



WMGM102

Principles of Management

MUIC Term 4 2016

Macquarie University International College

Contents

<u>General Information</u>	2
<u>Learning Outcomes</u>	2
<u>General Assessment Information</u>	3
<u>Assessment Tasks</u>	7
<u>Delivery and Resources</u>	10
<u>Unit Schedule</u>	12
<u>Learning and Teaching Activities</u>	14
<u>Policies and Procedures</u>	15
<u>Graduate Capabilities</u>	16
<u>Changes from Previous Offering</u>	19
<u>Global and Sustainability</u>	19
<u>Research and Practice</u>	19

Disclaimer

Macquarie University has taken all reasonable measures to ensure the information in this publication is accurate and up-to-date. However, the information may change or become out-dated as a result of change in University policies, procedures or rules. The University reserves the right to make changes to any information in this publication without notice. Users of this publication are advised to check the website version of this publication [or the relevant faculty or department] before acting on any information in this publication.

General Information

Unit convenor and teaching staff Teacher Adrineh Mitchell adrineh.mitchell@mq.edu.au Contact via Email
Credit points 3
Prerequisites
Corequisites
Co-badged status
Unit description This unit addresses areas of interest for those wishing to understand management and the nature of organisations, their structure and operation. Topics include the development of organisations and management; the context or environment of an organisation; what constitutes performance for an organisation, and sustainability.

Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at <https://www.mq.edu.au/study/calendar-of-dates>

Learning Outcomes

On successful completion of this unit, you will be able to:

- Demonstrate an understanding of major approaches to management
- Demonstrate an understanding of some of the major functions of managers
- Demonstrate an understanding of how organisations are structured and different approaches to structure
- Demonstrate an understanding of the various challenges managers face in the current business environment
- Use discipline specific terminology to communicate concepts and ideas relevant to this unit.

General Assessment Information

Grading

Students will receive a Standardised Numerical Grade (SNG) that reflects the extent to which student attainment matches the descriptors as per the [Macquarie University Grading Policy](#). This unit will use the following grades which will be aligned with the listed numerical range:

- HD - High Distinction (85-100)
- D - Distinction (75-84)
- Cr - Credit (65-74)
- P - Pass (50-64)
- F - Fail (0-49)

Requirements to Pass

In order to pass this unit a student must:

- Pass the final examination or final assessment task
- Achieve a Standard Numerical Grade (SNG) of 50 or more in the unit
- Attend at least 80% of scheduled classes
- Attempt all assessment tasks in unit

For further details about grading, please refer to the [Grading Policy](#).

Submission of Assessment Tasks

Assessments must be submitted following instructions provided in class. Assessment tasks which have not been submitted as required will not be marked. They will be considered a non-submission and zero marks will be awarded.

Turnitin

Turnitin compares electronically submitted papers to a database of academic publications, internet sources and other papers that have been submitted into the system to identify matching text. It then produces an Originality Report which identifies text taken from other sources and generates a similarity percentage to judge whether plagiarism has occurred (see Academic Honesty section below).

Multiple submissions may be possible via Turnitin prior to the due date of an assessment and originality reports may be made available to students. In such cases they should be used to check work for plagiarism prior to a final submission.

Where there is a requirement for assessment tasks to be submitted through Turnitin, it is the student's responsibility to ensure that work is submitted correctly prior to the due date. Hard copies will not be accepted unless indicated otherwise by a teaching staff member. Records in Turnitin will be taken as records of submission. For assistance submitting through Turnitin, you

may approach your teacher, lodge a [OneHelp](#) Ticket, refer to the [IT help page](#) or seek assistance from [Student Connect](#).

Students should note that for a first time submission the Originality Report will be available immediately post submission but for any subsequent submissions it may take 24 hours or longer for the report to be generated. This may be after the due date so students should plan their submission carefully.

Missed Assessments

The University recognises that students may experience unexpected events and circumstances that adversely affect their academic performance in assessment activities, for example illness. In order to support students who have experienced a serious and unavoidable disruption, the University will provide affected students with an additional opportunity to demonstrate that they have met the learning outcomes of a unit. An additional opportunity provided under such circumstances is referred to as special consideration.

The [Disruption to Studies Policy](#) applies only to *serious and unavoidable* disruptions that arise after a study period has commenced. Students with a pre-existing disability/health condition or prolonged adverse circumstances may be eligible for ongoing assistance and support. Such support may be sought through [Campus Wellbeing](#) and [Support Services](#).

