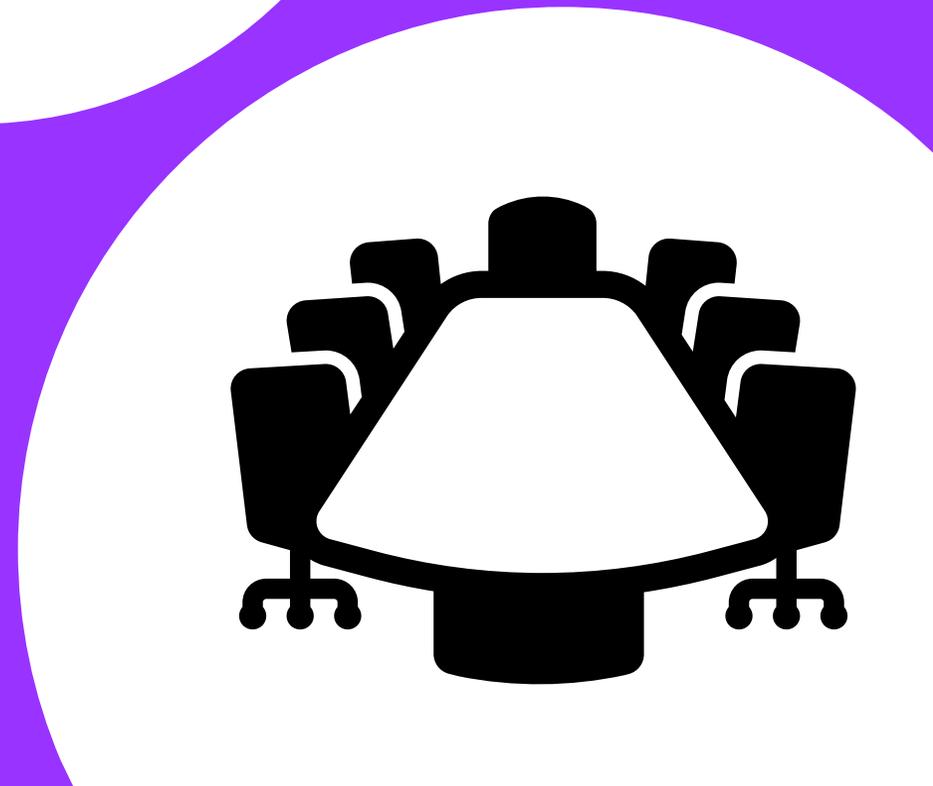


# Cambridge Technical (Level 3) in Business Studies

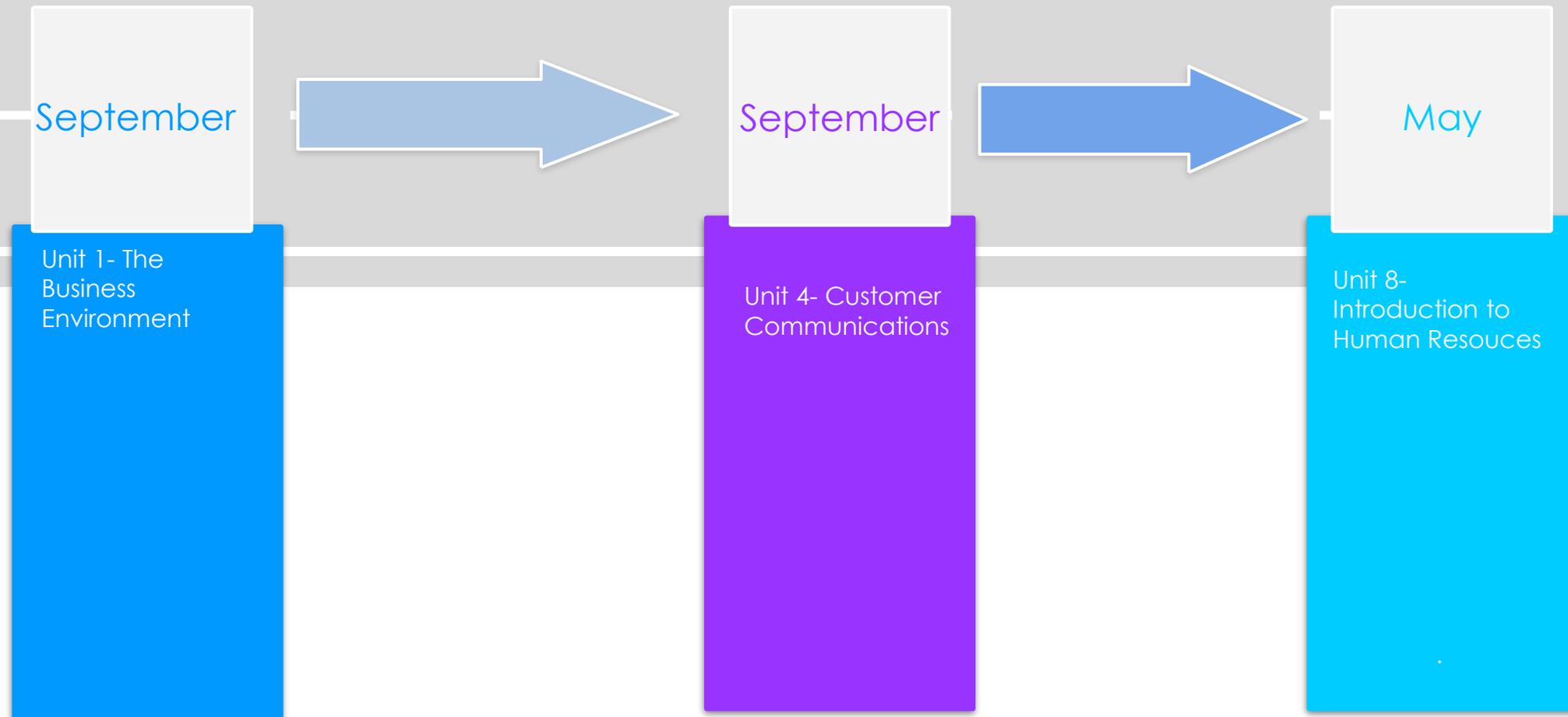
Delivered over two years

Certificate & Extended  
certificate

Teaching staff – C. Judson &  
D. Holmes



# Cambridge Technical (Level 3) in Business Studies



# Course overview

## Unit 1- The Business Environment

This unit is a double weighted, externally assessed unit, which is first assessed in May of Year 12. The unit explores a wide range of business objectives, sectors and activities as well as the different functional areas of business and how they work together effectively.

We explore different organisational structures which may be adopted in a range of businesses. Students will also learn about financial management for businesses and how to analyse cash flow forecasts, statements of financial position and income statements.

Finally, students will explore different stakeholders and their influence on businesses as well as the internal and external factors impacting a business on a daily basis. Throughout this unit students will learn how to describe, analyse, evaluate and recommend which will be key to their success. Application to given case studies and real life businesses is also key and therefore this unit will broaden the students knowledge of the business world in which we live.

## Unit 4- customer Communications

This unit is internally set and marked through coursework, and externally verified by a OCR moderator.

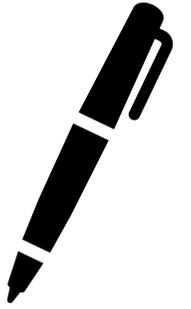
Customers are vital to the success of any business and come in a range of shapes and sizes. It is therefore essential that all businesses communicate effectively with their customer and see value in customer service.

In this unit students will focus on a business set by the class teacher, they will explore the internal and external customers of that business and the factors that influence them when making choices.

