Description: Administrative Management

<table>
<thead>
<tr>
<th>Subject</th>
<th>Cat-nbr</th>
<th>Class</th>
<th>Term</th>
<th>Mode</th>
<th>Units</th>
<th>Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>MGT</td>
<td>2201</td>
<td>62129</td>
<td>1, 2007</td>
<td>ONC</td>
<td>1.00</td>
<td>Toowoomba</td>
</tr>
</tbody>
</table>

Academic group: FOBUS
Academic org: FOB002
Student contribution band: 2
ASCED code: 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/handbook/current/busgeninfo.html

SYNOPSIS
Organisational interest in administrative management has intensified as executives become more aware of the need to manage information in a more professional manner. Effective administrative management is essential to the operating efficiency and economy 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 administrative management and outline the organisational role of administrative management (Assignment 1, Assignment 2, Examination)
2. discuss a number of current trends within the context of administrative management (Assignment 1, Assignment 2, Examination)
3. develop effective recruitment and development programs for administrative workers (Assignment 1, Assignment 2, Examination)
4. provide guidelines for effective supervision and motivation of administrative workers (Assignment 1, Assignment 2, Examination)
5. provide guidelines for dealing with conflict, stress and group dynamics amongst administrative workers (Assignment 1, Assignment 2, Examination)
6. critically assess the applicability of a number of performance appraisal methods to administrative work (Assignment 1, Assignment 2, Examination)
7. analyse and evaluate the jobs of administrative workers (Assignment 1, Assignment 2, Examination)
8. discuss a number of legal issues of importance to administrative workers (Assignment 1, Assignment 2, Examination)
9. explain the importance of ethics to administrative work (Assignment 1, Assignment 2, Examination)
10. discuss a number of specific administrative problems common to organisations along with possible solutions (Assignment 1, Assignment 2, Examination)
11. explain the principles underlying and admin budget and prepare a simple budget for the administrative section of an organisation (Assignment 1, Assignment 2, Examination).

TOPICS

<table>
<thead>
<tr>
<th>Description</th>
<th>Weighting (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Basic principles of management</td>
<td>5.00</td>
</tr>
<tr>
<td>2. Administrative management and its organisational function</td>
<td>10.00</td>
</tr>
<tr>
<td>3. Trends in administrative management</td>
<td>10.00</td>
</tr>
<tr>
<td>4. Recruitment and selection of administrative staff</td>
<td>10.00</td>
</tr>
<tr>
<td>5. Supervision of administrative staff</td>
<td>5.00</td>
</tr>
<tr>
<td>6. Motivation of administrative staff</td>
<td>5.00</td>
</tr>
<tr>
<td>7. Conflict, stress and group dynamics and the administrative worker</td>
<td>15.00</td>
</tr>
<tr>
<td>8. Personal and professional career development for administrative workers</td>
<td>5.00</td>
</tr>
<tr>
<td>9. Analysis, evaluation and appraisal of administrative jobs</td>
<td>10.00</td>
</tr>
<tr>
<td>10. Legal issues and the administrative worker</td>
<td>5.00</td>
</tr>
<tr>
<td>11. Ethics and the administrative worker</td>
<td>5.00</td>
</tr>
<tr>
<td>12. Specific administrative problems and suggestions for dealing with them</td>
<td>10.00</td>
</tr>
<tr>
<td>13. The admin budget</td>
<td>5.00</td>
</tr>
</tbody>
</table>

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.
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>Laboratory or Practical Classes</td>
<td>24.00</td>
</tr>
<tr>
<td>Lectures</td>
<td>13.00</td>
</tr>
<tr>
<td>Private Study</td>
<td>116.00</td>
</tr>
<tr>
<td>Tutorials</td>
<td>12.00</td>
</tr>
</tbody>
</table>

ASSESSMENT DETAILS

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks out of</th>
<th>Wtg(%)</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSIGNMENT 1</td>
<td>25.00</td>
<td>25.00</td>
<td>23 Apr 2007</td>
</tr>
<tr>
<td>ASSIGNMENT 2</td>
<td>50.00</td>
<td>25.00</td>
<td>01 Jun 2007</td>
</tr>
<tr>
<td>2 HOUR EXAMINATION</td>
<td>50.00</td>
<td>50.00</td>
<td>END S1 (see note 1)</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.
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 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 submit all of the assessment
   items, achieve at least 50% for the examination and 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
   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/corporateservices/calendar/part5.htm. Students should also read
   the Faculty of Business Guide to Policies and Procedures of the Faculty which can be

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 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.
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 Learning resources: Prescribed texts and materials (see above); recommended reference materials (see above); printed Introductory Book*, Book of Selected Readings*, and Study Book*; and course Website accessible via USQConnect. *part of the study package available from the USQ Bookshop

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