Serious and Unavoidable Disruption The University classifies a disruption as **serious and unavoidable** if it:

- could not have reasonably been anticipated, avoided or guarded against by the student; and
- was beyond the student's control; and
- caused substantial disruption to the student's capacity for effective study and/or completion of required work; and
- occurred during an event critical study period and was at least three (3) consecutive days duration, and / or
- prevented completion of a final examination.

To be eligible for Special Consideration, a student must notify the University of a *serious and unavoidable* disruption within five (5) working days of the commencement of the disruption (Disruption to Studies notification). All Disruption to Studies notifications are to be made online via the University's [Ask MQ](#) system. A Disruption to Studies notification must be supported by documentary [evidence](#).

In submitting a Disruption to Studies notification, a student is acknowledging that they may be required to undertake additional work. The time and date, deadline or format of any required extra assessable work as a result of a disruption to studies notification is not negotiable and in submitting a disruption to studies notification, a student is agreeing to make themselves available to complete any extra work as required.

Please refer to the [Disruption to Studies Policy](#) for further details.

Extensions & Late Submissions

To apply for an extension of time for submission of an assessment item, students must submit a Disruptions to Studies notification via ask.mq.edu.au.

Late submissions without an approved extension are possible but will be penalised at 20% per day up to 4 days (weekend inclusive). If a student submits an assessment task 5 or more days after the due date without grounds for special consideration (See [Disruptions to Studies Policy](#)) a record or submission will be made but the student will receive zero marks for the assessment task.

Final Examinations and Final Assessment Tasks

Final exams and final assessments will typically take place in Week 6 or Monday of Week 7. All students enrolled in a teaching session are expected to ensure they are available up until and including Monday of Week 7 to undertake examinations. Passing the final exam or final assessment task is a requirement to pass this unit.

Details of teaching session dates can be found on the [Important Dates](#) calendar. Due dates for assessments will be available in the unit guide and final examination timetables will be released to students prior to Week 5.

Planning for an exam is very important. All students should be familiar with the [Exam Rules](#). In addition, students should refer to the below links for other important examination related information.

- [Talk to your lecturer](#)
- [Revision tips](#)
- [What to bring with you](#)
- [What not to bring with you](#)
- [Where to get help](#)
- [Tips for Success](#)

It is not uncommon for students to have two examinations in one day.

Conduct During Assessments and Examinations

Students must adhere to the [Student Code of Conduct](#) and [Academic Honesty Policy](#) at all times.

Students will be provided with instructions relating to conduct during in-class assessment tasks. For all examinations, students will be required to:

- provide photographic proof of identity for the duration of the examination. This must be visible at all times during the examination.
- leave mobile phones, electronic devices, bags, computers, notes, books and similar items outside a final examination venue or in a designated space
- ensure any water brought into the examination room is in a clear and unmarked bottle

- obey all instructions provided by an Examination Supervisor
- refrain from communicating in any way with another student once they have entered the examination venue.

Students are NOT permitted:

- into an examination venue once one hour from the time of commencement (excluding any reading time) has elapsed
- to leave an examination venue *before* one hour from the time of commencement (excluding any reading time) has elapsed
- to be readmitted to an examination venue unless they were under approved supervision during the full period of their absence
- to obtain or attempt to obtain assistance in undertaking or completing the examination script
- to receive or attempt to receive assistance in undertaking or completing the examination script.

Students should also ensure they follow all requirements of the [Final Examination Policy](#).

Supplementary Examinations

Supplementary final examinations are held during the scheduled Supplementary Final exam Period. This may fall in Week 7 or within the first week of the subsequent teaching term. Results for supplementary exams may not be available for up to two weeks following the supplementary examination. Students in their final term of study who undertake supplementary final exams should note that formal completion of their Diploma Program will not be possible until supplementary results are released and this may impact on their ability to enrol in subsequent units or programs of study on time.

Retention of Originals

It is the responsibility of the student to retain a copy of any work submitted and produce another copy of all work submitted if requested. Copies should be retained until the end of the grade appeal period each term.

In the event that a student is asked to produce another copy of work submitted and is unable to do so, they may be awarded zero (0) for that particular assessment task.

