



Year 12-13 A-Level Business SIL

The purpose of the SIL work is to prepare you for a good start to second year Business by reviewing key topics. All work must be uploaded onto Teams by Friday 10th September.

PART ONE

Task 1 – Review of year 12 topics

3.1. What is business?

3.1.1 Understanding the nature and purpose of business

1. What are the 6 business objectives may a business set itself?
2. What is the relationship between mission and objectives?
3. Why do businesses set objectives?
4. What is the formula for total revenue?
5. Define the term 'fixed costs'.
6. Define the term 'variable costs'.
7. What is the formula for total costs?

3.1.2 Understanding different business forms

1. Complete the table below.

	Definition	Benefits	Drawbacks
Sole traders			
Private limited company			
Public limited company			
Private sector organisation			
Public sector organisation			
Non-profit organisations (e.g. charities			

2. Explain the difference between unlimited and limited liability.

3. Define the term 'ordinary share capital'.

5. State the formula for 'market capitalisation'.

6. Define the term 'dividends'.

7. Explain the role of shareholders in a business.

8. Explain why a shareholder may invest in a business.

9. Give three factors that may influence the share price of a business.

10. Explain why the objectives of a public limited company may be different to the objectives of a sole trader using example objectives to support your explanation.

3.1.3 Understanding that businesses operate within an external environment

1. Give the 7 external factors that can influence demand and costs.

3.2 Managers, leadership and decision making

3.2.1 Understanding management, leadership and decision making

1. What are the 5 roles of the manager?
2. Draw and label the Tannenbaum Schmidt continuum.
3. Draw and label the Blake Mouton grid.
4. List the different leadership styles that exist.

3.2.2 Understanding management decision making

1. Define what is meant by 'scientific decision making' and given an example.
2. Define what is meant by 'intuitive decision making' and given an example.
3. Draw a decision tree below for a decision of your choice and calculate the expected values and net gains.
4. Give the five key influences that could influence decision making in a business.

3.2.3 Understanding the role and importance of stakeholders

1. Draw and label the stakeholder mapping theory below.
2. List 3 different influences on the businesses relationship with its stakeholders.
3. What are the different 5 different ways a business can manage its relationship with different stakeholders.

3.3 Decision making to improve marketing performance

3.3.1 Setting marketing objectives

1. List 5 different marketing objectives a business may set itself.
2. List two internal and external influences on marketing objectives.

3.3.2 Understanding marketing and customers

1. Give two types of primary research.
2. Give two types of secondary research.
3. Give two benefits of using qualitative data.
4. Give two limitations of using quantitative data.
5. Draw below a marketing map for the soft drinks industry.
6. Give the formula for market share.
7. Give the formula for market growth.
8. List the three different types of sampling.
9. Explain what is meant by a strong positive correlation.
10. Explain what is meant by a weak negative correlation.
11. Explain what is meant by the term 'confidence interval'.
12. Explain what is meant by the term 'extrapolation'.
13. What does it mean if a business has a price elasticity demand value of -0.8 ? What does this mean for the business?
14. What does it mean if a business has a price elasticity demand value of -1.8 ? What does this mean for the business?

3.3.3 Making marketing decisions: segmentation, targeting and positioning

1. Give the four different ways a market can be segmented.
2. What is the difference between a niche and a mass market?

3.3.4 Making marketing decisions: using the marketing mix

1. Define the marketing mix (including the 7 P's).
2. Draw the Boston Matrix below.
3. Draw the Product Life Cycle below.
4. Explain the difference between penetration pricing and price skimming.
5. Give three promotional methods that could be included in the promotional mix.
6. Give three distribution channels that could be used by a business.
7. What is meant by the term 'e-commerce'.

3.4 Decision making to improve operational performance

3.4.1 Setting operational objectives

1. Give the 6 different operational objectives that a business may set itself.
2. Give two internal and two influences on the operations objectives.

