

Cambridge TECHNICALS LEVEL 3

BUSINESS

Cambridge
TECHNICALS
2016

Unit 18 – Business operations
DELIVERY GUIDE

Version 1

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INTRODUCTION

This Delivery Guide has been developed to provide practitioners with a variety of creative and practical ideas to support the delivery of this qualification. The Guide is a collection of lesson ideas with associated activities, which you may find helpful as you plan your lessons.

OCR has collaborated with current practitioners to ensure that the ideas put forward in this Delivery Guide are practical, realistic and dynamic. The Guide is structured by learning outcome so you can see how each activity helps you cover the requirements of this unit.

We appreciate that practitioners are knowledgeable in relation to what works for them and their learners. Therefore, the resources we have produced should not restrict or impact on practitioners' creativity to deliver excellent learning opportunities.

Whether you are an experienced practitioner or new to the sector, we hope you find something in this guide which will help you to deliver excellent learning opportunities.

If you have any feedback on this Delivery Guide or suggestions for other resources you would like OCR to develop, please email resources.feedback@ocr.org.uk.

OPPORTUNITIES FOR ENGLISH AND MATHS SKILLS DEVELOPMENT AND WORK EXPERIENCE

We believe that being able to make good progress in English and maths is essential to learners in both of these contexts and on a range of learning programmes. To help you enable your learners to progress in these subjects, we have signposted opportunities for English and maths skills practice within this resource. We have also identified any potential work experience opportunities within the activities. These suggestions are for guidance only. They are not designed to replace your own subject knowledge and expertise in deciding what is most appropriate for your learners.



English



Maths



Work

Please note

The activities suggested in this Delivery Guide **MUST NOT** be used for assessment purposes. The timings for the suggested activities in this Delivery Guide **DO NOT** relate to the Guided Learning Hours (GLHs) for each unit.

Assessment guidance can be found within the Unit document available from www.ocr.org.uk. The latest version of this Delivery Guide can be downloaded from the OCR website.

UNIT AIM

In this unit you will explore how business decisions influence how a business operates in order to provide products for the consumer. You will consider the choice and suitability of distribution channels for different types of businesses as well as the advantages and disadvantages of digital operations.

You will explore factors such as transport infrastructure, availability of materials and employees and consider how and why these influence location and supply chain management. You will appreciate that product quality is vital to business success and will understand why quality control and quality assurance are important to businesses and how they can be achieved.

You will learn the advantages and disadvantages of stock control methods, the main characteristics of different production methods and production approaches and their suitability for the different types of products.

Finally, you will understand how businesses make sure their business operations comply with legislation.

Unit 18 Business operations	
L01	Understand how business decisions influence business operations
L02	Understand how factors which influence location and supply chain management impact on business operations
L03	Understand the production methods, production approaches and stock control methods available to businesses
L04	Understand why quality control and quality assurance are important to businesses and how they can be achieved
L05	Understand how business operations comply with legislation

To find out more about this qualification please go to: <http://www.ocr.org.uk/qualifications/cambridge-technicals-business-level-3-certificate-extended-certificate-foundation-diploma-diploma-05834-05837-2016-suite>



2016 Suite

- New suite for first teaching September 2016
- Externally assessed content
- Eligible for Key Stage 5 performance points from 2018
- Designed to meet the DfE technical guidance

RELATED ACTIVITIES

The Suggested Activities in this Delivery Guide listed below have also been related to other Cambridge Technicals in Business units/Learning Outcomes (LOs). This could help with delivery planning and enable learners to cover multiple parts of units.

This unit (Unit 18)	Title of suggested activity	Other units/LOs	
LO1	War on Waste	Unit 3 Business decisions	LO1 Understand factors to be taken into account when making business decisions LO6 Be able to use information to make and justify business decisions
	Channels of distribution Distribution considerations for specific products	Unit 15 Change management	LO1 Understand the drivers of change
	The rise of remote working	Unit 18 Business operations	LO5 Understand how business operations comply with legislation
	How a factory ensures operation process efficiency Restaurant waste	Unit 18 Business operations	LO4 Understand why quality control and quality assurance are important to businesses and how they can be achieved
LO2	Location, location, location	Unit 14 Resource management	LO1 Understand how businesses obtain and manage physical resources LO2 Understand factors that influence how physical resources are managed by businesses
	Recycling and waste management in business	Unit 17 Responsible business practices	LO1 Understand how businesses operate responsibly
LO3	Which production approach?	Unit 15 Change management	LO1 Understand the drivers of change
LO4	Quality management systems	Unit 16 Principles of project management	LO1 Understand the stages of project management
	Employee questionnaire	Unit 8 Introduction to human resources	LO3 Understand how and why businesses motivate employees
LO5	A guide to business legislation	Unit 1 The business environment	LO6 Understand the external influences and constraints on businesses and how businesses could respond
		Unit 4 Customers and communication	LO5 Know the constraints and issues which affect the sharing, storing and use of information for business communications
		Unit 9 Human resources	LO1 Understand the responsibilities of the human resources function and the factors that affect it
		Unit 14 Resource management	LO2 Understand factors that influence how physical resources are managed by businesses
		Unit 16 Principles of project management	LO1 Understand the stages of project management
	How businesses comply with legislation	Unit 1 The business environment	LO6 Understand the external influences and constraints on businesses and how businesses could respond
		Unit 4 Customers and communication	LO5 Know the constraints and issues which affect the sharing, storing and use of information for business communications
		Unit 8 Introduction to human resources	LO1 Know the factors that are involved in human resources planning
		Unit 9 Human resources	LO1 Understand the responsibilities of the human resources function and the factors that affect it
		Unit 17 Responsible business practices	LO1 Understand how businesses operate responsibly
	Home working and legislation Monitoring employees at work	Unit 2 Working in business	LO1 Understand protocols to be followed when working in business
	Non-compliance with business legislation	Unit 17 Responsible business practices	LO2 Understand the importance of adopting responsible business practices