Students will be given the opportunity to demonstrate what they have learned through planned role play interactions with customers, presentations to a range of audiences and the creation of business communications.

Finally, students will be taught about the legalities impacting businesses when communicating both internally and externally.

# Course information & methods of assessment



- The Certificate (Year 12 only) comprises of two. One externally assessed and one internally assessed.
- The Extended Certificate (Year 12 & 13) builds upon this and in the second year of studies students will have one externally assessed unit and two internally assessed units.
- Deadlines will be set for students to work towards completing.
- Students will have a resit attempt of the externally assessed units.

Half term	September – October- (Teacher 1- 5 hours per fortnight)
Year group	12

Unit 1- The Working Environment	Learning Outcome	Content to be covered	Assessment
1-2	1. Understand different types of businesses and their objectives	Business activity areas Areas of operation Forms of legal business ownership Factors which inform business ownership	Collective feedback
3	1. Understand different types of businesses and their objectives	Business aims and objectives	
4-5	2. Understand how the functional areas of businesses work together to support the activities of businesses	Functionals areas: Finance, Marketing & Sales Functional areas: HR, Operations management and Customer service Functional areas: Business Support Services, R&D and Procurement How business functions work together	Personalised feedback
6-7	3. Understand the effect of different organisational structures on how businesses operate.	Organisational charts Flat structures Hierarchical structures	

<b>Half term</b>	<b>October – December (Teacher 1- 5 hours per fortnight)</b>
<b>Year group</b>	<b>12</b>