3.4.2 Analysing operational performance

1. Give the formula for labour productivity.
2. Give the formula for unit costs.
3. Give the formula for capacity utilisation.

3.4.3 Making operational decision to improve performance: increasing efficiency and productivity

1. Define 'capacity'.
2. Define 'lean production'.
3. Give two benefits and two difficulties of using lean production.
4. What is meant by the optimal resource mix?
5. How can technology be used to improve operational performance?

3.4.3 Making operational decision to improve performance: quality

1. What is meant by the term quality?
2. What is the difference between quality control and quality assurance?
3. Give two benefits of improving quality.
4. Give two consequences of poor quality.

3.4.5 Making operational decisions to improve performance: managing inventory and supply chains

1. Define the term 'mass customisation'.
2. Give three ways a business can manage supply to match demand.
3. Draw and fully label an inventory control chart below.
4. List 5 influences on the choice of supplier.
5. Define the term 'outsourcing'.

3.5 Decision making to improve financial performance

3.5.1 Setting financial objectives

1. Give 5 financial objectives a business may set itself.
2. Give two internal and external influences on the setting of financial objectives.

3.5.2 Analysing financial performance

1. Define the term 'budget'.
2. Explain what a 'favourable variance' is.
3. Explain what an adverse variance is.
4. Draw and complete a cash flow forecast below.
5. Explain what a 'payable' is.
6. Explain what a 'receivable' is.
7. Draw and label a breakeven chart below.
8. What is the formula used to calculate breakeven output.
9. Give two benefits of using breakeven analysis.
10. Give two drawbacks of using breakeven analysis.

3.5.3 Making financial decisions: sources of finance

1. Define and give one benefit and one drawbacks of 'debt factoring'.
2. Define and give one benefit and one drawbacks of 'overdrafts'.
3. Define and give one benefit and one drawbacks of 'retained profits'.
4. Define and give one benefit and one drawbacks of 'share capital'.
5. Define and give one benefit and one drawbacks of 'loans'.
6. Define and give one benefit and one drawbacks of 'venture capital'.

3.5.4 Making financial decisions: improve cash flow and profits

1. Give 4 ways that a business can improve its cash flow.
2. Give 4 ways that a business can improve its profits.

3.6 Decision making to improve human resources decision making

3.6.1 Setting operational objectives

1. Give 6 HR objectives that a business may set itself.
2. Give two internal and two external influences on the setting of HR objectives.

3.6.2 Analysing human resource performance

1. Give the formula for labour turnover.
2. Give the formula for labour retention rates.
3. Give the formula for labour productivity.
4. Give the formula for labour turnover.
5. Give the formula for employee costs as a percentage of turnover.
6. Give the formula for labour cost per unit.

3.6.3 Improving organisational design and human resource flow

1. Summarise the Hackman and Oldham model below.
2. Give the 5 influences on organisational design.
3. Define the term 'delegation'.
4. Explain the difference between centralisation and decentralisation.
5. Give 5 elements included in the human resource flow.

3.6.4 Making human resources decisions: improving motivation and engagement

1. Give the 5 motivational theories that exist.
2. Give four financial methods of motivation.
3. Give two benefits of having a motivated workforce.

3.6.5 Making human resource decisions: improving employer-employee relations

1. Explain what is meant by the term 'trade unions'.
2. Explain what is meant by the term 'work councils'.

PART TWO

Potential Exam Questions

3.1. What is business?

Do you think that Business A was right to set up as a public limited company rather than a private limited company? Justify your view.

Do you think that shareholders have had the biggest influence on Business A's decision to expand in to global markets? Justify your view.

3.2 Managers, leadership and decision making

Evaluate the possible implications of Manager A's change in leadership style using the Blake Mouton grid. Justify your view.

Evaluate the possible implications of Manager A's change in leadership style using the Tannenbaum Schmidt continuum. Justify your view.

