



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: Applied Administration

Subject	Cat-nbr	Class	Term	Mode	Units	Campus
MGT	3201	96026	3, 2009	EXT	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: Ray Hingst  
Moderator: Heather Maguire

## OTHER REQUISITES

Students are required to have access to a personal computer, e-mail capabilities and Internet access to UConnect. Current details of computer requirements can be found at <http://www.usq.edu.au/ict/students/standards/default.htm>. Students are required to monitor course discussion forums on the Moodle Study Desk on a regular [minimum twice weekly] basis and contribute appropriately.

## SYNOPSIS

Business success is dependent upon effective administration. Every individual, irrespective of their specialist expertise, who seeks to enter the business environment requires a knowledge of administrative techniques. This course provides a manager's perspective of a number of administrative tasks encountered in the efficient, routine operation of an organisation. Having completed this course students should be able to plan and organise a range of administrative functions.

## OBJECTIVES

On successful completion of this course, students should be able to:

1. demonstrate academic and professional literacy skills (level 1) by providing an overview of the function of administrative management in organisations in an environment of change
2. demonstrate problem-solving skills by understanding the issues involved with planning the layout of an office and the issues associated with the selection and maintenance of office equipment and supplies
3. understand the importance of health, safety and security issues pertaining to the administrative functions of an organisation
4. understand how to organise effective business meetings, conferences and business travel arrangements

5. demonstrate an understanding of the various issues associated with Call Centre leadership and management
6. explain the role of administrative staff in providing the public relations function of an organisation
7. demonstrate written communication skills appropriate to the discipline by preparing and submitting a draft report and final report
8. demonstrate ethical research and enquiry skills (level 1) by finding appropriate sources and synthesising them with their own work, following the norms and conventions of academic integrity
9. demonstrate management, planning and organisation skills (level 1) by using feedback from their draft report to improve their performance in the final report.

## TOPICS

	Description	Weighting (%)
1.	Administrative functions of an organisation and management of technology in the role of administration	10.00
2.	Designing the office layout	15.00
3.	Health, safety and security issues in the office	10.00
4.	Selection and maintenance of business equipment and supplies	5.00
5.	Public relations role of administrative staff	10.00
6.	Leadership in call centres	10.00
7.	Managing call centres	10.00
8.	Business meetings	10.00
9.	Corporate travel	10.00
10.	Conference planning and procedures	10.00

## 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).

Division of Workplace Health and Safety 1994, Health and safety: a guide for the office. Available through the USQ Library Catalogue at <<http://pandora.nla.gov.au/pan/36839/20030801-0000/www.whs.qld.gov.au/guide/gde09.pdf>>.

Summers, J & Smith, B 2010, *Communication skills handbook*, 3rd 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.

Keeling, B & Kallaus, N 1996, *Administrative office management*, 11th edn, South-Western, Cincinnati, Ohio.

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

## STUDENT WORKLOAD REQUIREMENTS

ACTIVITY	HOURS
Assessments	40.00
Directed Study	125.00

## ASSESSMENT DETAILS

Description	Marks out of	Wtg (%)	Due date	Objectives assessed	Graduate skill	Level assessed
ASSIGNMENT 1 - DRAFT REPORT	10.00	10.00	11 Dec 2009	1, 2, 3, 5, 7, 8, 9	U3, U4	1, 3
ASSIGNMENT 2 - FINAL REPORT	50.00	50.00	08 Jan 2010	1, 2, 3, 5, 7, 8, 9	U1, U2, U3, U4, U8	1, 3, 3, 3, 2
2-HOUR EXAMINATION	40.00	40.00	END S3 (see note 1)	1, 2, 3, 4, 5, 6	U4	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.

## GRADUATE QUALITIES AND SKILLS

Elements of the following Graduate Skills are associated with the successful completion of this course.

Graduate skill assessed	Level assessed
Ethical Research & Enquiry (Skill U1)	Introductory (Level 1)
Problem Solving (Skill U2)	Advanced (Level 3)
Academic & Professional Literacy (Skill U3)	Introductory (Level 1), Advanced (Level 3)
Written & Oral Communication (Skill U4)	Introductory (Level 1), Advanced (Level 3)
Managmt, Planning & Org Skills (Skill U8)	Intermediate (Level 2)

## IMPORTANT ASSESSMENT INFORMATION

- 1 Attendance requirements:

If you are an international student in Australia, you are advised to attend all classes at your campus. For all other students, there are no attendance requirements for this course. However, it is the students' responsibility 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 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 despatch the assignment to the USQ. The onus is on the student to provide proof of the despatch date, if requested by the examiner. (ii) Students must retain a copy of each

- assignment submitted for assessment. This must be produced within 24 hours if required by the examiner. (iii) In accordance with university policy, the examiner may grant an extension of the due date of an assignment in extenuating circumstances. (iv) Students who do not have regular access to postal services or who are otherwise disadvantaged by these regulations may be given special consideration. They should contact the examiner to negotiate such special arrangements. (v) In the event that a due date for an assignment falls on a local public holiday in their area, such as a show holiday, the due date for the assignment will be the next day. Students are to note on the assignment cover the date of the public holiday for the examiner's convenience.
- 2 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.
  - 3 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 Harvard (AGPS) style to be used is defined by the USQ Library's referencing guide at <http://www.usq.edu.au/library/help/referencing/default.htm>.
  - 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.

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  - 2 Students are required to monitor course discussion forums on the Moodle Study Desk on a regular [minimum twice weekly] basis and contribute appropriately.
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