The University may request and retain the originals of any documentation or evidence submitted to support notifications of disruptions to studies. Requests for original documentation will be sent to the applicant's student email address within six (6) months of notification by the student. Students must retain all original documentation for the duration of this six (6) month period and must supply original documents to the University within ten (10) working days of such a request being made.

Contacting Teaching Staff and Obtaining Help and Feedback

Students may contact teaching staff at any time during the term by using the contact details provided in this guide.

For all university related correspondence, students are required to use their official Macquarie University student email account which may be accessed via the [Macquarie University Student Portal](#). Inquiries from personal email accounts will not be attended to.

Students may seek additional feedback at any time during the term and general feedback about their performance in a unit up to 6 months following results release.

Assessment Tasks

Name	Weighting	Due
Class Test	5%	Week 2 Lesson 1
Essay	35%	Week 3 Lesson 2
Presentation and Participation	20%	Weeks 4 & 5
Final Examination	40%	As per final exam timetable

Class Test

Due: **Week 2 Lesson 1**

Weighting: **5%**

Weighting: 5%

Date: Week 2 Lesson 1

Duration/Length: 30 minutes / 20 multiple choice questions

Aims and Objectives

This test aims to assess your understanding of the material covered in Week 1, lessons 1 and 2 It will be conducted during Week 2 Lesson 1. The test involves 20 multiple choice questions, each worth a quarter of a mark. The objective of the test is to provide students with feedback on an early assessment task within the first third of the study period.

On successful completion you will be able to:

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unit.

Essay

Due: **Week 3 Lesson 2**

Weighting: **35%**

Weighting: 35%

Due Date: Week 3 Lesson 2

Duration/Length: 1200 Words

Submission Details:

All students must submit their essays electronically through Turnitin using the link on iLearn. Only work submitted electronically will be marked.

Late essays must also be submitted through Turnitin and the teacher notified via email.

Aims and Objectives

This assessment encourages students to:

- Understand the challenges facing organisations in the contemporary business environment.
- Provide a critical perspective of the academic literature on a topic.
- Construct a sustained argument in response to the question.
- Utilise and conform to the principles of academic rigour in the production of an acceptable, formal response to the question.

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Presentation and Participation

Due: **Weeks 4 & 5**

Weighting: **20%**

Weighting: 20%

- *Group report and presentation = 15%*

- *Participation = 5%*

Due Date: Weeks 4 & 5

Duration/Length:

- *Group presentation – 30 minutes*
- *Group written report – 1000 words*

Submission Details: Students must submit their report via Turnitin by assigned class and participate in class discussion initiated by other groups on a weekly basis.

Aims and Objectives

This assessment encourages students to:

- Work effectively as a team.
- Consider a range of perspectives and findings on a management-related topic.

On successful completion you will be able to:

- Demonstrate an understanding of major approaches to management
- Demonstrate an understanding of some of the major functions of managers
- Demonstrate an understanding of how organisations are structured and different approaches to structure
- Demonstrate an understanding of the various challenges managers face in the current business environment
- Use discipline specific terminology to communicate concepts and ideas relevant to this unit.

Final Examination

Due: As per final exam timetable

Weighting: 40%

Weighting: 40%

Due Date: As per final examination timetable

Duration: 2 Hours

A final examination is included as an assessment task for this unit to provide assurance that:

- i) the product belongs to the student and
- ii) the student has attained the knowledge and skills tested in the exam.

The final examination will be of two hour duration and will be held during the MUIC Term 3 Examination period. The exam will include multiple choice and short answer questions.

Final exams and final assessments will typically take place in Week 6 or Monday of Week 7. All students enrolled in a teaching session are expected to ensure they are available up until and including Monday of Week 7 to undertake examinations. Passing the final exam or final assessment task is a requirement to pass this unit.

On successful completion you will be able to:

- Demonstrate an understanding of major approaches to management
- Demonstrate an understanding of some of the major functions of managers
- Demonstrate an understanding of how organisations are structured and different approaches to structure
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Delivery and Resources

DELIVERY & RESOURCES

Scheduled Class Time & Timetables

Weekly face to face contact for this unit will be 6 hours consisting of 2 x 3 hour lessons (36 hours per term).

Students will be able to enrol in their classes and view their personal timetable via eStudent and may also view general timetable information via Macquarie University's [Timetable page](#).

If a scheduled class falls on a public holiday a make-up lesson may be scheduled. If appropriate, the instructor may instead organise an online make-up lesson or require students to complete additional set work. Scheduled make-up days will be announced in class and attendance will may be taken where relevant.