Evaluate the value of Business A using decision trees to aid their decision making. Justify your view.

3.3 Decision making to improve marketing performance

To what extent do you think that product is the most important element of Business A's marketing mix. Justify your view.

To what extent do you think that primary market research has helped Business A more than secondary market research? Justify your view.

To what extent do you think it was a good idea for Business A to change its positioning in the market? Justify your view.

3.4 Decision making to improve operational performance

To what extent do you think that adopting lean production is guaranteed to lead to higher profits. Justify your view.

Do you think that outsourcing was the best thing for Business A to do to help match their supply to demand? Justify your view.

3.5 Decision making to improve financial performance

Evaluate the best ways for Business A to improve their current breakeven output.

Do you think that debt factoring is the best way for business A to improve their cash flow? Justify your view.

Do you think that Business A was right to use venture capital rather than a loan to fund the investment into new technology? Justify your view.

3.6 Decision making to improve human resources decision making

To what extent should Business A be concerned about the rise in the company's unit labour costs? Justify your view.

To what extent will a decision to decentralise enable Business A to achieve its HR objectives? Justify your view.

To what extent is the decision by managers at Business A to use non-financial methods of motivation for its employees the best way to improve its competitiveness. Justify your view.

Name: _____
 AQA A-Level Business - Year 1 - Unit 1

The Different Legal Forms of Business

Type of Ownership	Example	Advantages	Disadvantages
Sole Trader			
Partnership			
Private Limited Company (LTD)			
Public Limited Company (PLC)			

What is the formula for market capitalisation?

Explain one reason why private individuals invest in shares.

Explain one influence on share prices.

Explain one reason why a business would change ownership?

What is the difference between the public & private sector?

What is the relationship between mission & objectives?

All objectives should be...

S M A R T

List 5 Business Objectives

-
-
-
-
-

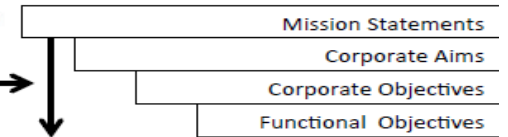


1. WHAT IS BUSINESS?

Why would someone set up not-for-profit business?



The Hierarchy of Objectives



Why would a business write a mission statement?

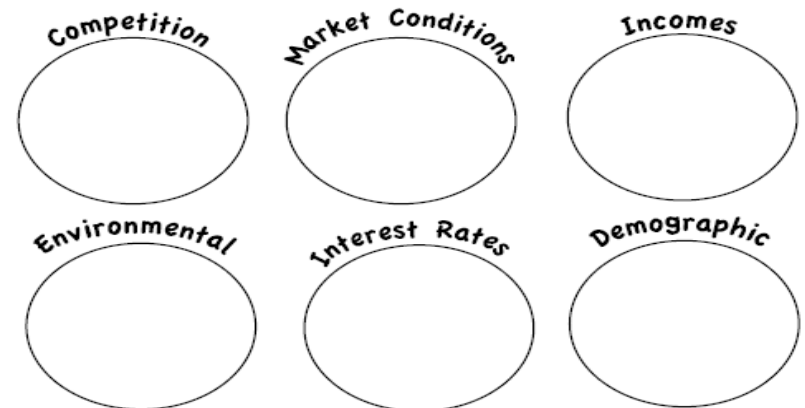
The Importance of Profit

Output	10,000 Units
Price	£5 per unit
Fixed Costs	£5,000
Variable Costs	£3 per unit
Profit	

Why is profit so important to a business?

