
PRESCRIPTION: 432 OFFICE MANAGEMENT

This prescription replaces *132 Office Management*.

ELECTIVE PRESCRIPTION

LEVEL	4
CREDIT	20
VERSION	1
INTRODUCED	2006
AIM	Students will demonstrate knowledge of effectively managing an office and its employees.
PREREQUISITES	Nil

ASSESSMENT WEIGHTINGS

Learning outcomes	Assessment weighting %
1. Students will demonstrate an understanding of the role of an administration manager and the related managerial and organisational processes.	45
2. Students will demonstrate an understanding of the importance of internal and external communication and the impact of communication on the office environment.	25
3. Students will demonstrate knowledge of file management systems and information management to effectively plan and organise the work of the office.	25
4. Students will demonstrate an understanding of commonly used financial management systems.	5
TOTAL	100

All learning outcomes must be evidenced; a 10% aggregate variance is allowed.

ASSESSMENT NOTES

1. Assessment materials should reflect relevant and current legislation, standards, regulations and acknowledged good industry/business practices.

LEARNING OUTCOME ONE

Students will demonstrate an understanding of the role of an administration manager and the related managerial and organisational processes.

Key elements

- a) Administration manager:
 - role
 - responsibilities
 - delegation
 - management and leadership characteristics.

- b) Organisational structure:
 - lines of responsibility and communication
 - impact on business processes.

- c) Processes:
 - employer and employee responsibilities
 - health and safety in employment
 - recruitment
 - appraisal
 - security.

LEARNING OUTCOME TWO

Students will demonstrate an understanding of the importance of internal and external communication and the impact of communication on the office environment.

Key elements

- a) External communication:
 - public relations.

- b) Internal communication:
 - meetings:
 - procedures
 - protocols.

- c) Communication impact:
 - office environment:
 - motivation
 - morale
 - workflow.

LEARNING OUTCOME THREE

Students will demonstrate knowledge of file management systems and information management to effectively plan and organise the work of the office.

Key elements

- a) File management systems:
 - electronic
 - manual.

- b) Information management:
 - retrieval
 - maintenance
 - dissemination
 - storage
 - security
 - disposal
 - legislation:
 - copyright
 - privacy.

- c) Planning:
 - workflow
 - in-house and outsourced tasks, equipment and services.

LEARNING OUTCOME FOUR

Students will demonstrate an understanding of commonly used financial management systems.

Key elements

- a) Petty cash.

- b) Cheques.

- c) Banking:
 - manual
 - electronic.