

Year 10 BTEC Business Curriculum Plan

Topics covered	Assessments
<p><u>Edexcel Level 2 BTEC Extended Certificate in Business</u></p>	
<p>Unit 1 – Business Purposes (5 credit) The aim of this unit is to enable learners to understand the nature of business organisations and the business environment in which they operate. They will do this by looking at the range of organisations that exist locally, regionally and nationally and by considering the business framework in which they operate.</p> <p>Unit 2 – Business Organisations (5 credit) The aim of this unit is to enable learners to understand the aims and objectives of business organisations and how they are organised into functional areas to meet their business aims and objectives. Learners will do this by looking at a range of examples of local and national organisations, with a particular focus on businesses in the local context.</p> <p>Unit 11 - Customer Relations in Business (10 credit)* This unit aims to equip learners with the knowledge and skills required to become an effective member of staff in a customer facing situation. It looks at how reliable customer service benefits a business by contributing to customer satisfaction, and how customer service can be monitored and evaluated.</p> <p>Students need to achieve 30 credits over the 2 year course Unit 11 runs into Year 11</p>	<p>The course is continuously assessed and work is presented in the form of a portfolio.</p> <p>There are no exams in BTEC courses, although an internal exam may be used to assess pupil's knowledge of the subject.</p> <p>The use of videoed role play to show the level of customer service presentation skill.</p> <p>Student portfolios are internally assessed and undergo external moderation.</p>
<p>Home enrichment opportunities The following are resources and websites that are useful for Business Subjects: www.bbc.co.uk – essential reading business pages www.tutor2u.net – a very good economics and business education site www.bized.co.uk – Business BTEC materials www.thetimes100.co.uk – 100 Business case studies www.instituteofcustomerservice.com – industry standard site</p>	

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<p><u>Edexcel Level 2 BTEC Extended Certificate in Business</u></p> <p>Unit 12– Business Enterprise (10 credit) The aim of this unit is to enable learners to understand the skills needed to set up and run a business, the regulations to be met and the need for a detailed business plan.</p> <p>Unit 11 - Customer Relations in Business (10 credit)* This unit aims to equip learners with the knowledge and skills required to become an effective member of staff in a customer facing situation. It looks at how reliable customer service benefits a business by contributing to customer satisfaction, and how customer service can be monitored and evaluated.</p> <p>Students need to achieve 30 credits over the 2 year course Unit 11 runs into Year 11</p>	<p>The course is continuously assessed and work is presented in the form of a portfolio.</p> <p>There are no exams in BTEC courses, although an internal exam may be used to assess pupil's knowledge of the subject.</p> <p>The use of videoed role play to show the level of customer service presentation skill.</p> <p>Student portfolios are internally assessed and undergo external moderation.</p>
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