Description: Applied Administration

<table>
<thead>
<tr>
<th>Description</th>
<th>Weighting (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Management of the administrative functions of an organisation</td>
<td>5.00</td>
</tr>
</tbody>
</table>

STAFFING
Examiner: Heather Maguire
Moderator: Ray Hingst

SYNOPSIS
Business success is highly dependent upon efficient administration. Every individual, irrespective of his/her specialist expertise, who seeks to enter the business environment requires a knowledge of effective administrative techniques. This course provides, from a supervisory perspective, a specialised view of a number of administrative tasks encountered in the day-to-day functioning of an organisation. Having completed this course students should be able to plan and organise a wide range of administrative activities.

OBJECTIVES
On successful completion of this course students will be able to:

- provide an overview of the changing role of administrative management in organizations;
- demonstrate an understanding of the issues involved with planning the layout of an office and the issues associated with the selection and maintenance of office equipment and supplies;
- understand the importance of health, safety and security issues pertaining to the administrative functions of an organisation;
- organise effective business meetings, conferences and business travel arrangements;
- demonstrate an understanding of the various issues associated with managing Call Centres.

TOPICS

1. Management of the administrative functions of an organisation | 5.00 |
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 10.00  
5. Public relations role of administrative staff 10.00  
6. Business meetings 10.00  
7. Corporate travel 10.00  
8. Conference planning and procedures 10.00  
9. Managing call centres 20.00

**TEXT and MATERIALS required to be PURCHASED or ACCESSED:**

Books can be ordered by fax or telephone. For costs and further details use the 'Book Search' facility at [http://bookshop.usq.edu.au](http://bookshop.usq.edu.au) by entering the author or title of the text.


(Note, this publication is available free - telephone (07) 3225 2000 Or access through Internet Or through the USQ Library Catalog.)


**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.


**STUDENT WORKLOAD REQUIREMENTS**

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment</td>
<td>40</td>
</tr>
<tr>
<td>Directed Study</td>
<td>125</td>
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</tbody>
</table>
**ASSESSMENT DETAILS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks Out of</th>
<th>Wtg(%)</th>
<th>Required</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSIGNMENT</td>
<td>35.00</td>
<td>35.00</td>
<td>Y</td>
<td>10 Jan 2003</td>
</tr>
<tr>
<td>3 HOUR EXAMINATION</td>
<td>65.00</td>
<td>65.00</td>
<td>Y</td>
<td>END S3</td>
</tr>
</tbody>
</table>

(see note )

**NOTES:**

- 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.

**OTHER REQUIREMENTS**

1. To achieve a passing grade in this course students must attempt all of the assessments and achieve 50% in the examination and achieve an aggregated mark of at least 50% in the total marks allocated for the assignments, and at least 50% of the available marks for the course. Criteria for the higher grades: Final grades for the course will be determined by the addition of the marks obtained in each assessment item, weighted as in the Assessment Details.

2. The due date of an assignment is the date by which a student must submit the assignment to the University, and is normally that defined in the relevant course specification.

3. Students should organise their affairs to ensure that they meet due dates for all assignments. Extensions will be granted only under exceptional extenuating circumstances, normally involving a significant medical condition.

4. Students may apply for an assignment extension either by application to the Course Leader before the due date or by including application with the submitted assignment after the due date. Such applications should be in writing and include supporting documentary evidence. The authority for granting extensions rests with the relevant Course Leader.

5. All assignments submitted after due dates without appropriate extension approvals or after approved extension dates will be penalised up to a maximum of 20% of the assigned mark per work day.

6. Students must retain a copy of all assignments which must be provided if/when required by the Course Leader.

7. 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.