<b>Unit 1- The Working Environment</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1-2	3. Understand the effect of different organisational structures on how businesses operate.	Centralised structures Decentralised structures Matrix Structures Elements of organisational structures	Collective feedback
3-4	3. Understand the effect of different organisational structures on how businesses operate.	How elements of the organisational structures impact on business operations Application of the structures	
5-6	4. Be able to use financial information to check the financial health of a business	Breakeven Profit and Loss	Personalised feedback
7	4. Be able to use financial information to check the financial health of a business	Income Statements Calculations and completion Using income statements to assess performance	

<b>Half term</b>	<b>January – February (Teacher 1- 5 hours per fortnight)</b>
<b>Year group</b>	<b>12</b>

<b>Unit 1- The Working Environment</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1-2	5. Understand the relationship between businesses and it's stakeholders	Internal stakeholders External stakeholders Stakeholder objectives	Collective feedback
3-4	6. Understand the external influences and constraints on businesses could respond	Social factors Technological factors Economic factors	Personalised feedback
5-6	6. Understand the external influences and constraints on businesses could respond	Environmental factors Political factors Legal factors	

<b>Half term</b>	<b>February – April (Teacher 1- 5 hours per fortnight)</b>
<b>Year group</b>	<b>12</b>

<b>Unit 1- The Working Environment</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1-2	6. Understand the external influences and constraints on businesses could respond	Ethical factors Competitor factors How businesses respond to changes in their external environment	Personalised feedback
3-4	7. Understand why businesses plan	Reasons to plan Elements of a business plan Sources of finance	Collective feedback
5-6	8. Be able to assess the performance of businesses to inform business activities	Factors impacting the success of a business: Financial & Non Financial Long term and short term	

<b>Half term</b>	<b>May- July (Teacher 1- 5 hours per fortnight)</b>
<b>Year group</b>	<b>12</b>

<b>Unit 1- The Working Environment</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1 & 2	ALL	Revision of all topics for Unit 1	Personalised feedback
<b>Unit 8- Introduction to HR</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
3-4	1. Know the factors that are involved in Human Resource Planning (P1 & P2)	Key responsibilities of the HR function Internal and external factors to be considered when HR planning	
5-6	1. Know the factors that are involved in Human Resource Planning (P1 & P2)	Assessment of LO1	Personalised in line with exam board guidelines

<b>Half term</b>	<b>September – December (Teacher 1- 1 hour per week)</b>
<b>Year group</b>	<b>12</b>

<b>Unit 4- Customer Communications</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1-2	1. Understand why customers are and their importance to a business	Internal customers External customers Factors influencing customer decisions	Individual in line with OCR guidelines
3-4	1. Understand why customers are and their importance to a business	Actions businesses take in response to customer needs How businesses can provide different levels of customer service	Individual in line with OCR guidelines
5-6	1. Understand why customers are and their importance to a business	The benefits of developing and maintaining customer service How businesses can improve their customer service	Individual in line with OCR guidelines
7	1. Understand why customers are and their importance to a business	Assessment of LO1 (P1, P2, P3, M1, D1)	Individual in line with OCR guidelines

<b>Half term</b>	<b>September – December (Teacher 1- 1 hour per week)</b>
Year group	12

<b>Unit 4- Customer Communications</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
8-9	1. Understand why customers are and their importance to a business	Assessment of LO1 (P1, P2, P3, M1, D1)	Individual in line with OCR guidelines
10-11	1. Understand why customers are and their importance to a business	Assessment of LO1 (P1, P2, P3, M1, D1)	Individual in line with OCR guidelines
12-13	2. Understand how to communicate with customers	Business communications How business communications are designed Corporate standards	
14-15	2. Understand how to communicate with customers	How businesses manage their online media activity	

<b>Half term</b>	<b>Jan-April (Teacher 1- 1 hour per week)</b>
<b>Year group</b>	<b>12</b>

<b>Unit 4- Customer Communications</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1-2	2. Understand how to communicate with customers	Assessment of LO2 (P4, P5, M1)	Individual in line with OCR guidelines
3-4	2. Understand how to communicate with customers	Assessment of LO2 (P4, P5, M1)	Individual in line with OCR guidelines
5	5. Know the constraints and issues which affect the sharing, storing and use of information for business communications	Legal constraints Security constraints Legal issues	
6-7	5. Know the constraints and issues which affect the sharing, storing and use of information for business communications	Assessment of LO5 (P10)	Individual in line with OCR guidelines

<b>Half term</b>	<b>September- October (Teacher 2)</b>
<b>Year group</b>	<b>12</b>