Attendance Requirements - All students

All students are required to attend at least 80% of scheduled class time to pass this unit.

Attendance will be monitored in each lesson & students will be able to see their attendance records for a unit via iLearn.

Where a student is present for a part of a lesson (for example arrives late, leaves early, leaves the class frequently or for lengthy periods, engages in inappropriate or unrelated activities or does not participate actively in the majority of the lesson) the teacher reserves the right to mark a

student absent for that part of the lesson.

Because of the intensive nature of this program, students should be aware that their attendance in this unit may fall below 80% relatively quickly.

In cases of unavoidable non-attendance due to illness or circumstances beyond control, students should lodge a [Disruption to Studies](#) Notification via ask.mq.edu.au within 5 working days and supply relevant supporting documentation, even if they have not missed a formal assessment task. This will ensure that appropriate records of unavoidable absences can be made.

For further information on attendance, please refer to the [Attendance and Study Load Policy](#).

iLearn

[iLearn](#) is Macquarie's online learning management system and a principal resource which will be used throughout the term. Students should access iLearn at least 3 times per week as it will contain important information including:

- Announcements - Teaching staff will communicate to the class using iLearn announcements.
- A link to the unit guide for the unit and staff contact details
- Lecture notes and recordings where available
- Learning and teaching activities and resources
- Assessment information
- Tutorial questions and solutions
- Assessment submission tools such as Turnitin
- Other relevant material

For any technical or support issues using iLearn, please contact the IT helpdesk (Ph. 02 9850 4357) or lodge a ticket using [OneHelp](#).

Required and Recommended Texts and Materials

Prescribed Texts(s)

Kinicki, A., Scott-Ladd, BD., Perry, M. and Williams, B. (2015), Management: A Practical Guide. McGraw-Hill: North Ryde, NSW.

The text is available from the Co-Op Bookshop. Copies are held in the Library's Reserve section.

Technology Used and Required

- Access to internet (Available on Campus using Macquarie [OneNet](#))
- Access to [iLearn](#)
- Access to Macquarie University [Library catalogue](#)
- Access to Microsoft Office Word and Excel (available in Labs)

Students will need to be familiar with a web browser to access the unit web page. Students are

also required to access the companion website which accompanies the text. Case studies and class discussion activities will be taken from the required textbook.

Unit web page

The web page for this unit can be found at: <https://ilearn.mq.edu.au/login/MQ/>

Students are encouraged in the first instance to post questions on the Administration Discussion Board on iLearn. Your questions will be answered relatively quickly, and you may find that your questions have already been asked and answered.

Consultation with teachers outside of class time can be arranged by appointment. Teaching staff contact details have been provided in this unit guide.

Students experiencing significant difficulties with any topic in the unit must seek assistance immediately. Students can also use the textbook student resources to check their knowledge and learning, through online quizzes.

Unit Schedule

Week & Lesson	Topic/ Content Covered	Required Reading	Associated Tasks	Assessment Task
1.1	Introduction: Managers and management	Chapter 1	Summarise chp 1 & 2 Due week 2.1 Prepare for case study 1 Due week 1.2 ESSAY WRITING & RESEARCH SKILLS	
1.2	The external management environment	Chapters 3 & 4	Summarise Chps 3 & 4 Due week 2.1 Research on CSR Due week 2.1 CASE STUDY 1	
2.1	CSR	Additional reading +Chapter 3	PRESENTATION SKILLS IN CLASS TEST	In Class Test

2.2	Planning & Controlling	Chapters 5 & 6 Chapter 14	Summarise Chps 5, 6 & 14 Due week 3.1 Prepare for case study 2 Due week 3.1 IN CLASS TEST FEEDBACK	Research for Essay
3.1	Decision making	Chapter 7	Research on Organisational Culture due week 3:2 Prepare for case study 3 Due week 3.2 CASE STUDY 2	
3.2	Organisational Culture	Chapter 8 + Additional Reading	Summarise Chps 7 & 8 Due week 4.1 CASE STUDY 3	Essay Due
4.1	Organisational structure and design Groups and teams	Chapter 8	Summarise Chp 8 Due week 4.2 PRESENTATION	Presentation Team 1
4.2	Managing human resources	Chapter 9	Summarise Chp 9 Due Week 5.1 PRESENTATION	Presentation Team 2
5.1	Change and Innovation	Chapter 15	Summarise Chp 15 Due week 5:2 PRESENTATION	Presentation Team 3
5.2	Communication and Interpersonal Skills	Chapter 13 + Additional Reading	Summarise Chp 13 PRESENTATION	Presentation Team 4
6	Final Revision	Student Individual Summaries		

