





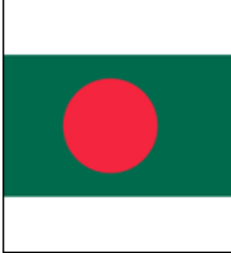

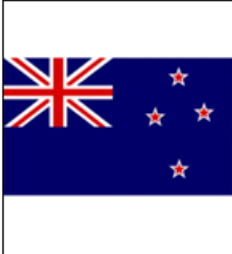








Starter

Guess the flag quiz

Team: _____

Name the country from its national flag

Flags

 1	 2	 3	 4	 5
 6	 7	 8	 9	 10
 11	 12	 13	 14	 15

1 _____
2 _____
3 _____
4 _____
5 _____
6 _____
7 _____
8 _____
9 _____
10 _____
11 _____
12 _____
13 _____
14 _____
15 _____



LEARNING OBJECTIVES:

- To understand the outline of the course
- To understand globalisation and the features of globalisation

Learning objectives

- ❑ To gain an understanding of the requirements of your chosen subject in preparation for a September 2026 start

Key words:

- Preparation
- Organisation
- Punctuality
- Commitment
- Success



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Explanation

Core Expectations for **Every Lesson**

1. Attend lessons on time and in professional attire
2. Be prepared for each lesson by ensuring you bring the appropriate equipment
3. Ensure all work is organised in the appropriate section of your subject folder
4. All deadlines must be met to avoid a 6 week “Risk of Failure” program
5. Respect the classroom, Replace chairs, Rubbish in bins
6. Speak to **ALL** members of the HT community with respect
7. No mobile phones/ear pods to be used in lessons or around the school
8. Starters are to be completed in silence
9. Be proactive and not reactive
10. Expect to work harder than you ever have before



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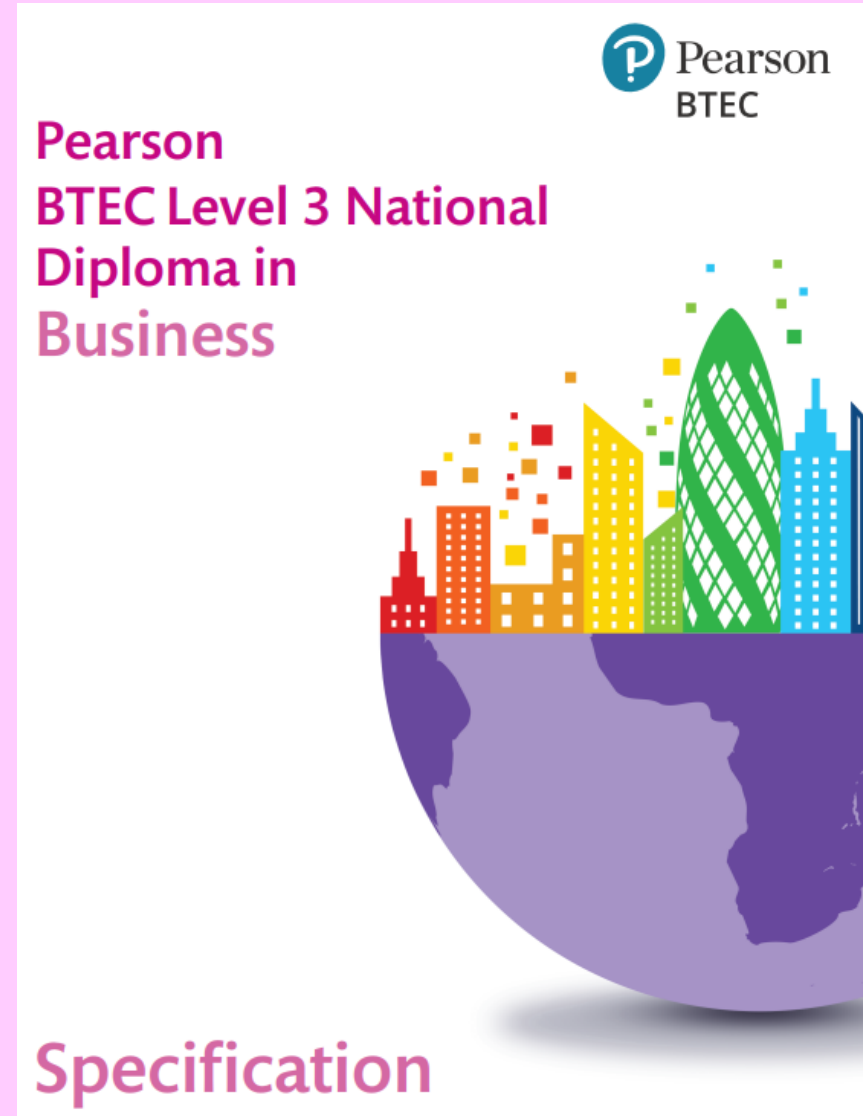
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BTEC Business Level 3

