

Business Unit Overview Year 12

OCR Technical Level 3 Business

Year 12 (Term 1)

Over year 12 Students will complete two units (180 GLH in total)

| Term 1 | Term 2 | Term 3 |
|---|--------|----------------------------|
| Unit 1: The Business environment (120GLH) | | Unit 3 Business Decisions |
| Unit 4: Customers and consumers (60 GLH) | | Unit 2 Working in Business |

Unit 1: The Business Environment

This unit will Be delivered over three terms in year 12 – in 5 periods per cycle - culminating in an examination in May of Year 12.

| What are we learning? | What knowledge, understanding and skills will we gain? | What does mastery look like? | How does this build on prior learning? | What additional resources are available? |
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| Unit 1: The Business Environment 1. Different type of businesses and their objectives 2. Functional areas and how they work together 3. Organisational structures 4. Financial information to check financial health of a business | Knowledge LO1: Different types of business activity & sectors they operate in Different forms of business ownerships Factors which inform ownership <ul style="list-style-type: none"> • Different aims and objectives LO2: Tasks undertaken by different functional areas in a business How these functions interrelate LO3: Different organisational structures Elements of organisation structures | Being able to describe and give examples of business activities within an appropriate sector. Able to describe how different business functions interrelate with each other Linking the ideas of organisation structures to how business operate | | Textbooks: Bayley, Tullett et al (2017) Cambridge Technical Level 3 Business ISBN 978 1 4718 7479 6 Mitchell & Wainwright (2018) Business (My Revision Notes series) ISBN 978 1 5104 4232 0 |

| What are we learning? | What knowledge, understanding and skills will we gain? | What does mastery look like? | How does this build on prior learning? | What additional resources are available? |
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| | <p>Impact of structure on operations Organisation charts</p> <p>LO4: Key terms associated with Cost, revenue & profit and Breakeven Calculating cost, revenue and profit and breakeven How to interpret financial statements</p> <p>Understanding LO2 How business functions interrelate LO3 Impact of structures on organisations LO4: Interpretation of financial statements LO4: Using breakeven charts</p> <p>Skills LO4: calculation of costs revenue and profit. LO4: Drawing breakeven charts</p> | <p>Accurate calculation of costs, revenue and profit & breakeven Being able to use financial information to judge financial performance</p> <p>Accurate calculation of costs, revenue and profit & breakeven</p> | | <p>Past Papers: Unit 12 past papers (available from teacher, on SharePoint and OCR website)</p> <p>Course Notes: Full set of course notes (mainly in PPT format) are available on SharePoint.</p> <p>Website: www.businessed.co.uk www.OCR.org.uk</p> |

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| <p>Unit 4 Customers & Communication</p> <ol style="list-style-type: none"> 1. Customers and their importance 2. Communication with customers 5. Constraints on business communications | <p>Knowledge</p> <p>LO1: The different types of customers What influences their behaviour Actions taken to manage customer experience</p> <p>LO2: Matching audience to communication Purpose of business communication</p> <p>LO5: The legal constraints associated with communication (Copyright, DPA, FOI, Computer Misuse, ASA)</p> <p>Understanding</p> <p>LO1: Why customer service is important</p> <p>LO2: Advantage and disadvantages of different forms of communication How to use different formats of communication The importance of corporate profile</p> <p>LO5 Ethical considerations associated with communication & advertising. Security issues associated with keeping data safe.</p> | <p>The ability to suggest changes to the customer service offered by a specific business Critical analyse the benefits of good customer service to a specific business.</p> <p>Demonstrate the ability to review and suggest improvements to their own written and verbal and non-verbal skills</p> <p>The ability to justify improvements to how a business can improve its communication of messages</p> | <p>Unit 1 LO6 Understanding external constraints on a business</p> | <p>TextBooks: Bayley, Tullett et al (2017) Cambridge Technical Level 3 Business ISBN 978 1 4718 7479 6</p> <p>Mitchell & Wainwright (2018) Business (My Revision Notes series) ISBN 978 1 5104 4232 0</p> <p>Coursework Support: Assignment brief</p> <p>Additional support is available on SharePoint</p> <p>Course Notes: Full set of course notes (mainly in PPT format) are available on SharePoint.</p> <p>Website: www.businessed.co.uk www.OCR.org.uk</p> |
| <p>Assessment 1 Part A and Part B</p> | | <p>Assignment 1 Part A P1 P2 P4 P5 P10 M2</p> <p>Assignment 1 Part B P3 M1 D1</p> | <p>All relevant LOs have been delivered</p> | |