- * _____
- * _____
- * _____
- * _____

Explain how these external factors impact costs and demand



Name:
AQA A-Level Business - Year 1 - Unit 2

The functions of Management

P	D
O	C

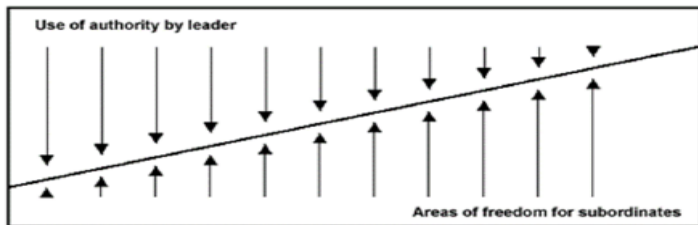
"Management is the art of getting things done through _____"

Types of Management & Leadership Style

	Key Features
Autocratic	
Democratic	
Laissez-faire	

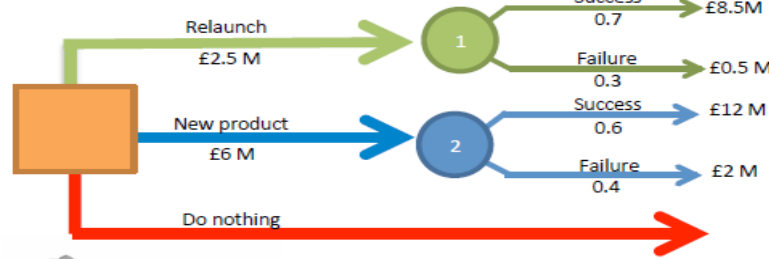
Tannenbaum & Schmidt Continuum

Autocratic Style ← → Democratic Style



T	S	C	S	D

Decision Trees



Benefits of Decision Trees

Drawbacks of Decision Trees

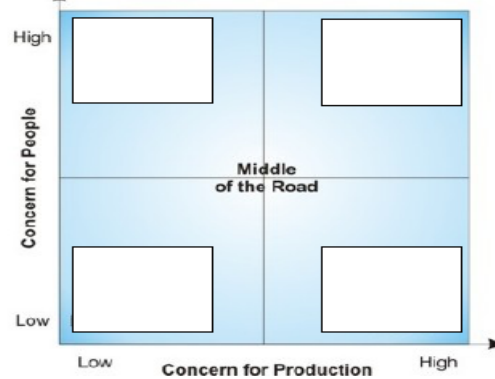
Decision making always involves...

- * R
- * R
- * Un
- * Op

Influence	How does it influence decision making?
Business Objectives	
Ethics	
External Environment	
Resource Constraints	