<b>Unit 4- Customer Communications</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1-3	3. Be able to establish a rapport with customers through non-verbal and verbal skills	Non-Verbal skills Verbal skills Listening skills Responding to customer complaints	Collective
4-7	3. Be able to establish a rapport with customers through non-verbal and verbal skills	Assessment of LO3 (P6, P7, M3)	Individual in line with OCR guidelines

<b>Half term</b>	<b>October-December (Teacher 2)</b>
<b>Year group</b>	<b>12</b>

<b>Unit 4- Customer Communications</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1-3	4. Be able to convey messages for business purposes	How messages are structured and conveyed Types of business communications	Individual feedback
4-6	4. Be able to convey messages for business purposes	Design and completion of business communications Considerations when delivering business messages	

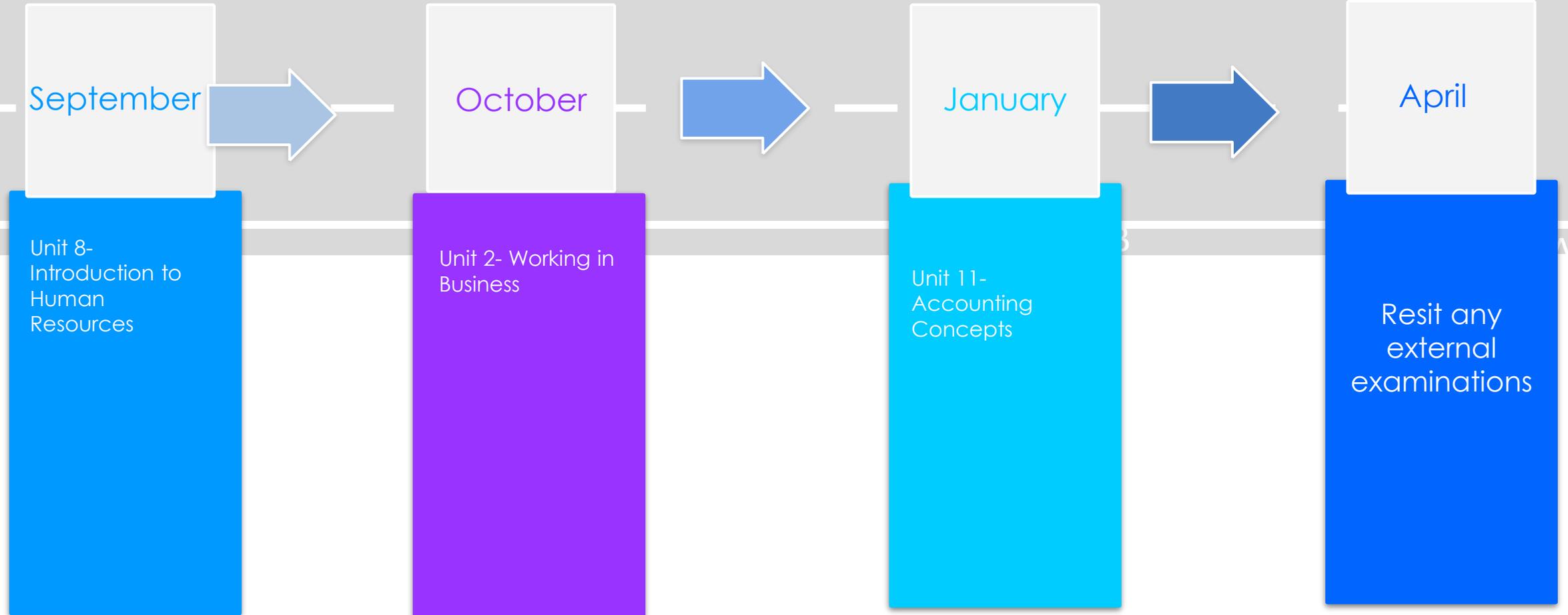
<b>Half term</b>	<b>Jan-February (Teacher 2)</b>
<b>Year group</b>	<b>12</b>

<b>Unit 4- Customer Communications</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1-6	4. Be able to convey messages for business purposes	Assessment of LO4 (P8, P9, M4, D2)	Individual in line with OCR guidelines

# Year 1 summary

- Students will have completed at least 1 external attempt at:
  - Unit 1
- Students will have submitted an internal assignment for unit 4 and received a grade.
- Students will have started some of learning for Unit 8.
- Students will have worked to set deadlines.

# Cambridge Technical (Level 3) in Business



# Course overview

## Unit 2- Working in Business.

This unit is externally set and assessed in January of year 13.