**OCR Technical Level 3 Business
Year 12 (Term 2)**

Over year 12 Students will complete two units (180 GLH in total)

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| Term 1 | Term 2 | Term 3 |
| Unit 1: The Business environment (120GLH) | | Unit 3 Business Decisions |
| Unit 4: Customers and consumers (80 GLH) | | Unit 2 Working in Business |

Unit 1: The Business Environment

This unit will Be delivered over three terms in year 12 – in 5 periods per cycle - culminating in an examination in May of year 12.

| What are we learning? | What knowledge, understanding and skills will we gain?¹ | What does mastery look like?² | How does this build on prior learning?³ | What additional resources are available? |
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| Unit 1 The Business Environment 5. Business and its stakeholders 6. External influences 7. Business planning 8. Assessing business performance | Knowledge LO5: Who are stakeholders? Stakeholder action How business respond to stakeholder pressure. Consequences of not listening to stakeholders LO6: Factors which make up the external environment (PESTLE) Implications of not meeting legal & ethical requirements | Being able to differentiate between internal and external stakeholders. Explaining the impact stakeholders have on business decision making Being able to explain the impact of external actors on the business | | TextBooks: Bayley, Tullett et al (2017) Cambridge Technical Level 3 Business ISBN 978 1 4718 7479 6 Mitchell & Wainwright (2018) Business (My Revision Notes series) ISBN 978 1 5104 4232 0 Past Papers: |

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| | <p>LO7: Business plans (why?) Sources of finance What goes into a business plan</p> <p>LO8: Factors affecting the success / failure of a business SWOT analysis</p> <p>Understanding LO6 Impact of external environment on businesses and stakeholders How business respond to the external environment</p> <p>LO8 Interpret business performance using a range of factors</p> <p>Skills LO8 Being able to interpret and use financial data</p> | <p>Describing the point of a business plan and what its components are.</p> <p>Being able to identify appropriate sources of finances for different types of businesses.</p> <p>Being able to identify factors which influence the success of businesses</p> <p>Being able to explain ways in which businesses respond to external pressure.</p> <p>Being able to use a range of a factors (financial & non-financial) to assesses the perf</p> | | <p>Unit 12 past papers (available from teacher, on SharePoint and OCR website)</p> <p>Course Notes: Full set of course notes (mainly in PPT format) are available on SharePoint.</p> <p>Website: www.businessed.co.uk www.OCR.org.uk</p> |
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Unit 4: Customer and Communication

This unit will Be delivered over 2 terms in year 12 – in 5 periods per cycle - culminating in the submission of coursework in May of year 12.

| What are we learning? | What knowledge, understanding and skills will we gain? | What does mastery look like? | How does this build on prior learning? | What additional resources are available? |
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| Revisiting assignment 1 Part A & B | Additional understanding will be based upon individual feedback based on initial assessment of portfolio work for Assignment 1 A & B | Completion of the following assessment criteria inline with or above target grade. Assignment 1 Part A P1 P2 P4 P5 P10 M2 Assignment 1 Part B P3 M1 D1 | All relevant Learning objectives have been covered: LO1, LO2 & LO5 | TextBooks: Bayley, Tullett et al (2017) Cambridge Technical Level 3 Business ISBN 978 1 4718 7479 6 Mitchell & Wainwright (2018) Business (My Revision Notes series) ISBN 978 1 5104 4232 0 Coursework Support: Assignment brief Additional support is available on SharePoint Course Notes: Full set of course notes (mainly in PPT format) are available on SharePoint. |
| Unit 4 Customers and Communication 3. Establishing rapport using non-verbal and verbal communication skills 4. Conveying business messages | Understanding LO3: the importance of listening skills Skills LO3: Use of appropriate non-verbal and verbal skills to match the audience. Demonstrate listening skills LO4: Demonstrate good written and presentation skills when producing fit for purpose presentation & business documents. Demonstrate good customer service | Demonstrate non-verbal and verbal skills Being able to explain the importance of listening skills Being able to review and suggest improvements to their own verbal and non-verbal skills Assignment Task 2 Part A: P6, P7, M3 Task 2 Part B: P8, P9, M4, D2 | | |
| Revisiting assignment Part 2 A & B | Additional understanding will be based upon individual feedback based on initial assessment of portfolio work for Assignment 2 A & B | Task 2 Part A: P6, P7, M3 Task 2 Part B: P8, P9, M4, D2 | All relevant Learning objectives have been covered: LO3 LO4 | Website: www.businessed.co.uk www.OCR.org.uk |