2. MANAGERS, LEADERSHIP & DECISION-MAKING

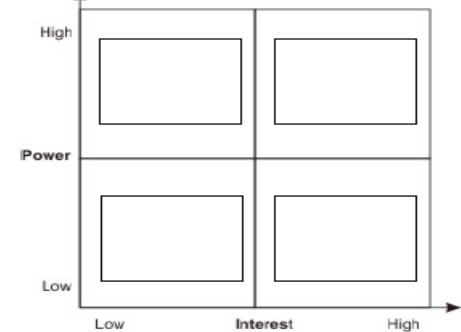
Blake-Mouton Leadership Grid



Examples of Stakeholders

- *
- *
- *
- *
- *
- *

Stakeholder Mapping

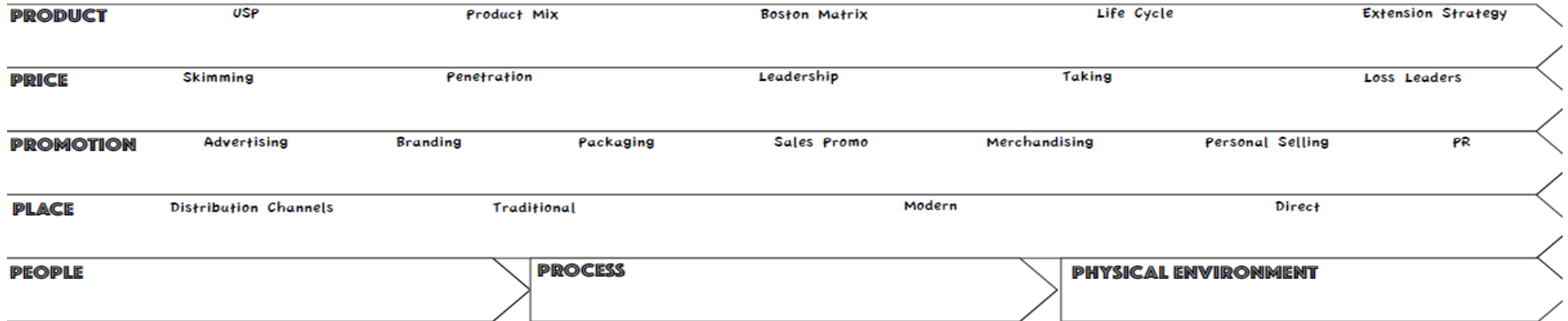


What is the key to managing stakeholder relations?

Name:
AQA A-Level Business - Year 1 - Unit 3

THE MARKETING MIX - 7P'S

The main variables comprising a firms marketing strategy.
An integrated marketing mix fits together to support the sale.



ELASTICITY OF DEMAND

The responsiveness of demand to a change in a variable.

Price Elasticity of Demand

Income Elasticity of Demand



How have developments in technology affected marketing functions?

MARKET SEGMENTATION

List three methods of market segmentation

- *
- *
- *

Niche Market

Mass Market

3. DECISION MAKING TO IMPROVE MARKETING PERFORMANCE

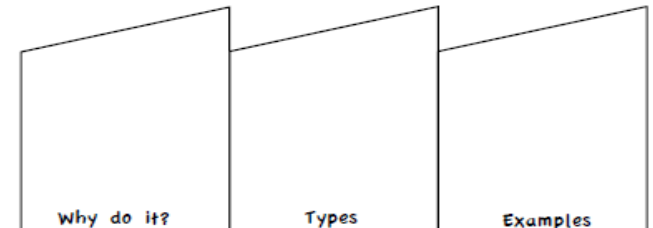
List three typical Marketing objectives

- *
- *
- *

How do you calculate the following?

Market Share	Sales Growth
Market Growth	Market Size

MARKET RESEARCH

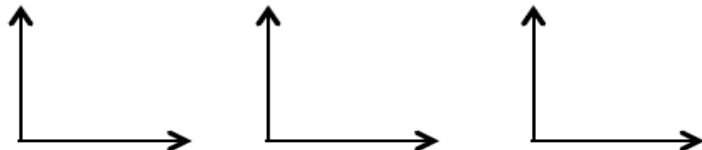


INTERPRETING MARKETING DATA

+ve Correlation

-ve Correlation

Extrapolation



Why does a business use confidence intervals?

Name:
AQA A-Level Business - Year 1 - Unit 4

EFFICIENCY

Using fewer inputs to produce a given output

Increasing labour productivity

Methods

- *
- *
- *

Difficulties

- *
- *
- *

Using Capacity More Efficiently - How?

Use Technology

Benefits

- *
- *
- *

Problems

- *
- *
- *

Choosing the Right Mix of Resources

L___ L___ C___ E___

Capital Intensive	Labour Intensive
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LEAN PRODUCTION

Requires a committed and co-operative workforce focused on reducing waste. Explain one way of reducing waste.

How does efficiency lead to lower costs per unit?

IMPROVING QUALITY

A quality product will satisfy customer needs.

Quality Assurance

TQM

Benefits of Improving Quality

Consequence of poor quality



4. DECISION MAKING TO IMPROVE OPERATIONAL PERFORMANCE

List three typical Operational objectives

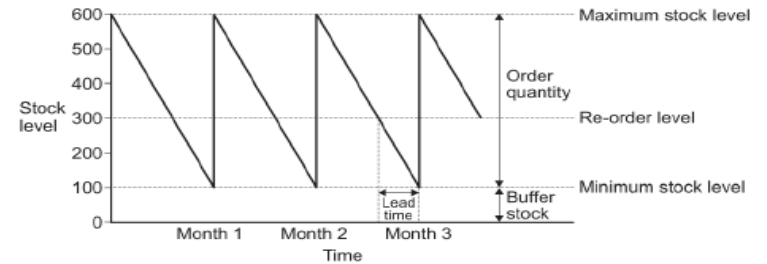
- *
- *
- *

How do you calculate/explain the following?

