Yr 12 Cam Tech L3 Business Curriculum Roadmap

Unit 3

LO1
Learning:
Understand who customers are and their importance. Different types of customer, their behaviour and the importance of customer service

LO2
Learning:
Communicating with customers. Methods, advantages and disadvantages, formats, styles, corporate profiles

LO3
Learning:
Establishing a rapport with customers. Verbal, non-verbal and listening skills. The importance of rapport, body language, compliments, making notes and addressing customers.

LO4
Learning:
Be able to convey messages for business purposes. Structure of messages, verbal and written communication and considerations such as technical language, accuracy and timelines

LO5
Learning:
Know the constraints and issues surrounding sharing, storing and use of information in business communications. Legal constraints such as Copyright, F.o.I and computer misuse. Ethical issues including organisational policies. Security issues including confidentiality and storage/back-up costs.

LO6
Learning:
Be able to use resource, project and change management information to inform business decisions

LO5
Learning:
Be able to use resource, project and change management information to inform business decisions

Unit 2

LO1
Learning:
Understand factors to be taken into account when making business decisions

LO2
Learning:
Be able to use financial data to inform business decisions

LO3
Learning:
Understand how human resource information informs business decisions

LO4
Learning:
Understand how marketing information informs business decisions

LO5
Learning:
Businesses and their stakeholders. Internal/external stakeholders, their role and their influence, how businesses respond to conflicts, consequences of not listening to stakeholders

LO6
Learning:
Understanding external influences and constraints. Examining PESTLE factors, legal constraints e.gf Consumer and Employment legislation as well as business ethics

LO7
Learning:
Understand why businesses plan, how they measure risk,/avoid failure. Sources of finance and creating business plans

LO8
Learning:
Understanding external influences and constraints. Examining PESTLE factors, legal constraints e.gf Consumer and Employment legislation as well as business ethics

Unit 1

LO1
Learning:
Different types of businesses and their objectives. Sectors of operation, legal forms of ownership, aims and objectives.

LO2
Learning:
Understanding functional areas of businesses and how they work together. Key tasks of functional areas e.g. marketing, sales, HR, finance, R&D, Operations Management, purchasing and how these areas are interconnected.

LO3
Learning:
Oorganisational structures, different types, elements and their impact on organisations

LO4
Learning:
Using financial information to check the financial health of an organisation. Using and calculating costs, revenue, cash flow, profit, M.o.S and break-even.
Iinterpreting income statements, cash flow forecasts/statements and statements of financial position.

Resilience   **Kindness**   **Respect**   **Curiosity**   **Collaboration**   **Endeavour**

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LO5

Understanding how to communicate effectively – audience, purpose, methods, types and choosing the appropriate method

LO4

Learning:
Be able to use business documents including purchase orders, invoices, credit notes, expense claims and requisition forms. Understanding payment methods such as credit/debit cards and electronic transfer.

LO3

Learning:
Understand protocols followed in business, authority, confidentiality, documents, legislation. IT security and employment protocols. Minimum standards of behaviour expected of staff.

LO1

Learning:
Understand protocols followed in business, authority, confidentiality, documents, legislation. IT security and employment protocols. Minimum standards of behaviour expected of staff.

LO2

Learning:
Understand factors that influence business meetings such as costs, rooms, personnel, travel criteria and accommodation.

Unit 5

LO4

Learning: Justifying and Recommending the business event and future opportunities
Justify the decisions made when planning the business event, giving reasons why alternative options were rejected. Recommend and justify improvements to the planning and running of future business events

LO3

Learning:Be able to review and evaluate if the business event met its objectives

Understanding How to appraise own performance in supporting business events, gather feedback for a review of the event, How to analyse feedback from the event

Unit 4

LO1

Learning: Be able to prepare for a business event

Understanding the roles and accountabilities of others involved in organising and running business events and how your role fits. How event organisers liaise with internal and external customers and suppliers. The skillset of an effective business event team. How to identify objectives and success criteria. How to plan for a business event. Producing documents and resources to aid the running of a business event and how to prepare for a business event

LO2

Learning: Be able to support the running of a business event

To provide support and help resolve problems, give appropriate administrative support on the day (e.g. note taking, ensuring delegates have correct documentation, recording attendance and absence, organising, collecting evaluation feedback)

Resilience   **Kindness**   **Respect**   **Curiosity**   **Collaboration**   **Endeavour**