**OCR Technical Level 3 Business
Year 12 (Term 3)**

Over year 12 Students will complete two units (180 GLH in total)

| Term 1 | Term 2 | Term 3 |
|--|--------|--|
| Unit 1: The Business environment (120GLH) | | Unit 3 Business Decisions (60 GLH) |
| Unit 4: Customers and consumers (60 GLH) | | Unit 2 Working in Business (60 GLH) |

Unit 1: The Business Environment

This unit will Be delivered over three terms in year 12 – in 5 periods per cycle - culminating in an examination in May 2021.

| What are we learning? | What knowledge, understanding and skills will we gain? | What does mastery look like? | How does this build on prior learning? | What additional resources are available? |
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| Unit 1 The Business Environment Revision of all materials in preparation for exam | Knowledge No new knowledge associated with content. Understanding Further understanding will be developed through the use of examination papers and application to given business contexts A pre examination research brief will be issued for students to undertake independent research. Skills Examination technique skills will be developed | Achievement of at least target (ALPS) grade in external assessment | All content has previously been covered. | TextBooks: Bayley, Tullett et al (2017) Cambridge Technical Level 3 Business ISBN 978 1 4718 7479 6 Mitchell & Wainwright (2018) Business (My Revision Notes series) ISBN 978 1 5104 4232 0 Past Papers: Unit 1 past papers (available from teacher, on SharePoint and OCR website) Research brief for Unit 1 external examination Course Notes: |

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| | | | | Full set of course notes (mainly in PPT format) are available on SharePoint. Website: www.businessed.co.uk www.OCR.org.uk |
| Examination for Unit 1 | | | | |

Unit 3: Business Decisions

This unit will Be delivered over ½ a term in year 12 and one term in year 13 – in 5 periods per cycle - culminating in an examination in January.

| What are we learning? | What knowledge, understanding and skills will we gain? | What does mastery look like? | How does this build on prior learning? | What additional resources are available? |
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| <p>Unit 3 Business Decisions</p> <p>LO1 Understand factors to be taken into account when making business decisions</p> | <p>Knowledge</p> <p>1.1 different types of business decisions</p> <p>1.2 different criteria used when making business decisions</p> <p>Internal:</p> <ul style="list-style-type: none"> attitude to risk organisational objectives core competencies of a business impact on internal stakeholders business ethics financial considerations ○ time o opportunity cost (e.g. consequences of decisions and alternatives) <p>External</p> <ul style="list-style-type: none"> level and nature of risk impacts on external stakeholders degree of uncertainty changes in market changes in external environment <p>1.3 the use of different types of information when making business decisions</p> <ul style="list-style-type: none"> internal and external qualitative and quantitative historic and forecasted primary and secondary research <p>Understanding</p> | <p>Being able to define what is meant by strategic, tactical and operational decisions and giving an example of each.</p> <p>Being able to identify a range of internal and external factors that contribute to business decision making.</p> <p>Having knowledge of the range of information businesses use when making decisions.</p> <p>Able to state who businesses communicate decisions to.</p> <p>Being able to explain the importance of businesses communicating decisions they make.</p> <p>Being able to explain a number of different</p> | <p>Unit 1 The business environment</p> <p>LO6 Understand the external influences and constraints on businesses and how businesses could respond</p> <p>LO7 Understand why businesses plan LO8 Be able to assess the performance of businesses to inform future business activities</p> <p>Unit 2 Working in business</p> <p>LO1 Understand protocols to be followed when working in business</p> <p>Unit 4 Customers and communication LO1 Understand factors to be taken</p> | <p>TextBooks:</p> <p>Bayley, Tullett et al (2017) Cambridge Technical Level 3 Business ISBN 978 1 4718 7479 6</p> <p>Mitchell & Wainwright (2018) Business (My Revision Notes series) ISBN 978 1 5104 4232 0</p> <p>Past Papers: Unit 3 past papers (available from teacher, on SharePoint and OCR website)</p> <p>Course Notes: Full set of course notes (mainly in PPT format) are available on SharePoint.</p> |

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| | <p>1.5 the purposes, benefits and importance of communication: with internal stakeholders, external stakeholders, the media before, during and after decisions are made</p> <p>1.6 factors affecting the quality of decision-making, i.e. access to relevant information access to decision-making tools availability of finance key personnel (e.g. knowledge, skills and experience of who is making the decision, analytical skills, solution-focused approach, problem-solving abilities) training of managers in decision-making skills power differentials and potential for bias consultation</p> <p>Skills</p> <p>1.4 how to judge the validity of information used to make decisions, i.e. reliability bias relevance complexity degree of detail currency (up to date) intended use quality</p> | <p>factors that which will determine the quality of decision making.</p> <p>Being aware of the types of data that businesses use when making decisions.</p> <p>Being able to use data and information sources to help make decisions in the context of a particular business.</p> | <p>into account when making business decisions</p> | <p>Website: www.businessed.co.uk www.OCR.org.uk</p> |
| <p>LO2 Be able to use financial data to inform business decisions</p> | <p>Knowledge</p> <p>2.1 How to use profitability data, i.e. costs and revenues gross and net profit/loss profitability ratios, i.e.</p> | <p>Being able to recall key formulae and calculations associated with business profitability</p> | <p>Unit 1 The business environment</p> <p>LO6 Understand the external influences and constraints on businesses and how</p> | |