Labour Productivity	Capacity
Unit Cost	Capacity Utilisation



MANAGING INVENTORY (Stock)



Using the key terms explain what this chart shows...

Give three influences on the amount of stock held

- *
- *
- *

Explain how a business manages supply to match demand...

MANAGING THE SUPPLY CHAIN

Businesses aim to have the right _____ in the right _____ at the right _____. This requires managers to decide _____ to produce, _____ to produce and _____ to produce.



Just-In-Time (JIT)

Benefits	Drawbacks
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Name: _____
 AQA A-Level Business - Year 1 - Unit 5

List three types of **BUDGETS**

* _____
 * _____
 * _____

Calculate the variance

Item	Budget (£)	Actual (£)	Variance (£)
Sales Revenue	39,500	42,420	
Fixed Costs	9,500	9,500	
Total Costs	33,725	36,331	
Profit/Loss	5,775	6,089	

Formula for contribution

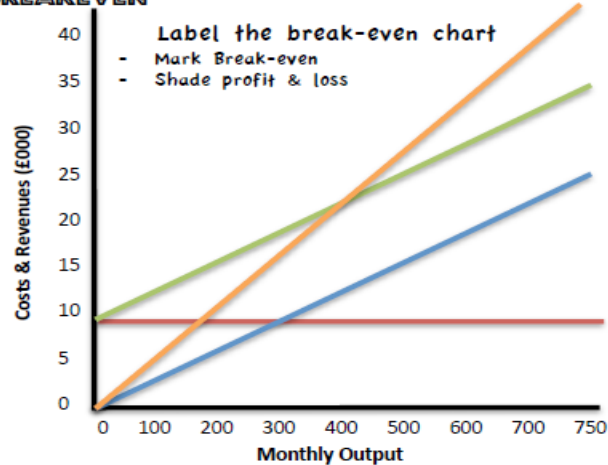
Formula for break-even

What is the margin of safety?

Calculate break-even output

Selling Price	£60
Variable Cost	£35
Fixed Cost	£10,000

BREAKEVEN



Benefits of Budgets

Drawbacks of Budgets

CASH FLOW

What is cash flow?

How is it different from profit?

Give two ways it could be improved...

* _____
 * _____



5. DECISION MAKING TO IMPROVE FINANCIAL PERFORMANCE

List three typical financial objectives

£ _____
 £ _____
 £ _____

Why set objectives?

What could influence the objectives?

Gross Profit Margin

Operating Profit Margin

Profit for the Year Margin

PROFITABILITY

	£
Revenue	200,000
Cost of Sales	147,000
Gross Profit	
Overheads	22,500
Operating Profit	
Profit for the Year	10,000

Complete the table & the calculate the margins

How could profitability be improved?

Complete the cash flow forecast... Spot the issues

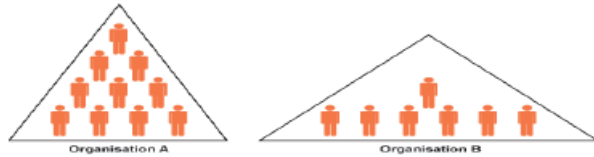
Item	Jan	Feb	Mar	Apr
Cash In	150	300	400	400
Cash Out	400	400	350	350
Net Cash Flow				
Opening Balance	50			
Closing Balance				

SOURCES OF FINANCE

	Advantages	Disadvantages
Retained Profit		
Selling Assets		
Equity		
Loans		
Debt Factoring		
Trade Credit		

