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; and
- demonstrate an understanding of the various issues associated with Call Centre leadership and management.
## TOPICS

<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>
<tr>
<td>2. Designing the office layout</td>
<td>15.00</td>
</tr>
<tr>
<td>3. Health, safety and security issues in the office</td>
<td>10.00</td>
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<tr>
<td>4. Selection and maintenance of business equipment and supplies</td>
<td>10.00</td>
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<tr>
<td>5. Public relations role of administrative staff</td>
<td>10.00</td>
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<tr>
<td>6. Leadership in Call Centres</td>
<td>10.00</td>
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<tr>
<td>7. Managing Call Centres</td>
<td>10.00</td>
</tr>
<tr>
<td>8. Business meetings</td>
<td>10.00</td>
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<tr>
<td>9. Corporate travel</td>
<td>10.00</td>
</tr>
<tr>
<td>10. Conference planning and procedures</td>
<td>10.00</td>
</tr>
</tbody>
</table>

## 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 by entering the author or title of the text.

MGT3201 study package available from the USQ Bookshop.


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


(revised edition)

## 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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</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 1</td>
<td>50.00</td>
<td>25.00</td>
<td>Y</td>
<td>29 Aug 2003</td>
</tr>
<tr>
<td>ASSIGNMENT 2</td>
<td>50.00</td>
<td>25.00</td>
<td>Y</td>
<td>19 Sep 2003</td>
</tr>
<tr>
<td>3 HOUR EXAMINATION</td>
<td>50.00</td>
<td>50.00</td>
<td>Y</td>
<td>END S2</td>
</tr>
</tbody>
</table>

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. If you are an International student in Australia it is a requirement of your student visa that you attend all classes at your campus.

2. Requirements for students to complete each assessment item satisfactorily:
   To complete the assignments satisfactorily, students must obtain at least 50% of the marks available for the assignments in aggregate. To complete the examination satisfactorily, students must obtain at least 50% of the marks available for the examination.

3. Penalties for late submission of required work:
   If students submit assignments after the due date without prior approval then a penalty of 20% of the total marks available for the assignment may apply for each working day late.

4. Requirements for student to be awarded a passing grade in the course:
   To be assured of receiving a passing grade a student must attempt all of the summative assessment items, achieve an aggregated mark of at least 50% in the total marks allocated for the assignments, achieve at least 50% in the examination, and at least 50% of the available weighted marks for the summative assessment items.

5. Method used to combine assessment results to attain final grade:
The final grades for students will be assigned on the basis of the weighted aggregate of the 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 Academic Misconduct for further information and to avoid actions which might contravene University Regulations. These regulations can be found at the URL: http://www.usq.edu.au/SECARIAT/calendar/Part5/ or in the printed version of the current USQ Handbook. Students should also read The Guide to Policies and Procedures of the Faculty which can be found at the URL: http://www.usq.edu.au/handbook/2003/title663.html or in the printed version of the current USQ Handbook.

ASSESSMENT NOTES

1 Assignments: (i) Students must retain a copy of each item submitted for assessment. This must be produced within 24 hours if required by the Examiner. (ii) The Examiner may grant an extension of the due date of an assignment in extenuating circumstances. Students may apply for an extension before the due date or include an 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 Examiner.

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 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.

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).

OTHER REQUIREMENTS

1 E-mail and Internet Access: Students will require access to e-mail and Internet access to USQConnect for this course.