

ADMINISTRATION

ADM01 EMPLOYEE PAYMENTS

The major purpose/task of payroll officers and payroll systems is to provide prompt and efficient payment to employees. How that is achieved is not particularly important to employees. What is important though, is providing information to the payroll staff so that details of time worked, allowances and other entitlements can be considered when calculating payments to the employees. This unit is directed towards developing learner understanding of the requirements for ensuring employees are correctly paid.

ADM02 MATERIALS SERVICES AND STORES

This unit is directed towards addressing those aspects of obtaining materials, services and stores within the learner's areas of responsibility. Related aspects are covered in other units.

On successful completion of this unit, the learner will have demonstrated their competence in obtaining the range of materials, services and stores, using approved company supply procedures, that will be required as part of their duties on the job.

The unit is directed at the line supervisor and not at dedicated supply personnel. More extensive units are available for those persons entering the supply field.

ADM03 BUDGET ADMINISTRATION AND COST CONTROL

Competent administration of operating and capital budgets and effective control of costs will contribute to the maximisation of the company's resources.

This unit will assist learners to obtain an understanding of how budgets are administered following their approval, to ensure resources are committed as planned. Monitoring of budgets is also considered and procedures for corrective action to be taken when variances occur are also included. The requirement to provide feedback to senior management through use of the approved reporting processes is also covered in this unit.

ADM04 WORK ENVIRONMENT

This unit explains the major areas of administrative practice that will, if properly implemented, create an effective and efficient work environment.

Administrative functions play an important role in the overall achievement of business objectives. It is therefore important that all administrative functions are carried out with optimum efficiency and effectiveness.

Staff in these roles must be able to organise and maintain their work environment in a way that promotes effective and efficient utilisation of all the productive inputs: time, materials, money, skill, systems and relationships with other co-workers.

ADM05 RECORD KEEPING

This unit is directed towards developing learner understanding of the requirements for keeping records by:

- collecting accurate information
- storing information in the appropriate record system
- maintaining the accuracy of the stored information

- using the gathered data to:
 1. extract and summarise information
 2. make recommendations and decisions

Keeping effective records is vital to the productive operation of any business whether it is private or public, profit or non-profit.

Records in business are kept for legal, taxation, corporate or personal reasons. Records are historical data and as such form the basis for decision making at all levels and all departments within the company.

ADM06 INFORMATION MANAGEMENT

This unit is directed towards developing learner understanding of the requirements for effectively receiving, comprehending, analysing and managing both written and oral work-related information.

Employees need to be skilful and knowledgeable in all forms of communication.

- Oral (Verbal)
- Written
- Non-verbal

Effective management of work related information is essential for - what to discard? What to keep? What can wait? What needs immediate attention? Who by? When? The more efficiently these questions (and more) can be answered (and actioned) the more effectively work-related information can be managed.

ADM07 PRESENTATIONS

Effective communication is the cornerstone of any business enterprise. The quality of an organisation's activities is enhanced by effective communication and the efficiency of delivery.

While *making presentations* is only one method of communication, it is perhaps the most efficient, in that a number of people can be given the same information, at the same time under the same conditions. The interaction between an audience and the presenter can achieve "synergistic" results with which individuals, one way, oral or written communication cannot hope to compare.

As with most management skills there are no secrets to *making presentations*. Knowledge of planning, research, preparation, practice, presenting and evaluating can be learned.

ADM08 MEETING PARTICIPATION

Meetings in the workplace are an important part of a company's communication process. Because of the complexity of today's technology, methods, information and workplace changes, meetings have become essential in both gathering and relaying knowledge at all levels.

The effectiveness and efficiency of meetings is as vital to productivity as any other process in the workplace. A productive meeting can save an enormous amount of time, improve morale and develop interpersonal skills useful in the workplace and in social interaction.

An effective chairperson can boost the productivity of any meeting whether it be an informal get together at the end of the day or a formal gathering of minds scheduled on a regular basis.

ADM09 SITE TOURS

In recognising our legal and moral obligations to visitors, companies require that visitor management plans be developed for the guidance of tour leaders and other persons who conduct property tours.

Successful completion of this unit will provide participants with competencies that will enable them to identify statutory and company policy requirements for the safe management of visitors. Other competencies attained will facilitate the meeting of visitors' expectations as well as ensuring their well-being whilst on site.

Effective conduct of property tours based on the tour plans developed following the principles contained in this unit is sufficient for participants to attain competency to conduct property tours.

STATEMENT OF COMPLETION IN ADMINISTRATION (ADM)

A Statement of Completion requires either:

- (a) The completion of units to the equivalent of more than 200 nominal hours followed by successful demonstration of competency in a minimum of eleven units; or
- (b) Successful demonstration of competency in a minimum of eleven units; or
- (c) A combination of (a) and (b).

The table indicates the range of units in the ADM menu, their codes and nominal hours.

Unit Title	Code	Hours
Employee Payment	ADM01	12
Materials Services and Stores	ADM02	24
Budget Administration and Cost Control	ADM03	18
Work Environment Management	ADM04	18
Record Keeping	ADM05	12
Information Management	ADM06	20
Presentations	ADM07	24
Meeting Participation	ADM08	24
Site Tours	ADM09	24
Work Coordination Control and Review	HR04	18
Activity Organisation	COM16	20
Personnel Administration	COM17	20
General and Clerical Administration	COM18	24