Name:
AQA A-Level Business - Year 1 - Unit 6

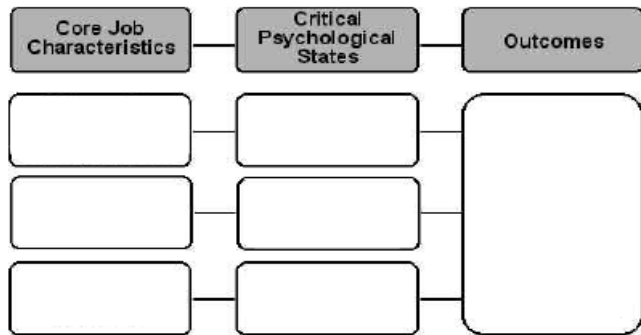
ORGANISATIONAL DESIGN



Key Term	Definition
Authority	
Span of Control	
Hierarchy	
Delegation	
Centralisation	
Decentralisation	

JOB DESIGN

Hackman & Oldham Job Characteristics Model



Explain the value of changing job & organisational design.

Hard HR Approach

Soft HR Approach



MOTIVATIONAL THEORISTS



Financial Motivators



Non-Financial Motivators

- *
- *
- *
- *
- *

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6. DECISION MAKING TO IMPROVE HR PERFORMANCE

List three typical HR objectives

- *
- *
- *

What are the benefits of fulfilling these objectives?

What could influence the objectives?

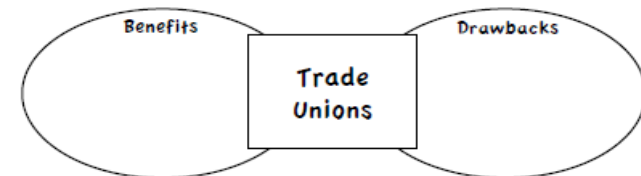
HR FLOW

- 1 R _____ & S _____
- 2 T _____
- 3 A _____ & P _____
- 4 R _____ & R _____



How does managing the HR flow help meet the HR objectives?

What is the key to good employer-employee relations?



Complete the table with the correct formula

Analysing Human Resource Performance	
Labour Turnover	
Labour Retention	
Labour Productivity	
Employee Cost as % of Turnover	
Labour Cost per Unit	

Task 2 – Business Winners & Losers

View the link/s given for each business and complete the tables with detailed findings;

Business One: Zara

Link: <http://uk.businessinsider.com/why-zara-is-crushing-the-retail-industry-2016-5>

What has happened, which topics from Year 12 does this link to?	
Who have or may be affected e.g. stakeholders?	
Why has this happened? Analyse the situation	
Your judgement on the situation.	
Questions?	

Business Two: Disney

Link: <https://www.thewaltdisneycompany.com/disney-launches-innovative-new-e-commerce-destination-prototype-store-design/>

<p>What has happened, which topics from Year 12 does this link to?</p>	
<p>Who have or may be affected e.g. stakeholders?</p>	
<p>Why has this happened? Analyse the situation</p>	
<p>Your judgement on the situation.</p>	
<p>Questions?</p>	

Business Three: Lush

Link: <https://www.theodysseyonline.com/why-lush-cosmetics-is-business-genius>

<p>What has happened, which topics from Year 12 does this link to?</p>	
<p>Who have or may be affected e.g. stakeholders?</p>	
<p>Why has this happened? Analyse the situation</p>	
<p>Your judgement on the situation.</p>	
<p>Questions?</p>	

“Are WH Smith the next name to disappear from the High Street?”