Diploma
2026-2028

Equivalent to 2 A Levels



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Explanation



- Business is the heart of the economy, encouraging innovation and creating wealth.
- This specification was created in collaboration with leading businesses, the qualifications explore all aspects of the business world including practical activities - ideal for a wide range of learning styles.



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Explanation

Taking an Interest – what is going on in the world at the moment?



Keep up to date with business news:

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

Keep up to date with the impact of politics on business:

<https://www.bbc.co.uk/news/politics>

Download the **BBC** App for free and get live updates **ALL** day



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Explanation

Expectations



- Arrive on time to all lessons, fully prepared.
- Handbooks/Task sheets must be with you in all lessons.
- Minimum of 4 hours learning outside the lesson.
- All deadlines must be met.
- Ensure you do wider reading/research.
- Follow all classroom rules

Be polite, courteous and do your best!
Tips for success is also in your handbook.



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Explanation



All work, whether it is electronic or paper based, is entirely your responsibility. If you lose it, you will have to re-do it!

Always make sure you keep a track of ALL your work at ALL times!



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Explanation

Organise yourself

It is really difficult to keep track different units of work between 2 teachers plus all the work from your other subjects. Here are key tips to enable you to keep on top of things;



1. Get a leaver arch folder for each unit.
2. Keep your task sheets in this file
3. Hold on to all first drafts and keep your feedback from your teachers safe.
4. Keep note of your progress throughout the unit using your progress trackers.



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Explanation



Most important

Never miss a deadline otherwise your workload will get

BIGGER & BIGGER & BIGGER

Keep a track of your deadlines using a planner or your mobile phone calendar



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Explanation

About the course

- You will complete 2 units in year 12:
 - Unit 4 Managing an Event (core) and unit 14 Customer Service (optional)
- You will complete another 2 units in year 13:
 - Unit 5 International Business (core) and unit 6 Principles of Management (core)

Unit	Foundation Diploma (Year 12)	Diploma (Year 13)
Unit 4: Managing an Event (Core)	Yes	
Unit 14: Customer Service (Optional)	Yes	
Unit 5: International Business (Core)		Yes
Unit 6: Principles of Management (Core)		Yes



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- Internally assessed coursework portfolio
- 5 learning aims
- Tight deadlines for completing the work
- Two drafts, then a final version



LEARNING OBJECTIVES:

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Learning Aim	Content
A: Explore the role of an event organiser	A1 Different tasks needed to be completed by an event organiser A2 Different skills needed by an effective event organiser A3 Common formats for skills audit collection
B: Investigate the feasibility of a proposed event	B1 Different types of event, and the factors affecting success B2 Feasibility measures and critical success factors
C: Develop a detailed plan for a business or social enterprise event	C1 Event planning and the use of planning tools C2 Factors to be considered, including budgets, resources and contingency planning
D: Stage and manage a business or social enterprise event	D1 Management of the event D2 Problem solving
E: Reflect on the running of the event and evaluate own skills development	E1 Evaluation of the event E2 Review of personal skills development in the running of the event

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- Internally assessed coursework portfolio
- 3 learning aims
- Tight deadlines for completing the work
- Two drafts, then a final version