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| | <p>o net profit ratio o gross profit ratio</p> <p>2.2 How to use break-even analysis, i.e. how to draw, label and interpret a break-even graph how to calculate (by graph and formula) profit/loss at a given level of output, including margin of safety</p> <p>2.4 how to use cash-flow data, i.e. how to interpret cash-flow position ways to improve cash-flow</p> <p>2.5 How to use investment appraisal, i.e. How to calculate and interpret data, i.e. 1. payback period 2. average rate of return (ARR), 3. Net present value (NPV)</p> <p>Understanding</p> <p>2.1 How to use profitability data, i.e.</p> <p>costs and revenues gross and net profit/loss profitability ratios, i.e. o net profit ratio o gross profit ratio business performance data the importance of profit/profitability</p> <p>2.2 How to use break-even analysis, i.e. how to draw, label and interpret a break-even graph how to calculate (by graph and formula) profit/loss at a given level of output, including margin of safety the factors affecting the break-even level of output ways to lower the break-even level of output</p> | <p>Being able to produce a fully annotated breakeven chart</p> <p>Being able to identify cash inflows & outflows and net cash flow.</p> <p>Knowing the key formulae associated with investment appraisal</p> <p>Being able to successfully calculate and know the importance of profitability data in different forms.</p> <p>Being able to calculate profitability ratios</p> <p>Being able to identify the component parts of a break even chart.</p> <p>Can carryout calculations from the chart</p> <p>Being able to describe what factors moves the breakeven point.</p> <p>Being able to explain the importance of contribution to profit and decision making.</p> | <p>businesses could respond</p> <p>LO7 Understand why businesses plan LO8 Be able to assess the performance of businesses to inform future business activities</p> | |
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| | <p>2.3 How to use contribution data, i.e. how to calculate unit contribution the significance of contribution special order decisions</p> <p>2.4 How to use cash-flow data, i.e. how to interpret cash-flow position ways to improve cash-flow</p> <p>2.5 How to use investment appraisal, i.e. how to calculate and interpret data, i.e.</p> <ol style="list-style-type: none"> 1. payback period 2. average rate of return (ARR), 3. Net present value (NPV) <p>Skills</p> <p>Mathematical calculations associated with</p> <ul style="list-style-type: none"> • Performance ratios (2.1) • Breakeven (2.2) • Contribution (2.3) • Net cash flow / opening and closing balance (2.4) • Investment appraisal techniques (2.5) | <p>Being able to explain what steps a business can take to improve its Cash Flow / Net Cash Flow</p> <p>Understanding both the formulae and its application to given business scenario.</p> <p>Accurate interpretation of the resulting calculation to inform a business decision.</p> <p>Accurate recall of formulae and application of them into given business scenarios</p> | | |
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Unit 2: Working in Business

This unit will Be delivered over 1 term in year 12 and 1 term in Year 13 – in 5 periods per cycle - culminating in an examination in January of year 13.