<https://www.bbc.co.uk/news/business-44274654>

You are to produce an essay that looks at the current state of WH Smith incorporating the following:

Paragraph 1

Define a key term relevant to the question

Paragraph 2

Point – answer the question directly with a knowledge point (*To some extent, I think WH Smith may be the next name to disappear from the High Street because...*)

Evidence – use evidence from the article to support your knowledge point (*In the article it states...*)

Analysis – develop 3 chains of logical argument to analyse why the point you have made will lead to the failure of WH Smith (*this means... therefore... as a result...*)

Link back to question – summarise your point with evaluation whilst linking back to the question

Paragraph 3

Point – answer the question directly with a knowledge point (*However, to some extent I don't think WH Smith will be the next name to disappear from the High Street because...*)

Evidence – use evidence from the article to support your knowledge point (*In the article it states...*)

Analysis – develop 3 chains of logical argument to analyse why the point you have made will lead to the failure of WH Smith (*this means... therefore... as a result...*)

Link back to question – summarise your point with evaluation whilst linking back to the question

Paragraph 4

Answer the question with a judgement (*Overall, I think WH Smith will/will not be the next big name to disappear from the high street.*)

Justify judgement including a summary of your previous point and an additional point to sway your argument (*I think this because... I also think this because...*)

It depends on – think about why your judgement may change/why others may disagree with you (*However, whether they do survive or not may depend on...*)

Task 3 – Preview work

Within the first couple of weeks of you returning as a year 13 student you will look at topic 3.7.3 assessing the existing internal position of a business to assess strengths and weaknesses – overall performance. In this topic you will look at different ways to assess Business performance. To help you do this you will be introduced to two new theories; Kaplan and Norton's Balanced Scorecard and Elkington's Triple Bottom line. In preparation for learning on this, please complete the following:

Watch the video tutorial on Kaplan and Norton and answer the questions that follow:

<https://www.tutor2u.net/business/reference/business-strategy-kaplan-nortons-balanced-scorecard>

1. Draw and fully label Kaplan and Norton's Balanced Scorecard
2. What is the focus of the financial perspective?
3. Give an example of a KPI that may be used in regards to the financial perspective.
4. What is the focus of the customer perspective?
5. Give an example of a KPI that may be used in regards to the customer perspective.
6. What is the focus of the internal processes perspective?
7. Give an example of a KPI that may be used in regards to the internal processes perspective.
8. What is the focus of the organisational capacity perspective?
9. Give an example of a KPI that may be used in regards to the organisational capacity perspective.
10. Give two benefits associated with Kaplan and Norton's Balanced Scorecard.
11. Give two drawbacks associated with Kaplan and Norton's Balanced Scorecard.

Watch the video tutorial on Elkington's Triple Bottom Line and answer the questions that follow: <https://www.tutor2u.net/business/reference/corporate-social-responsibility-elkingtons-triple-bottom-line>

1. Draw and fully label Elkington's Triple Bottom Line theory.
2. What does profit measure?
3. What does people measure?
4. What does planet measure?
5. Give two benefits associated with Elkington's Triple Bottom Line.
6. Give two drawbacks associated with Elkington's Triple Bottom Line.

PART THREE

Personal goals and objectives. Please answer the following questions as honestly as you can:

What does success look like for you?

What do you consider 'good grades'?

Describe what a great report home from your teachers would say.

Where do you see yourself next week/month/year?

Whom do you admire?

What do you wish to achieve by the time your course ends?

What would be important to you in a job?

Why are you doing these particular courses?

How do you feel on a Sunday night? Ready for the week ahead or not? How do you make sure?

If you could change one aspect about the way you work – what would it be and how would you change it?

In your studies – how do you feel/react when you have made a mistake?

Name a student who works harder than you. What do they do?

Tell me about a time you had to start something again from scratch. How did you feel at the time? Once it was done?

What have you done since the start of the course that you are proud of?
What is the biggest obstacle to your progress?

What's the biggest mistake you have made so far? What have you learnt/how did you deal with it?

What's the hardest exam question you expect to face? What are you doing about it?

When was the last time you tested yourself?

Which subject do you work the hardest on? Why do you think this is?

What extra-curricular activities would you like to become involved with this year? Why?