



Aspire Achieve Thrive

Half Term 1

# Business

Two Year Course  
Year 11

Name: \_\_\_\_\_

Tutor: \_\_\_\_\_

## Year 11 Homework Timetable

<b>Monday</b>	Ebacc Option D	Option C	Modern Britain	
<b>Tuesday</b>	English	Tassomai	Option B	Option A
<b>Wednesday</b>	Sparx	Science	Modern Britain	Option C
<b>Thursday</b>	Ebacc Option D	Tassomai	Option B	
<b>Friday</b>	Sparx	Science	English	Option A

Block A	Block B	Block C	Block D
Art	Business Studies	Art	French
Dance	Child Development	Business Studies	Geography
Drama	Catering	Geography	History
Media Studies	Computer Science	Health & Social Care	
Music	Drama	History	
Photography	Health & Social Care	Catering	
	IT	Photography	
	Media Studies	Sport	
	Sociology	Travel & Tourism	
	Sport		

**Tassomai - 2 Daily Goals per week**

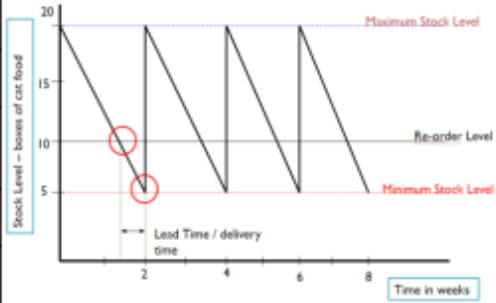
**Sparx - 4 tasks of Sparx per week**

Week/Date	Homework Task	Examination Question
Week 1 5th September	<b>Cornell Notes</b> on Ethics, Environment and Business	Explain one disadvantage of a business being ethical (3)
Week 2 12th September	<b>Revision Cards</b> on Ethics, Environment and Business	Explain one way a business might limit its impact on the environment (3)
Week 3 19th September	<b>Cornell Notes</b> on: Working with suppliers and the role of procurement	Explain one benefit to a business of using batch production (3)
Week 4 26th September	<b>Revision Cards</b> on Working with suppliers	Explain one benefit to a business of having a good relationship with its suppliers. (3)
Week 5 3rd October	<b>Cornell Notes</b> on: The importance of quality control in a business and the different methods used.	Explain one reason why a business might use just in time stock control. (3)
Week 6 10th October	<b>Revision Cards</b> on Quality and Sales process	Explain one advantage to a business of producing a high quality product. (3)
Week 7 17th October	<b>Cornell Notes</b> on The Sales Process	Explain one disadvantage to a business of providing poor customer service. (3)

**Business Studies Y11 Knowledge Organiser 1.1**

Week	Key Knowledge			Contextual information
<b>1</b>  <b>Ethics &amp; Environment</b>	Businesses do <b>not</b> have a legal responsibility to be ethical. They can make choices between doing the right thing and profit. The groups/things below can all be impacted by unethical business activity. However if the businesses customers are made aware of unethical behaviour then a business may lose customers so they must be careful to make good choices.			<b>Coca Cola has been sued for racism in the work place and polluting water supplies. It has been responsible for promoting cruelty to animals, stands accused of being part of the global obesity problem and is one of the largest palm oil users in the world.</b>
	<b>Workers</b> - Paid poorly or working in unsafe conditions	<b>Materials</b> – Using raw materials that are sourced from unethical practice	<b>Consumers</b> – Misleading customers or knowingly providing faulty products	
	<b>Suppliers</b> – paying a fair price for the products received	<b>Government</b> – Paying all appropriate taxes and abiding by employment law	<b>Community</b> – disrupting local areas where the business is located, through noise, light or toxic pollution	
	<b>Environment</b> Business activity can have a negative impact on the environment, they must take this in to consideration when making decisions. Things a business can do to reduce its environmental impacts are; <ul style="list-style-type: none"> <li>• Use renewable resources</li> <li>• Dispose of waste products responsibly</li> <li>• Reduce unnecessary or use recyclable packaging</li> <li>• Reduce its carbon footprint using more environmental means of transportation</li> </ul>		<b>Sustainability</b> Businesses need to choose their raw materials carefully as overuse of resources is jeopardising the future of the planet. For example palm oil usage has encouraged huge areas of forest in south-east Asia and Africa to be destroyed. The plantations cover more than 27 million hectares of surface across the world and have a negative impact on wildlife, causing around 100,000 orang-utans to be lost between 1999 and 2015.	<b>Iceland released an advert to promote their commitment to remove Palm oil from all their products. The advert was banned from television but was watched on social media by millions.</b>
Week	Key Knowledge	Key terms	Contextual information	
<b>2 &amp; 3</b>  <b>Business Operations</b>  <b>Production process and Technology</b>	<b>Job</b> – Products produced by specialists, often bespoke or made to order. For example wedding cakes	<b>Bespoke</b> – One of a kind, made to the specification of the customer	Production is linked to productivity, flexibility, cost and quality. Businesses that create bespoke products can charge more for their products because of the quality. For example Fender charges up to £10,000 for a guitar. However, products that are produced on a production line can be made more cheaply allowing the business to pass this saving on to the customer and creating competitive advantage	
	<b>Batch</b> – Products made in batches. A production line will make several of one item then switch and make several of another. For example a bakery	<b>Economies of scale</b> – the more of a product that is made the cheaper it becomes to make it. For example, bulk buying if a business buys more raw materials then they will be cheaper		
	<b>Flow</b> – The production is normally done on an assembly line. This is often automated so the process can continue 24 hours a day 7 days a week. For example: Car manufacturing	<b>Automation</b> – The use of machinery or robotics to make products		
	<b>Reducing costs</b> – Although capital outlay is expensive, machinery can be run much more efficiently enabling mass production and reduces the need for employees therefore reducing costs	<b>Cost per unit</b> – The raw material and labour cost to make one unit	<b>Impacts of technology</b> <ul style="list-style-type: none"> <li>• Speeds up production process</li> <li>• Lowers production costs</li> <li>• Ensures fewer mistakes</li> <li>• Initial investment is costly</li> <li>• Technology can become obsolete</li> <li>• Requires employee training</li> </ul>	
	<b>Improving quality</b> – Machinery reduces human error and design programmes improve design processes. Also tracking systems for deliveries can improve customer experience	<b>Supply chain management</b> – The management of resources during the production process		
	<b>Improving flexibility</b> – Machinery can be reprogrammed to create a variety of products. Online processes can allow customers to design bespoke products much more cheaply	<b>Standardisation</b> – Products that are exactly the same as each other		

