

Getting Ready For *Business*

Your Name		
CAMTEC Level 3 Extended Certificate (Diploma) in Business (2 A Level Equivalent)	Business Formats, Listening Skills and Project Management Skills	Summer 2023

We are delighted you have chosen to study Business at Haywards Heath College.

Instructions: This pack will help you make the best possible start to studying this subject.

The tasks in this pack:

- should take you about 8 hours to complete. (This is a double course, worth 2 A Levels so you have been given a little more work to do than a single A level course)
- Should be done digitally where possible and all in one document (e.g. a Microsoft Word Document). You will be given an upload point once you've been signed up to our systems.
- Should be ready to be handed in/uploaded when teaching starts from 11th September 2023 with your name on it for assessment. You will be given a couple of days to upload it once you are on the system, so you don't have to have the file on you although we recommend saving it to the cloud (google docs, one drive etc) so you access it quickly once the upload point goes live.
- Research is available on the internet – follow the links in the document and/or do your own.

If you need help: The tasks are designed to get a bit more difficult as you work through them as they are preparing you for studying at a higher level and to become an effective independent learner. You should try to get as far as you can working on your own but if you do need help, please email us at info@haywardsheath.ac.uk telling us which Getting Ready For pack you are working on and what help you need. Help is available throughout the summer holidays.

Please do the following before making a start:

- Go to your OneDrive, Google-drive, iCloud, or other cloud-based storage.
- Make sure that you are using your personal email and NOT your school email.
- Create a new folder called: GRFP for business.
- Create a new word document inside that folder and call it: GRFP for business.
- Make sure you have access to this folder as you will be asked to share your work during the first week on teaching.

Skills Focus for this Getting Ready for Pack

Research skills Application of theory to business/scenarios	Evaluation and judgement IT and Presentation Skills
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Target Grade	Type of task	Task and subject specific skill reference	Deadline																				
All	Research, application and analysis task	<p>1. BUSINESS FORMATS Business Formats relate to the way a business is legally owned and operated. All entrepreneurs must choose the format that they think is the most appropriate for their business at the time.</p> <p>TASK 1 Research the following business formats. Copy the table below to a new document and fill in.</p> <table border="1"> <thead> <tr> <th>Business Format</th> <th>Explanation of business format</th> <th>Benefits (Pros)</th> <th>Drawbacks (Cons)</th> </tr> </thead> <tbody> <tr> <td>Sole Trader</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Partnership</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Public Limited Company (PLC)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Private Limited Company (Ltd)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><u>Websites for research</u></p> <p>Different types of business: 4 Ownership structures and legal forms - OpenLearn - Open University - B100_1</p> <p>Sole traders - Forms of business ownership - GCSE Business Revision - Other - BBC Bitesize</p> <p>EXTENSION TASK (optional) -</p> <p>Find out the ownership format of a business you know (either a small local business or through researching into a larger well-known business). Explain whether you think they have an appropriate ownership model or not giving your reasons for your judgement.</p>	Business Format	Explanation of business format	Benefits (Pros)	Drawbacks (Cons)	Sole Trader				Partnership				Public Limited Company (PLC)				Private Limited Company (Ltd)				from 11 th September 2023
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All	Research, application and evaluation task	<p>2- Listening Skills</p> <p>One of the key skills in business is building a rapport with customers.</p> <p>TASK 2 - Explain the importance of listening skills in building a rapport with specific customers</p>	from 11 th September 2023																				

		<p>Write a 300-500 words article explaining some key listening skills when interacting with specific customers and why they're useful to the business and customer. You should explain some verbal skills (e.g. recapping), some non-verbal (e.g. body language) skills and any actions employees can take to help with listening (e.g. note taking). There are plenty of articles online about the importance of listening in face-to-face business communication with customers so please do carry out your own research but the links below could serve as a good start.</p> <p>Business Tools: The Art Of Listening (forbes.com)</p> <p>Why Active Listening is the Best Customer Service Skill Fonolo</p>	
All	Research, application and evaluation task	<p>2. Skills of a project manager</p> <p>Most businesses run projects, from launching a website to opening a new store, and they will need project managers to run these.</p> <p>TASK 3 - Explain the skillset a project manager needs to have and why</p> <p>We'd like you to do an online magazine style article called something like the following</p> <p>'The top 8 skills a project manager needs.</p> <p>For each identified skill</p> <ul style="list-style-type: none"> • Explain what the skill is. Give an example of when it might come in handy. • Explain why you think its one of the most important skills for a project manager. <p>Here are some of the skills suggested that you could choose 8 of but we're open to your own ideas as well.</p> <p>The skills project managers need,</p> <ul style="list-style-type: none"> • communication (e.g. awareness of communication channels and ability to use appropriate forms of communication for the audience , listening and responding (e.g. to stakeholders)) • team building (e.g. listening and responding to team member issues, building team rapport, motivating project team members) 	<p>from 11th September 2023</p>

		<ul style="list-style-type: none"> • planning (e.g. scheduling, planning what work needs to be done, when and who is going to do it, dealing with changes to projects as and when necessary, making sure projects deliver the expected outcomes and benefits) • conflict management (e.g. managing competing priorities for resources, managing tension between project team members and/or stakeholders) • time management (e.g. duration of tasks, what is feasible and realistic in the timescales, measuring progress) • negotiation • problem-solving (e.g. defining the problem, evaluating options, choosing an option, implementation and evaluation) • influencing • leadership • critical thinking (e.g. weigh up advantages and disadvantages to make good decisions, structure arguments logically) • business case writing (e.g. project conception and initiation) • risk management (e.g. knowing when to escalate risks and problems, contingency planning) • cost control (e.g. making sure the project is running to budget) <p>Top 20 Project Management Skills for 2022 (Hard & Soft Skills) (projectmanager.com)</p>	
All	Material to purchase	<p>You WILL NEED</p> <ul style="list-style-type: none"> • A4 writing paper pad • Normal pens and pencils, eraser, ruler and calculator (non-scientific is fine). <p>You may choose to do most of your work on your own electronic device but if you would prefer to make notes towards exam units physically you will need</p> <ul style="list-style-type: none"> • Large folder (A4 ring binder) • Pack of dividers • Set of highlighters <p>We would also strongly recommend purchasing a copy of the student textbook (some copies will be available in the library but not enough for each student)</p> <p>Cambridge Technicals Level 3 Business (Cambridge Technicals 2016): Amazon.co.uk: Bayley, Tess, Tullett, Karen, Wainwright, Dianne: 9781471874796: Books</p> <p>And this revision book very useful for every exam on the course</p> <p>My Revision Notes: Cambridge Technicals Level 3 Business:</p>	<p>from 11th September 2023</p>

		Amazon.co.uk: Wainwright, Dianne, Mitchell, Diane: 9781510442320: Books	
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Note: Make sure you have access to the digital version of all your work as you will be asked to upload them onto our college system during the first week of teaching