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| What are we learning? | What knowledge, understanding and skills will we gain? | What does mastery look like? | How does this build on prior learning? | What additional resources are available? |
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| <p>Unit 2 Working in business</p> <p>LO1: Understand protocols to be followed when working in business</p> | <p>Knowledge</p> <p>1.1 Authority protocols - authority in the workplace on decision making (e.g. when to escalate a complaint) on authorisation (e.g. signing of letters, payment authorisation)</p> <p>1.2 Confidentiality protocols - organisational procedures to maintain confidentiality storage of data and documentation</p> <ul style="list-style-type: none"> o manual o electronic <p>1.3 Constraints on document content</p> <p>voluntary</p> <ul style="list-style-type: none"> o organisational o ethical o codes of practice <p>legislation</p> <ul style="list-style-type: none"> o copyright o data protection o consumer protection o equal opportunities <p>1.5 IT security protocols</p> <p>protection of information against unauthorised access inappropriate use of IT equipment and software</p> <p>1.6 Employment protocols</p> <p>health and safety legislation</p> <p>equal opportunities legislation</p> <p>contractual obligations as given contract of employment (e.g. hours, leave, paternity/maternity leave)</p> | <p>Being able to describe why businesses have protocols based on authority relationships.</p> <p>Linking authority-based protocols job roles within the organisation</p> <p>Knowing why businesses have confidentiality protocols in place.</p> <p>Able to explain ways in which business communications and its content is controlled.</p> <p>Able to apply aspects of legislation to business communications within given business scenarios.</p> <p>Be able to give examples of how businesses protect IT systems and impact of inappropriate use.</p> | <p>Unit 1 The business environment</p> <p>LO3 Understand the effect of different organisational structures on how businesses operate</p> <p>LO5 Understand the relationship between businesses and stakeholders</p> <p>Unit 3 Business decisions</p> <p>LO1 Understand factors to be taken into account when</p> | <p>TextBooks:</p> <p>Bayley, Tullett et al (2017) Cambridge Technical Level 3 Business ISBN 978 1 4718 7479 6</p> <p>Mitchell & Wainwright (2018) Business (My Revision Notes series) ISBN 978 1 5104 4232 0</p> <p>Past Papers:</p> <p>Unit 2 past papers (available from teacher, on SharePoint and OCR website)</p> <p>Course Notes:</p> <p>Full set of course notes (mainly in PPT format)</p> |

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| | <p>minimum standards of professional behaviour</p> <ul style="list-style-type: none"> ○ punctuality ○ appearance and dress code ○ use of appropriate language <p>Understanding</p> <p>1.1 Authority protocols reasons for authority protocols</p> <p>1.2 Confidentiality protocols implications of breaching confidentiality reasons why confidentiality may need to be breached</p> <p>1.4 Checking protocols checking of documents checking of arrangements implications of poor checking</p> <p>1.5 IT security protocols protection of information against unauthorised access</p> | <p>Be able to explain a range of employment laws that applies to employees and employers.</p> <p>Be able to explain why a business has codes of practice for its employees.</p> <p>Able to explain what steps businesses take to protect their data.</p> <p>Understanding the consequences of breaches and when breaches may be required</p> <p>Being able to explain why businesses have protocols for checking documents and understanding the implications of not checking documents to the business</p> <p>Successful application of the principles of IT protocols to a given business scenario</p> | <p>making business decisions</p> <p>Unit 4 Customers and communication</p> <p>LO5 Know the constraints and issues which affect the sharing, storing and use of information for business communications</p> | <p>are available on SharePoint.</p> <p>Website:</p> <p>www.businessed.co.uk</p> <p>www.OCR.org.uk</p> |
| <p>LO2: Understand factors that influence the arrangements of business meetings</p> | <p>Knowledge</p> <p>2.1 the factors that influence meeting arrangements</p> <ul style="list-style-type: none"> meeting criteria (e.g. internal/external, urgency, priority, purpose, required personnel) personnel availability (e.g. diary, electronic diary systems, calendars, meeting scheduling software) | <p>Describe the arrangements that are required in order to successfully host a business meeting</p> <p>Describing the factors that determine business travel</p> | | |

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| | <p>venue/room (e.g. availability, location, required resources, refreshments, catering service, shared office space) resource packs (e.g. documentation, visitor badges if required) business costs (e.g. most cost effective or most timely method, face-to-face meeting or virtual meeting; who and how many are attending)</p> <p>2.2 the factors that influence business travel arrangements</p> <p>travel criteria</p> <ul style="list-style-type: none"> ○ destination ○ dates/times ○ personnel ○ special requirements <p>mode of transport timetables and schedules calculation and comparison of costs</p> <p>2.3 the factors that influence business accommodation arrangements</p> <p>accommodation criteria (e.g. location, grade, cost, meal arrangements) personnel requirements (e.g. type of rooms, access, dietary requirements) calculation and comparison of costs</p> <p>Understanding Application of LO2.1, 2.2 & 2.3 into business scenarios</p> <p>Skills</p> <p>Throughout LO2 students will be undertaking firsthand research to determine solutions.</p> | <p>Successfully set up all the necessarily administrative arrangement associated with an internal and external meeting:</p> <ul style="list-style-type: none"> Attendance Venue Supporting documentation Costing <p>Producing a plan for attendance at a multi day business conference using a given business scenario.</p> <p>Produce a suitable plan for overnight accommodation for a given business scenario</p> <p>Undertake research of suitable transport routes and produce an itinerary using software.</p> <p>The use of a wide range of and travel & accommodation booking sites to provide viable solutions within a given context / business scenario.</p> | | |
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