# Business Studies Y11 Knowledge Organiser 1.1

Week	Key Knowledge					Contextual information
3 & 4  Working with suppliers The role of procurement	Reliability – The orders need to be deliver on time and the need to be correct		Capacity – Can the suppliers meet the needs of the business, if the business grows can they still meet the needs			Impact of suppliers <ul style="list-style-type: none"><li>• Good relationships can create competitive advantage</li><li>• Good relations can improve reputation of business through better products</li><li>• Speedy deliveries can make businesses more efficient</li><li>• Late deliveries will delay production</li><li>• Poor quality supplies will impact reputation negatively</li></ul>
	Payment terms – Does the supplier offer trade credit, when will they expect to be paid		Quality – Is the quality appropriate for the customer expectations, can the quality be guaranteed			
	The role of procurement: <ul style="list-style-type: none"><li>•Relationships with suppliers: quality, delivery (cost, speed, reliability), availability, cost, trust</li><li>•The impact of logistics and supply decisions on: costs, reputation, customer satisfaction</li></ul>					
	Key Relationships with suppliers:					
	Quality - A business will want its suppliers to sell them the best possible quality products for the price	Delivery -If a delivery is late this may stop production and could cost the business money	Availability - supplier to deliver quality stock on time – there will be problems if the stock is not available	Cost - both sides will want the deal to last a long time to reduce the costs of having to find other suppliers, customers or renegotiate a deal	Trust - relationships work well when there is joint problem solving and open communication between the businesses	Procurement defined: Is the process by which businesses buy raw materials, component, products, services, and other resources from a supplier to produce their own products and services
Week	Key Knowledge		Key terms			Bar gate graph
4 & 5  Managing stock	Customer satisfaction – Managing the level of stock will be important to maintain customer confidence in a business. Customers will go to competitors if they cannot get the products they require from a business		Bar gate graph used to measure stock levels in a business. Indicating when stock is low and when to reorder			
			Buffer stock – The minimum stock level a business will hold			
	Perishable/obsolete – Some products will have a limited shelf life and may be spoiled. Some products are seasonal and some products will not be demanded by consumers if they are no longer desirable		Maximum stock level – The amount a business can store within its warehouses			
			Lead time – the time it takes from ordering to delivery			
	Quantity – holding enough stock to meet customer need is important to the success of a business. However stock is a drain on cash flow so too much stock is not good for a business		Re-order level – The point that stock is low, allowing for time for stock to be delivered			
Week	Key Knowledge					
4 & 5  JIT	Just in Time stock management is the process of ordering enough stock for the beginning of the production process. This means that a business does not need to warehouse stock reducing costs. For this process to be successful businesses must have excellent relationships with suppliers.					
	Advantages			Disadvantages		
	No need for warehousing, reducing fixed costs			Stock could be late or damaged in transit delaying production		
	Cash is not tied up in stock so can be used for other elements of the business			If there are unexpected orders businesses may not be able to meet demand		



