

Bucksburn Academy

Technologies and Enterprise Faculty

Parental Engagement Evening

BUSINESS MANAGEMENT



Course Content

The N4 Business and N5 Business Management courses help candidates develop an understanding of the economic and financial environment in which businesses operate.

N4 Business

The course comprises of 2 units:

- **Business in Action.**
- **Influences on Business.**
- **PLUS**
- **Added Value Unit Assignment (AVU).**

N5 Business Management

The course comprises of 5 areas of study:

- **Understanding Business.**
- **Management of Marketing.**
- **Management of Operations.**
- **Management of People.**
- **Management of Finance.**
- **PLUS**
- **Course Assignment.**



N5 Course Assessment

<u>Component</u>	<u>Marks</u>	<u>Duration</u>
Component 1: Question Paper	90 marks (represents <u>75% of overall mark</u>) Section 1: 40 marks (consists of 2 x 20 mark questions) Section 2: 50 marks (consists of 5 x 10 mark questions)	2 hours
Component 2: Assignment (completed in centres under some supervision and control).	30 marks (represents <u>25% of overall mark</u>) Marks for the assignment are awarded for: <ul style="list-style-type: none">• Background information (4 marks).• Research methods and sources (6 marks).• Findings, analysis and interpretation (12 marks).• Conclusions/recommendations (6 marks).• Collating and reporting (2 marks). <ul style="list-style-type: none">• The report should be no longer than 1,300 words (excluding appendices).• There should be no more than 2 pages of appendices.	8 hours to complete (this includes time for research and production of the final report)



Key Dates

Assessment Week commences - 20 January 2020.

N4 AVU – Being undertaken during Friday lessons with MP (from 1 November 2019 – 17 January 2020).

N5 Assignment – Being undertaken during Monday, Wednesday and Thursday lessons with MS (from 30 January 2020 – 14 February 2020).

N5 SQA Exam – Monday 18 May 2020 (9 am – 11 am).

Helping the pupils - revision in school

N4 Business and N5 Business Management

- *Study Club (Monday lunchtimes).*
 - *End of topic revision questions.*
- *Producing mind maps to consolidate learning in the areas of study.*
 - *Undertaking timed questions in class (KU testing).*
- *Open door policy (can access the Department at lunchtimes to catch up on missed work, get help if stuck with tasks).*



Helping the pupils – at home

N4 Business and N5 Business Management

- **Textbooks.**
 - Leckie & Leckie N5 BM Course Notes.
 - Leckie & Leckie N5 BM Success Guide.
 - Hodder Gibson (Peter Hagan) N5 BM Course Notes.
 - Hodder Gibson (Peter Hagan) N5 BM How to Pass.
- **Revision websites.**
 - BBC Bitesize.
 - N5: Revision in a nutshell.
 - Tutor2U.
- **Past Papers.**
 - SQA Papers and additional papers purchased by the Department.
- **Areas of Study N5 Homework Booklets.**
 - Understanding Business.
 - Management of Marketing & Operations.
 - Management of People & Finance.
- **Preparation work for Course Assignment** (gathering background information and sources).



SQA Command Words

These words are frequently used in external examinations. You should pay particular attention to the **command words** used in questions.

COMMAND WORD	DEFINITION
Compare	Identify similarities and differences between two or more factors.
Define	Give a clear meaning for something.
Describe	Provide a thorough description.
Distinguish	Identify the differences between two or more factors. Remember to use where/but/however words in your answers to show that you have distinguished.
Explain	Give details about how and why something is as it is.
Give	Pick some key factors and name them.
Identify	Give the name or identifying characteristics of something.
Name	Identify or make a list.
Outline	State the main features. This needs more detail than just a list.
Suggest	State a possible reason or course of action (no development required).



Breakdown of how marks are allocated to Qs

1. (a) (i) Identify **2** sectors of the economy. 2 marks
(ii) Compare the objectives of the sectors identified in (a)(i). 2 marks

Solutions

(a) (i) Private, Public, Third/Voluntary sector.

Candidates are required to identify 2 sectors of the economy to gain full marks.

Award 1 mark for each identified factor.

(ii)

- Both the third and public sector organisations have the objective to make a difference.
- Private sector organisations have an objective to make a profit **whereas** a public sector organisation has the objective to use public funds effectively.
- Third sector organisations have an objective to increase awareness/sales **whereas** public sector organisation has the objective to provide a service.
- All sectors have the objective to be socially responsible.

Candidates are required to compare 2 objectives to gain full marks.

Award 1 mark for each valid comparison.

Candidates must demonstrate a true comparison in order to gain any mark. Both sides must be clear.

Breakdown of how marks are allocated to Qs

1. (b) Describe 3 methods of ensuring good customer service. 3 marks

Solutions

(b)

- Have a good aftersales service.
- Have a returns policy.
- Ensure all staff are highly trained.
- Keep staff motivated.
- Use quality indicators to measure performance.
- Recruit suitable staff, e.g. helpful, polite, etc.
- Use high quality raw materials/quality control.

Candidates are required to describe 3 methods of ensuring good customer service to gain full marks.

Award 1 mark for each description point.

Award 1 mark maximum for quality methods.

Award 1 mark maximum for forms of market research methods.



How does the Assignment work?

Section 1: background information (4 marks)

- ◆ State the organisation and the purpose of your report.
- ◆ Provide at least three pieces of background information on your organisation.

