

Curriculum Overview: Year 12 Business Single

Autumn 1	Autumn 2	Spring 1	Spring 2	Summer 1	Summer 2
Topic Bus Y12 Unit 4: who are customers and what influences their behaviour? Communicating with customers. Constraints when communicating with customers.	Topic Bus Y12 Unit 4: Customer service and examples of communication. Customer service and examples of communication Bus Y12 Unit 1: types of business and their objectives. Functional areas of business	Topic Bus Y12 Unit 1: Organisational structures and their effects. Use of financial information. Business stakeholders. External influences on business	Topic Bus Y12 Unit 1: Business planning. Assessing business performance	Topic Bus Y12 Unit 1: Revision Bus Y12 Unit 8: Factors involved in HR. Training and development.	Topic Bus Y12 Unit 8: Business motivation. Performance management.
Links to prior learning Yr8 Enterprise Y10 Business RO68 Yr10/11 Business RO69, RO67 Stretch and Challenge Enquiry What are corporate standards?	Links to prior learning Aut1 Customers and their behaviour. Stretch and Challenge Enquiry How do businesses respond to differing customer needs when communicating with customers?	Links to prior learning Aut2 types of businesses and functional areas. Stretch and Challenge Enquiry Research into existing business organisational structures being used in business.	Links to prior learning Aut2-Spr1 Unit 1 business environment Stretch and Challenge Enquiry Independent inquiry: How well has a business performed against its aims?	Links to prior learning Aut1-Spr2 Unit 1 The Business Environment Stretch and Challenge Enquiry What is HR and the factors affecting this functional area?	Links to prior learning Aut1-Spr2 Unit 1 The Business Environment Stretch and Challenge Enquiry What improvements could be made to a business HR policy on motivation?
Equipment Needed Pencil, ruler, rubber, sharpener, Ball point pen. Having internet access as well as a mobile phone, laptop or computer at home is beneficial, although not essential.		Wider Reading Cambridge Technicals Level 3 Business, Bayley et al.		Family activities Read the news and look at business examples in everyday life. Ask your child to discuss or show you some of the pieces of work they have created. Encourage your child to develop a growth mind-set and accept mistakes as part of the learning process.	