Week	Key Knowledge				
5 & 6 Quality	Quality control – The process of checking whether products made on a production line of an appropriate quality and flaw free before shipping to the customer. This ensures that the customer is satisfied and the reputation of the business stays intact		Quality assurance – An embedded process where quality is put at the heart of the production process. All production works are invested in producing quality products and can intervene if they believe that quality is not being met		
	Advantages	Disadvantages	Advantages	Disadvantages	
	Faults will be picked up and issues resolved	Process happens at the end faulty product become waste increasing costs	Less waste as faults are picked up early in the process	Training for staff is more involved and the business is reliant on staff to pick up faults	
	Customer will be satisfied with product	Have to employ quality controller to check product increasing costs	No need for quality controllers	May have to increase prices to cover the training costs making business less competitive	
Week	Key terms				
6 The sales process	<b>Customer interest</b> Customers will become interested in products or services that are well marketed. Creating a strong brand image and reputation will increase the chance of consumers choosing your product	<b>Speed and efficiency of service</b> Efficient production processes are important in order for the business to meet the demand for the product. Delivery will also need to be timely to keep customers happy.	<b>Customer engagement</b> This is extremely important is the service industry. Staff need to build relationships with the customer to build trust. This will also be the case with large purchases like cars or houses	<b>Post-sale service</b> Many businesses offer an aftersales service. This not only builds loyalty and promotes positive reputation it encourages repeat purchase. Also post sale service guarantee can help a business make a sale	<b>Customer loyalty</b> Retaining customers is good for building a brand. Also it is much more expensive to attract new customers than it is to keep existing ones

Date.....

Explain one disadvantage of a business being ethical (3)

Answer:-

[illegible]

Date.....

Explain one way a business might limit its impact on the environment (3)

Answer:-

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Date.....

Explain one benefit to a business of using batch production (3)

Answer:-

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## WEEK 4

Date.....

Explain one benefit to a business of having a good relationship with its suppliers. (3)

Answer:-

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Date.....

Explain one reason why a business might use just in time stock control. (3)

Answer:-

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## WEEK 6

Date.....

Explain one advantage to a business of producing a high quality product. (3)

Answer:-

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Date.....

Explain one disadvantage to a business of providing poor customer service. (3)

Answer:-

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings visible.



## STEP 2: CREATE CUES

**What:** Reduce your notes to just the essentials.

**What:** Immediately after class, discussion, or reading session.

**How:**

- Jot down key ideas, important words and phrases
- Create questions that might appear on an exam
- Reducing your notes to the most important ideas and concepts improves recall. Creating questions that may appear on an exam gets you thinking about how the information might be applied and improves your performance on the exam.

**Why:** Spend at least ten minutes every week reviewing all of your previous notes. Reflect on the material and ask yourself questions based on what you've recorded in the Cue area. Cover the note-taking area with a piece of paper. Can you answer them?

## STEP 1: RECORD YOUR NOTES

**What:** Record all keywords, ideas, important dates, people, places, diagrams and formulas from the lesson. Create a new page for each topic discussed.

**When:** During class lecture, discussion, or reading session.

**How:**

- Use bullet points, abbreviated phrases, and pictures
- Avoid full sentences and paragraphs
- Leave space between points to add more information later

**Why:** Important ideas must be recorded in a way that is meaningful to you.

## STEP 3: SUMMARISE & REVIEW

**What:** Summarise the main ideas from the lesson.

**What:** At the end of the class lecture, discussion, or reading session.

**How:** In complete sentences, write down the conclusions that can be made from the information in your notes.

**Why:** Summarising the information after it's learned improves long-term retention.



Questions	Notes

Summary

Questions	Notes

Summary

Questions	Notes

Summary

Questions	Notes

Summary

[illegible]

[illegible]

[illegible]





<b>Revision Card on Ethics and Business Operations</b> <ol style="list-style-type: none"><li>1. What is ethics?</li><li>2. Give examples of ethical behaviour by businesses</li><li>3. What is a trade off?</li><li>4. What is a pressure group?</li><li>5. What is meant by productivity?</li><li>6. What is meant by economies of scale?</li><li>7. What is the production process?</li></ol>	<b>Answers</b>
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<b>Revision Card on Working with Suppliers</b> <ol style="list-style-type: none"><li>1. Name four factors of working with suppliers?</li><li>2. Define procurement?</li><li>3. Name one reason why it is important to get procurement right?</li><li>4. Name an impact of poor relationships with suppliers to a business?</li><li>5. Name the five key areas of a positive relationship with suppliers?</li><li>6. What is meant by logistics?</li><li>7. Name a business where supplier relationships are vital?</li></ol>	<b>Answers</b>
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<b>Revision Card on Quality and Sales Process</b> <ol style="list-style-type: none"><li>1. Define Quality Control?</li><li>2. Define Quality Assurance?</li><li>3. What is the difference between quality control and quality assurance?.</li><li>4. Name an advantage of Quality Control?</li><li>5. Name a disadvantage of Quality Assurance?</li><li>6. There are 5 key areas to the sales process: name them all?</li><li>7. What is a post-sale service?</li></ol>	<b>Answers</b>
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