Section 2: research methods and sources (6 marks)

Find at least two different sources of information for your topic. Sources may include websites, newspapers, magazines, books, interviews, surveys, questionnaires, visiting speakers, field trips, etc. You must give brief details of each source, eg URLs, in the body of the report or as an appendix.



How does the Assignment work?

Section 3: findings, analysis and interpretation (12 marks)

- ◆ State relevant findings. Remember that you must give brief details of the source of each finding, eg URLs, in the body of the report or in an appendix.
- ◆ Give point(s) of analysis and/or interpretation for each finding.
Note: you can give up to two points of analysis/interpretation for each finding.

Section 4: conclusion(s)/recommendation(s) (6 marks)

- ◆ Draw conclusions, justifying why you are drawing them and/or make recommendations, justifying why you are able to make them.



How does the Assignment work?

Section 5: collating and reporting (2 marks)

- ◆ Use the headings from sections 1-4 for your report.
- ◆ Use a minimum of two different display materials, eg charts, graphs, images diagrams, pictures, tables, maps, logos.



What happens if...?

*My son/daughter doesn't pass the N5 assessment week exam?
What level will they be presented at?*

Failing the N5 assessment week exam does not mean an automatic drop to N4.

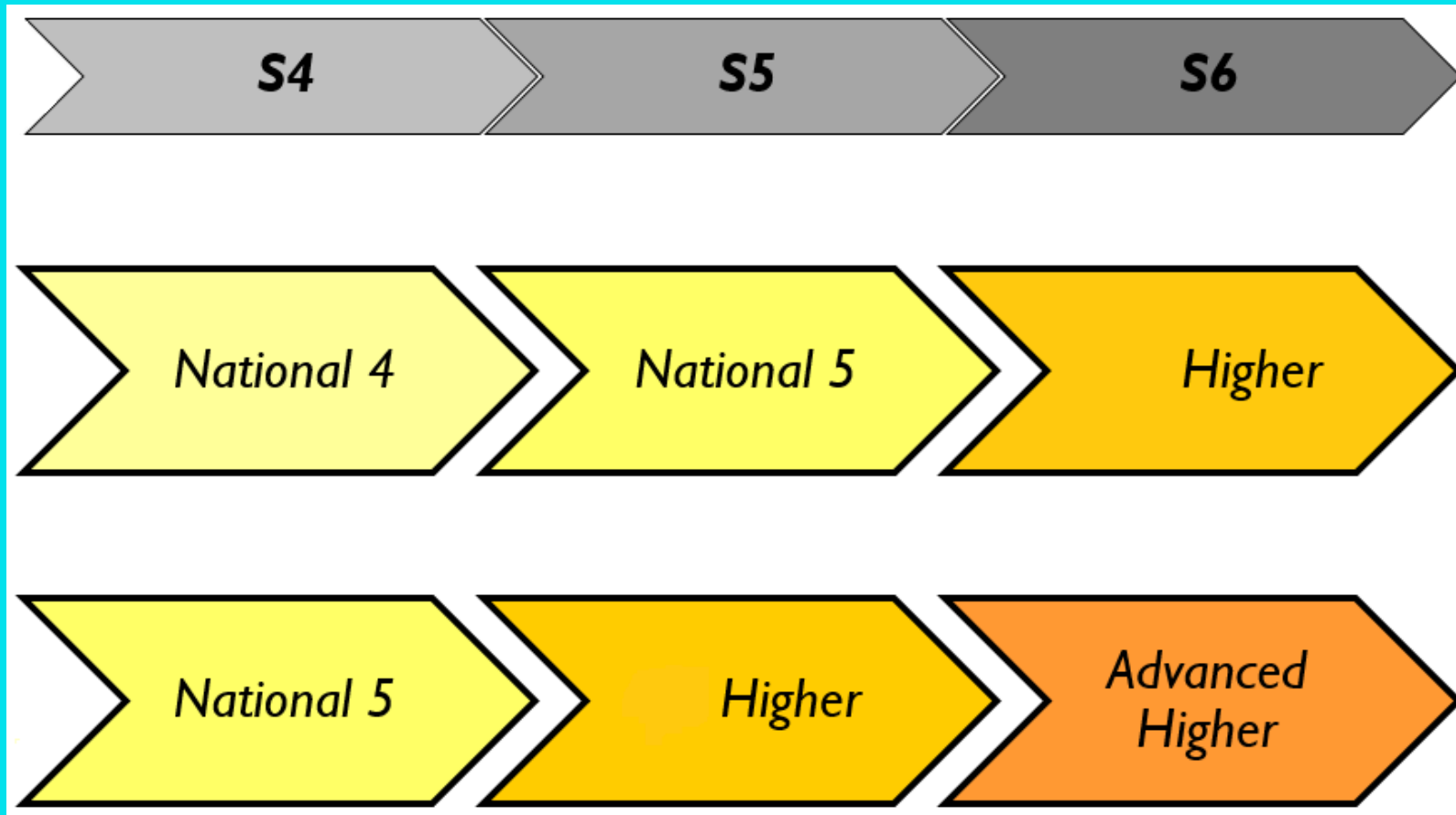
An initial discussion between class teacher and pupil will take place. The class teacher will also liaise with Pupil Support to help make a decision on presentation level. These discussions and the resulting decision will be based on:

- progress so far.
- previous work ethic.
- evidence gathered throughout the year.
- assessment week exam.

A faculty letter will be sent home to make parents aware of any recommendations to change level. Any changes made can be discussed at Parents Evening on 20 February 2020.



Progression – What can my child study after achieving the N5 Business Management Qualification?



Thanks for listening

Do you have any questions?