LEARNING OBJECTIVES:

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Learning Aim	Content
A: Explore how effective customer service contributes to business success	A1 Customer service in business A2 Customer expectations and satisfaction A3 Benefits of building customer relationships A4 Customer service legislation and regulations
B: Investigate the methods used to improve customer service in a business	B1 Monitoring and evaluating customer service provision B2 Indicators in improved performance
C: Demonstrate customer service in different situations, using appropriate behaviours to meet expectations	C1 Customer service skills and behaviours C2 Dealing with customer service requests and complaints C3 Individual skills audit and development plan



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Learning Aim	Content
A: Explore the international context for business operations	A1 International business A2 Financing of international business A3 Support for international business
B: Investigate the international economic environment in which business operates	B1 Globalisation B2 International trading blocs B3 Barriers to international business
C: Investigate the external factors that influence international businesses	C1 External influences C2 International business support systems
D: Investigate the cultural factors that influence international businesses	D1 Cultural factors D2 Impact of cultural factors
E: Examine the strategic and operational approaches to developing international trade	E1 Strategies for operating internationally E2 Resource considerations



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- A task set and marked by Pearson and completed under supervised conditions.
- Learners will be given a case study one week before a supervised assessment period, in order to carry out preparatory work.
- The supervised assessment period is undertaken in a single session of three hours.
- Submission completed using a computer.
- 88 marks.



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AO1 Demonstrate knowledge and understanding of management and leadership principles, concepts, key terms, functions and theories

AO2 Apply knowledge and understanding of management and leadership issues to real-life business scenarios

AO3 Analyse and evaluate management information and data, demonstrating the ability to interpret the potential impact and influence on business effectiveness in context

AO4 Be able to recommend management and leadership proposals in context with appropriate justification, using a range of evidence to support arguments



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Learning Aim	Content
A: The definitions and functions of management	A1 Definitions of management and leadership A2 Functions of management and leadership A3 Business culture
B: Management and leadership styles and skills	B1 Management and leadership styles B2 Management and leadership skills
C: Managing human resources	C1 Human resources (HR) C2 Human resource planning
D: Factors influencing management, motivation and performance of the workforce	D1 Motivation in the workplace D2 Techniques to meet skills requirements D3 Training and development D4 Performance appraisal
E: Impact of change	E1 Managing change
F: Quality management	F1 Quality standards F2 Developing a quality culture F3 The techniques and tools of quality management F4 The importance and benefits of quality management

To understand the outline of the course

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Learning objectives

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Key words:

- Globalisation
- International
- Customer Service
- Features
- Trading bloc



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Single **companies** that operate in more than one country are also known as **multinationals**. When a big, multinational business enters a **new country**, firms already in that country **may need to change** the way they operate in order to **compete successfully**.



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Do you know your businesses?

Which of the following is **NOT** a multinational business?

- ✓ Tesco
- ✓ Asda
- ✓ Sainsbury's
- ✓ Morrisons
- ✓ Subway
- ✓ McDonalds



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✓ McDonalds



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Research Activity

Using a computer, you must complete the following:

- Research the different offerings by McDonalds throughout the world on their menus
- Compare these differences with UK McDonalds
- Try at least 5 countries
- Identify the main features of globalisation and the reasons for the differences in their menus



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- ✓ Trading Blocs (additional taxes?)
- ✓ International Mobility of Labour & Capital (Pay grades??)
- ✓ International Currencies (Exchange rates?)
- ✓ Multinational Corporations (Competition – Subway?)
- ✓ International Business Communications (Roaming charges?)
- ✓ International Payment Systems (Visa/Mastercard?)



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We all experience businesses on a daily basis, your task is to keep a brief diary of every time you experience customer service from a business. Your diary should include the following heading, an example has been provided:

Business	Reason for CS	Type of CS provided	Rating of CS (1 bad, 5 good)	Way to improve CS
Tesco	Age restriction on self-service	In person	3	Could have got there quicker, had to wait too long



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