be awarded a passing grade in the course:  
To be assured of receiving a passing grade a student must achieve at least 50% of the total weighted marks available for the course.
  - 5 Method used to combine assessment results to attain final grade:  
The final grades for students will be assigned on the basis of the aggregate of the weighted marks obtained for each of the summative assessment items in the course.
  - 6 Examination information:  
This is a restricted examination. Candidates are allowed access to specific materials during the examination. The only materials that candidates may use in the examination for this course are (i) Writing materials: non-electronic and free from material which could give the student an unfair advantage in the examination; (ii) Translation dictionaries: with the examiner's approval, candidates may, take an appropriate non-electronic translation dictionary into the examination. This will be subject to perusal and, if it is found to contain annotations or markings that could give the candidate an unfair advantage, it may be removed from the candidate's possession until the appropriate disciplinary action is completed.
  - 7 Examination period when Deferred/Supplementary examinations will be held:  
Any Deferred or Supplementary examinations for this course will be held during the next examination period.
  - 8 University Regulations:  
Students should read USQ Regulations 5.1 Definitions, 5.6 Assessment, and 5.10 Student Academic Misconduct for further information and to avoid actions which might contravene university regulations. These regulations can be found at <http://www.usq.edu.au/corporateservices/calendar/part5.htm>. Students should also read the Faculty of Business Policies and Procedures which can be found at <http://www.usq.edu.au/business/aboutfob.htm>.

## **ASSESSMENT NOTES**

- 1 Assignments: (i) The due date for an assignment is the date by which a student must submit the assignment to the USQ. (ii) In accordance with university policy, the examiner may grant an extension of the due date of an assignment in extenuating circumstances.
- 2 Referencing in assignments: Harvard (AGPS) is the referencing system required in this course. Students should use Harvard (AGPS) style in their assignments to format details of the information sources they have cited in their work. The USQ library provides advice on how to format information sources using this system. Details can be found at [http://www.usq.edu.au/library/help/ehelp/ref\\_guides/harvard.htm](http://www.usq.edu.au/library/help/ehelp/ref_guides/harvard.htm) and [http://www.usq.edu.au/library/help/ehelp/ref\\_guides/harvardonline.htm](http://www.usq.edu.au/library/help/ehelp/ref_guides/harvardonline.htm).

- 3 Course weightings: Course weightings of topics should not be interpreted as applying to the number of marks allocated to questions testing those topics in an examination paper.
- 4 Deferred work: Students who, for medical, family/personal, or employment-related reasons, are unable to complete an assignment or to sit for an examination at the scheduled time may apply to defer an assessment in a course. Such a request must be accompanied by appropriate supporting documentation. One of the following temporary grades may be awarded IDS (Incomplete - Deferred Examination); IDM (Incomplete Deferred Make-up); IDB (Incomplete - Both Deferred Examination and Deferred Make-up).
- 5 Make-up work: Students who have undertaken all of the required assessments in a course but who have failed to meet some of the specified objectives of a course within the normally prescribed time may be awarded the temporary grade: IM (Incomplete - Make up). An IM grade will only be awarded when, in the opinion of the examiner, a student will be able to achieve the remaining objectives of the course after a period of non directed personal study.

### **OTHER REQUIREMENTS**

- 1 Computer, e-mail and Internet access: Students are required to have access to a personal computer, e-mail capabilities and Internet access to USQConnect. Current details of computer requirements can be found at <http://www.usq.edu.au/ict/students/standards/default.htm>.
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