	<p>Final Examination/ Assessment</p> <p>Final exams and final assessments will typically take place in Week 6 or Monday of Week 7. All students enrolled in a teaching session are expected to ensure they are available up until and including Monday of Week 7 to undertake examinations. Passing the final exam or final assessment task is a requirement to pass this unit.</p>			<p>MUIC Final Examination Period</p>
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Learning and Teaching Activities

Problem Solving and Research Capability:

Our graduates should be capable of researching; of analysing, and interpreting and assessing data and information in various forms; of drawing connections across fields of knowledge; and they should be able to relate their knowledge to complex situations at work or in the world, in order to diagnose and solve problems. We want them to have the confidence to take the initiative in doing so, within an awareness of their own limitations. This graduate capability is supported by: Learning outcomes: An understanding of major approaches to management An understanding of the various challenges managers face in the current business environment Assessment tasks Essay Presentation and participation

Effective Communication

We want to develop in our students the ability to communicate and convey their views in forms effective with different audiences. We want our graduates to take with them the capability to read, listen, question, gather and evaluate information resources in a variety of formats, assess, write clearly, speak effectively, and to use visual communication and communication technologies as appropriate. This graduate capability is supported by: Learning outcomes: An understanding of major approaches to management An understanding of some of the major functions of managers An understanding of how organisations are structured and different approaches to structure An understanding of the various challenges managers face in the current business environment Assessment tasks: Essay Presentation and Participation Final Examination

Discipline Specific Knowledge and Skills

Our graduates will take with them the intellectual development, depth and breadth of knowledge, scholarly understanding, and specific subject content in their chosen fields to make them competent and confident in their subject or profession. They will be able to demonstrate, where relevant, professional technical competence and meet professional standards. They will be able to articulate the structure of knowledge of their discipline, be able to adapt discipline-specific knowledge to novel situations, and be able to contribute from their discipline to inter-disciplinary solutions to problems. This graduate capability is supported by: Learning outcomes • An understanding of major approaches to management • An understanding of some of the major functions of managers • An understanding of how organisations are structured and different

approaches to structure • An understanding of the various challenges manager's face in the current business environment Assessment tasks • Class Test • Essay • Group work and participation • Final Examination

Critical, Analytical and Integrative Thinking

We want our graduates to be capable of reasoning, questioning and analysing, and to integrate and synthesise learning and knowledge from a range of sources and environments; to be able to critique constraints, assumptions and limitations; to be able to think independently and systemically in relation to scholarly activity, in the workplace, and in the world. We want them to have a level of scientific and information technology literacy. This graduate capability is supported by: Learning outcomes • An understanding of major approaches to management • An understanding of some of the major functions of managers • An understanding of how organisations are structured and different approaches to structure • An understanding of the various challenges managers face in the current business environment Assessment tasks • Essay • Group work and participation • Final Examination

Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central](#). Students should be aware of the following policies in particular with regard to Learning and Teaching:

Academic Honesty Policy http://mq.edu.au/policy/docs/academic_honesty/policy.html

New Assessment Policy in effect from Session 2 2016 http://mq.edu.au/policy/docs/assessment/policy_2016.html. For more information visit http://students.mq.edu.au/events/2016/07/19/new_assessment_policy_in_place_from_session_2/

Assessment Policy prior to Session 2 2016 <http://mq.edu.au/policy/docs/assessment/policy.html>

Grading Policy prior to Session 2 2016 <http://mq.edu.au/policy/docs/grading/policy.html>

Grade Appeal Policy <http://mq.edu.au/policy/docs/gradeappeal/policy.html>

Complaint Management Procedure for Students and Members of the Public http://www.mq.edu.au/policy/docs/complaint_management/procedure.html

Disruption to Studies Policy http://www.mq.edu.au/policy/docs/disruption_studies/policy.html *The Disruption to Studies Policy is effective from March 3 2014 and replaces the Special Consideration Policy.*

In addition, a number of other policies can be found in the [Learning and Teaching Category](#) of Policy Central.

Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: https://students.mq.edu.au/support/student_conduct/

Results

Results shown in *iLearn*, or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your

student email address and will be made available in [eStudent](#). For more information visit [ask.mq.edu.au](#).

Student Support

Macquarie University provides a range of support services for students. For details, visit <http://students.mq.edu.au/support/>

Learning Skills

Learning Skills (mq.edu.au/learningskills) provides academic writing resources and study strategies to improve your marks and take control of your study.

- [Workshops](#)
- [StudyWise](#)
- [Academic Integrity Module for Students](#)
- [Ask a Learning Adviser](#)

Student Services and Support

Students with a disability are encouraged to contact the [Disability Service](#) who can provide appropriate help with any issues that arise during their studies.

Student Enquiries

For all student enquiries, visit Student Connect at ask.mq.edu.au

IT Help

For help with University computer systems and technology, visit http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/.

When using the University's IT, you must adhere to the [Acceptable Use of IT Resources Policy](#). The policy applies to all who connect to the MQ network including students.

Graduate Capabilities

Creative and Innovative

Our graduates will also be capable of creative thinking and of creating knowledge. They will be imaginative and open to experience and capable of innovation at work and in the community. We want them to be engaged in applying their critical, creative thinking.

This graduate capability is supported by:

Assessment task

- Presentation and Participation

Capable of Professional and Personal Judgement and Initiative

We want our graduates to have emotional intelligence and sound interpersonal skills and to demonstrate discernment and common sense in their professional and personal judgement. They will exercise initiative as needed. They will be capable of risk assessment, and be able to handle ambiguity and complexity, enabling them to be adaptable in diverse and changing environments.

This graduate capability is supported by:

Assessment task

- Presentation and Participation

Discipline Specific Knowledge and Skills

Our graduates will take with them the intellectual development, depth and breadth of knowledge, scholarly understanding, and specific subject content in their chosen fields to make them competent and confident in their subject or profession. They will be able to demonstrate, where relevant, professional technical competence and meet professional standards. They will be able to articulate the structure of knowledge of their discipline, be able to adapt discipline-specific knowledge to novel situations, and be able to contribute from their discipline to inter-disciplinary solutions to problems.

This graduate capability is supported by:

Learning outcomes

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Assessment tasks

- Class Test
- Essay
- Presentation and Participation
- Final Examination

Critical, Analytical and Integrative Thinking

We want our graduates to be capable of reasoning, questioning and analysing, and to integrate and synthesise learning and knowledge from a range of sources and environments; to be able to critique constraints, assumptions and limitations; to be able to think independently and systemically in relation to scholarly activity, in the workplace, and in the world. We want them to have a level of scientific and information technology literacy.

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- Demonstrate an understanding of the various challenges managers face in the current business environment

Assessment tasks

- Essay
- Presentation and Participation
- Final Examination

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Our graduates should be capable of researching; of analysing, and interpreting and assessing data and information in various forms; of drawing connections across fields of knowledge; and they should be able to relate their knowledge to complex situations at work or in the world, in order to diagnose and solve problems. We want them to have the confidence to take the initiative in doing so, within an awareness of their own limitations.

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Learning outcomes

- Demonstrate an understanding of major approaches to management
- Demonstrate an understanding of the various challenges managers face in the current business environment

Assessment task

- Essay

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effective with different audiences. We want our graduates to take with them the capability to read, listen, question, gather and evaluate information resources in a variety of formats, assess, write clearly, speak effectively, and to use visual communication and communication technologies as appropriate.

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Assessment tasks

- Class Test
- Essay
- Presentation and Participation
- Final Examination

Changes from Previous Offering

Global and Sustainability

Developing sustainable organisations through the creation of innovative and ethical practices.

Research and Practice

- This unit uses research from external sources.
- This unit gives you opportunities to conduct your own research.

Recommended texts:

Robbins, S., DeCenzo, D., Coulter, M. and Woods, M. (2014), Management: The Essentials 2nd Edition. Pearson: Frenchs Forest, NSW.

Jones, G. and George, J. (2012). Essentials of Contemporary Management 4th Edition. McGraw-Hill: Boston.

Nash, G. (2011). A Guide to Writing Argumentative Essays. Wiley: Milton.

Samson, G. and Daft, R. (2012). Fundamentals of Management 4th Edition. Cengage: South Melbourne.