

Topic: Business Operations		Duration: 29 lessons (1 hour)		Composite: Unit assessment	
Key vocabulary:	Core knowledge questions			Powerful knowledge crucial to commit to long term memory	Links to previous and future topics
Production management, production, job production, flow production, specialisation, lean production, Just-in-time (JIT) production, Kaizen, Just-in-case (JIC), purchasing economies of scale, procurement, supply chain, logistics, Total Quality Management (TQM), customer service, customer engagement, post-sales, customer loyalty, Information and Communication Technology (ICT), E-commerce, M-Commerce, Global markets, social media, Data analysis,	<ol style="list-style-type: none"> 1. What is job production? 2. What is flow production? 3. How is production made efficient through lean production? 4. How is production made efficient through JIT? 5. How is stock managed using JIT? 6. How is stock managed using JIC? 7. How are the benefits of reduced costs balanced against the cost of more frequent deliveries and purchasing economies of scale with JIT production? 8. How are the benefits of spare stock balanced against the cost of holding buffer stock with JIC production? 9. What factors affects the choice of suppliers? 10. What are the effects of procurement and logistics on a business? 11. What is the value of effective supply chain management? 12. What is procurement? 13. What is logistics? 14. What is a supply chain? 15. What are the benefits of managing a supply chain effectively? 16. How do businesses identify quality problems? 17. What are the consequences of quality issues? 18. What are the methods businesses use to maintain consistent quality? 19. What are the benefits to a business of using TQM 20. What are the quality problems a business faces as it grows particularly if a using outsourcing and franchising? 21. What are the methods of good service? 22. What are the benefits of good customer service? 23. What are the dangers of poor customer service? 24. What are the ways ICT have allowed customer services to develop? 			<ul style="list-style-type: none"> • What are the methods of production? • How is production made efficient? • What are the different ways of managing stock? • What are the methods of maintaining quality? • What is good customer service and the benefits of it? 	<ul style="list-style-type: none"> • Links with Unit 1 topic Expanding a business and Unit 2.1 influences on business - Technology
We will develop these skills:					
Impressive reading	Impressive speaking	Impressive writing	Resilience	Numeracy	Employability
Reading articles case studies related to Business news and theory.	Class debates, discussions and role play.	Business recommendation and advice leaflet creation.	Developing ability to consistently amend and refine work.	Calculating unit cost	T, VC, CA, WC, P&O, TM
SEND				Employability and Careers	
<p>Opportunities for retrieval practice and building on prior knowledge through use of MCQ.</p> <p>Multi-sensory approach using quizzes, documentaries and team challenges.</p> <p>Skills ordered logically and sequenced with an increase in complexity.</p> <p>Repetition of key vocabulary in every lesson.</p> <p>Relatable case studies.</p>				<p>This unit covers the operations of a business focusing on procurement, supply chain, logistics, quality and customer service allowing for career development in these areas.</p>	

Last reviewed 6/10/21 by LJC

Topic: Human Resources		Duration: 21 lessons (1 hour)			Composite: Unit assessment	
Key vocabulary:	Core knowledge questions				Powerful knowledge crucial to commit to long term memory	Links to previous and future topics
Organisational structure, Organisational chart, Line manager, authority span of control, levels of hierarchy, chain of command, de-layering Delegation, Communication Decentralization, Centralization, Diversification, Retention Recruitment, Selection Internal recruitment, External recruitment, job analysis, job description, persons specification, curriculum vitae (CV), productivity, quality, customer service, contracts of employment, full time employment, part time employment, zero hours contract, job share, motivation, job enrichment, piecework, training, induction training, on-the-job training, off the job training	<ol style="list-style-type: none"> 1. What is the meaning of span of control, chain of command, delaying and delegation? 2. Why do business have internal structures? 3. What are the key roles and responsibilities in a business? 4. How does structure impact management of a business? 5. How would structure affect the way people communicate within different organisations? 6. How does internal recruitment methods differ from external recruitment methods? 7. What are the benefits and drawbacks of internal and external recruitment approaches? 8. What are the differences between part and full time contracts, job share and zero hours contract? 9. What are the benefits of a motivated work force? 10. What are the financial and non-financial methods businesses use to motivate their employees? 11. How does training benefit a business? 12. What are the different methods a business takes to train their staff? 13. What are the benefits of induction training? 14. What methods of training are most appropriate for differing types of businesses? 				<ul style="list-style-type: none"> • What are the different types of organisational structures? • What are the different methods of recruitment and selection? • What are the different types of contract? • What are the different methods of motivation? • What are the different ways a business trains its employees? 	<ul style="list-style-type: none"> • Efficiency • Finance – cost saving • Quality –workforce capability
We will develop these skills:						
Impressive reading	Impressive speaking	Impressive writing	Resilience	Numeracy	Employability	
Reading articles and case studies related to business news and theory.	Class debates, discussions and role play.	Extended response questions.	Developing ability to consistently amend and refine work.	Calculating staff discounts – fringe benefits	T, VC, CA, A&I, I&SM, D, WC, P&O, F, TM	
SEND					Employability and Careers	
Opportunities for retrieval practice and building on prior knowledge through use of MCQ. Multi-sensory approach using quizzes, documentaries and team challenges. Skills ordered logically and sequenced with an increase in complexity. Repetition of key vocabulary in every lesson. Relatable case studies.					Provides an overview of the processes undertaken to both recruit and select individual candidates for employment. Careers in HR management.	

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