Businesses today need employees, managers and entrepreneurs who are multi skilled, independent thinkers. During this unit you will develop skills in accordance with organisational protocols, to be able to prioritise work and communicate effectively with others.

You will develop skills and understanding of the working environment including arranging meeting, travel and accommodation, making and receiving payments and communicating with stakeholders.

This unit is practical and will require you to complete and create business documents.

## Unit 11- Accounting Concepts

This unit is internally assessed and externally verified.

All businesses require accurate book keeping records to meet the requirements of businesses and their stakeholders. This unit provides students with vital skills and knowledge of maintaining business records, using books of original entry and double entry book keeping.

Due to an increase in the number of national and international accounting requirements, businesses are always in need of employees who possess book keeping and accounting skills.

Half term	September – October 2021
Year group	13

Unit 8/Unit 2	Learning Outcome	Content to be covered	Assessment
1-2	5. Understand the importance of confidentiality within the human resource function	Confidentiality in businesses Methods of maintaining confidentiality The impact of breaking confidentiality	
3	5. Understand the importance of confidentiality within the human resource function	Assessment of LO5 (P9, P10)	Individual feedback in line with OCR guidelines.

## Unit 2- Working in Business

4-5	1. Understand protocols to be followed when working in business	<b>Authority protocols</b> (Authority in the workplace, On decision making, On authorisation) <b>Confidentiality protocols</b> (Procedures, Storage of data, implications of breaches, suitable breaches) <b>Constraints on document content</b> (voluntary and legislative) <b>Checking protocols</b> (documents, arrangements, implications of poor checking) <b>ICT protocols</b> <b>Employment protocols</b>	Collective feedback
6-7	2. Understand factors that impact business meetings	Factors influencing meetings Deadlines and diary entries Costs Methods of communication for meetings Factors that influence travel arrangements Factors that impact business accommodation	

<b>Half term</b>	<b>October- December 2021</b>
Year group	13

<b>Unit 2- Working in Business</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1-3	3. Be able to use business documents	Transaction documents Employee documents Internal documents How to interpret business documents Payment methods The purpose, completion and checking of business documents	Individual feedback
4-6	4. Be able to prioritise business tasks	Reasons for prioritising tasks Factors that influence task prioritisation How to use information to inform prioritisation How to assign high/medium/low priority tasks Factors that influence a change of priority	Collective feedback
7-8	5. Knowhow to effectively communicate with stakeholders	Range of communication methods Characteristics which inform communication	

Half term	January-Feb 2022
Year group	13

Unit 11- A	Learning Outcome	Content to be covered	Assessment
1	<b>External exam- Unit 2</b>		
2-3	1. Understand why businesses keep accurate accounting records	Purposes of accounting Accounting requirements of various business organisations Accounting concepts and policies	
4-5	1. Understand why businesses keep accurate accounting records	Assessment of LO1 (P1, P2, M1, D1)	Individual feedback in line with OCR guidelines.
6	2. Be able to use the accounting equation	Assets, Liabilities & Capital Calculation Application of equation Asses	

<b>Half term</b>	<b>Feb-April 2022</b>
<b>Year group</b>	<b>13</b>

<b>Unit 11- A</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
7	2. Be able to use the accounting equation	Assessment of LO2 (P3)	Individual feedback in line with OCR guidelines.
8-9	3. Be able to prepare the principle documents in business transactions	Transaction documents Purpose, effect and recording of trade discounts Purpose and preparation of different accounting books Completion of the three column and petty cash book	
10-12	3. Be able to prepare the principle documents in business transactions	Assessment of LO3 (P4, P5, M2, D2)	Individual feedback in line with OCR guidelines.
13	4. Be able to use basic double entry bookkeeping to prepare the trial balance	Double entry book keeping Divisions of the ledger Capital and revenue items of income and expenditure Trial balances	

<b>Half term</b>	<b>April-May 2022</b>
<b>Year group</b>	<b>13</b>

<b>Unit 11- A</b>	<b>Learning Outcome</b>	<b>Content to be covered</b>	<b>Assessment</b>
1-2	4. Be able to use basic double entry bookkeeping to prepare the trial balance	Assessment of LO4	Individual feedback in line with OCR guidelines.
3-4	5. Be able to reconcile a cash book with a bank statement	Methods of payment and receipt How to update a cash book The need for bank reconciliations How to prepare a bank reconciliation The purpose of a bank statement	
5-6	5. Be able to reconcile a cash book with a bank statement	Assessment of LO5	Individual feedback in line with OCR guidelines.