GCSE (9-1) Edexcel Pearson Business Studies

Personal Learning Checklist – Theme 2

***Topic 2.3 Making operational decisions***

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| **Number** | **Content 2.3.1 - Business Operations** | ☹ | 😐 | 😊 |
|  | The purpose of business operations: |  |  |  |
| 43 | * To produce goods |  |  |  |
| 44 | * To provide services |  |  |  |
|  | Production processes: |  |  |  |
| 45 | * Different types: job, batch, flow |  |  |  |
| 46 | * The impact of different types of production process: keeping productivity up and costs down and allowing for competitive prices. |  |  |  |
| 47 | Impacts of technology on production: Balancing cost, productivity, quality and flexibility. |  |  |  |
|  | **Content 2.3.2 - Working with suppliers** | ☹ | 😐 | 😊 |
|  | Managing stock: |  |  |  |
| 48 | * Interpretation of bar stock graphs |  |  |  |
| 49 | * The use of Just in Time (JIT) stock control |  |  |  |
|  | The role of procurement: |  |  |  |
| 50 | * Relationships with suppliers: quality, delivery (cost, speed, reliability), availability, cost, trust |  |  |  |
| 51 | * The impact of logistics and supply decisions on: costs, reputation, customer satisfaction. |  |  |  |
|  | **Content 2.3.3 - Managing quality** | ☹ | 😐 | 😊 |
|  | The concept of quality and its importance in: |  |  |  |
| 53 | * The production of goods and the provision of services: quality control and quality assurance |  |  |  |
| 54 | * Allowing a business to control costs and gain a competitive advantage |  |  |  |
|  | **Content 2.3.4 - The sales process** | ☹ | 😐 | 😊 |
|  | The sales process: |  |  |  |
| 55 | * Product knowledge |  |  |  |
| 56 | * Speed and efficiency of service |  |  |  |
| 57 | * Customer engagement |  |  |  |
| 58 | * Responses to customer feedback |  |  |  |
| 59 | * Post-sales service |  |  |  |
| 60 | The importance to businesses of providing good customer service. |  |  |  |

***Topic 2.4 Making financial decisions***

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| **Number** | **Content 2.4.1 – Making financial decisions** | ☹ | 😐 | 😊 |
|  | The concept and calculation of: |  |  |  |
| 61 | * Gross profit |  |  |  |
| 62 | * Net profit |  |  |  |
|  | Calculation and interpretation of: |  |  |  |
| 63 | * Gross profit margin |  |  |  |
| 64 | * Net profit margin |  |  |  |
| 65 | * Average rate of return |  |  |  |
|  | **Content 2.4.2 – Understanding business performance** | ☹ | 😐 | 😊 |
|  | The use and interpretation of quantitative business data to support, inform and justify business decisions: |  |  |  |
| 66 | * Information from graphs and charts |  |  |  |
| 67 | * Financial data |  |  |  |
| 68 | * Marketing data |  |  |  |
| 69 | * Market data. |  |  |  |

***Topic 2.5 Making human resource decisions***

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| **Number** | **Content 2.5.1 – Organisational Structure** | ☹ | 😐 | 😊 |
|  | Different organisational structures and when each are appropriate: |  |  |  |
| 70 | * Hierarchical and flat |  |  |  |
| 71 | * Centralised and decentralised |  |  |  |
|  | The importance of effective communication: |  |  |  |
| 72 | * The importance of effective communication: |  |  |  |
| 73 | * Barriers to effective communication |  |  |  |
|  | Different ways of working: |  |  |  |
| 74 | * Part-time, full-time and flexible hours |  |  |  |
| 75 | * Permanent, temporary, and freelance contracts |  |  |  |
| 76 | * The impact of technology on ways of working: efficiency, remote working |  |  |  |
|  | **Content 2.5.2 – Effective recruitment** | ☹ | 😐 | 😊 |
|  | Different job roles and responsibilities: |  |  |  |
| 77 | * Key job roles and their responsibilities: directors, senior managers, supervisors/team leaders, operational and support staff. |  |  |  |
|  | How businesses recruit people: |  |  |  |
| 78 | * Documents: person specification and job description, application form, CV |  |  |  |
| 79 | * Recruitment methods used to meet different business needs (internal and external recruitment). |  |  |  |
|  | **Content 2.5.3 – Effective training and development** | ☹ | 😐 | 😊 |
|  | How businesses train and develop employees: |  |  |  |
| 80 | * Formal and informal training |  |  |  |
| 81 | * Self-learning |  |  |  |
| 82 | * Ongoing training for all employees |  |  |  |
| 83 | * Use of target setting and performance reviews |  |  |  |
|  | Why businesses train and develop employees: |  |  |  |
| 84 | * The link between training, motivation and retention |  |  |  |
| 85 | * Re-training to use new technology |  |  |  |
|  | **Content 2.5.4 – Motivation** | ☹ | 😐 | 😊 |
|  | The importance of motivation in the workplace |  |  |  |
| 86 | * Attracting employees |  |  |  |
| 87 | * Retaining employees |  |  |  |
| 88 | * Productivity |  |  |  |
|  | How businesses motivate employee (financial): |  |  |  |
| 89 | * Remuneration |  |  |  |
| 90 | * Bonus |  |  |  |
| 91 | * Commission |  |  |  |
| 92 | * Promotion |  |  |  |
| 93 | * Fringe benefits |  |  |  |
|  | How businesses motivate employee (non-financial): |  |  |  |
| 94 | * Job rotation |  |  |  |
| 95 | * Job enrichment |  |  |  |
| 96 | * Autonomy |  |  |  |