KEY TERMS

Explanations of the key terms used within this unit, in the context of this unit

Key term	Explanation
Channels of distribution	A method by which a business determines how it will distribute the products that are produced. An example of distribution channels could be a wholesaler and a retailer.
Digital operations	Digital methods that a business will use in order to operate. Examples could be how customers order a business's products using digital methods and how the business will then ensure the orders are fulfilled in a timely manner.
Quality assurance	The methods that a business introduces to ensure that any products or services produced by a business meet specified legal, regulatory and business requirements: for example a business ensuring that designated employees check products at each stage of the production process.
Strategic	Strategic decisions are long-term and complex decisions that are made by management. These decisions will always influence and affect the direction of the business. A strategic decision could be to become the market leader within a specific industry.
Tactical	Tactical decisions are often less complex decisions that have a medium-term duration and follow strategic decisions. An example of a tactical decision could be to increase the portfolio of products in order to become a market leader.

MISCONCEPTIONS

Some common misconceptions and guidance on how they could be overcome		
What is the misconception?	How can this be overcome?	Resources which could help
Tactical and strategic decisions result in the same outcome	Learners should investigate the main variances between a tactical business decision and a strategic business decision, so that they are aware of the differences.	<p>Decisions Making: Strategic, Tactical and Operational Decisions Business Management Smriti Chand http://www.yourarticlelibrary.com/information-technology/decisions-making-strategic-tactical-and-operational-decisions-business-management/10271/</p> <p>Decision-making in business BBC Bitesize http://www.bbc.co.uk/bitesize/higher/business_management/business_enterprise/decision_making_business/revision/1/</p> <p>5 Major Differences Between Tactical and Strategic Intelligence Houston Chronicle http://smallbusiness.chron.com/5-major-differences-between-tactical-strategic-intelligence-18117.html</p>
Offshoring and reshoring are similar	Learners could research the different aspects of offshoring with examples of businesses who operate using this method and repeat the same for reshoring.	<p>Research Bullet 4: Factors Affecting UK Location Decisions by Manufacturing Businesses tutor2u http://www.tutor2u.net/business/blog/buss4-manufacturing-research-bullet-4-location</p> <p>Reversing the trend of offshoring UK businesses LawCareers.Net http://www.lawcareers.net/Information/BurningQuestion/Shoosmiths-Seeking-reashoreance</p>
There are very few types of digital operations	Digital operations have increased over the past five years and are a key element on Business operations. Learners could research the different forms of digital operations used in a business in order to gain a real insight into this important aspect of business.	<p>Digital Operations for the Digital Business Accenture https://www.accenture.com/gb-en/~/_media/Accenture/Conversion-Assets/DotCom/Documents/Global/PDF/Operations_1/Accenture-Digital-Operations-for-the-Digital-Business.pdf;</p>
Location does not impact on supply chain management	Learners could investigate how location and supply chain management can influence a variety of different business decisions which impact on business operations.	<p>The Most Important Concept in Supply Chain Management OPS Rules Blog http://www.opsrules.com/supply-chain-optimization-blog/bid/319193/The-Most-Important-Concept-in-Supply-Chain-Management</p>

Some common misconceptions and guidance on how they could be overcome		
What is the misconception?	How can this be overcome?	Resources which could help
Quality control and quality assurance are the same	Learners could research the definitions of quality control and quality assurance to be clear on the main differences between these two different aspects of the quality process.	<p>Quality Assurance vs. Quality Control Diffen http://www.diffen.com/difference/Quality_Assurance_vs_Quality_Control</p> <p>Quality Assurance vs. Quality Control ASQ http://asq.org/learn-about-quality/quality-assurance-quality-control/overview/overview.html</p> <p>Quality Assurance vs Quality Control – What is the Difference? Software Testing Help http://www.softwaretestinghelp.com/quality-assurance-vs-quality-control/</p>

SUGGESTED ACTIVITIES

LO No:	1		
LO Title:	Understand how business decisions influence business operations		
Title of suggested activity	Suggested activities	Suggested timings	Also related to
War on Waste	<p>Hugh Fearnley-Whittingstall is a famous chef but recently he has been challenging business and the public to reduce the amount of waste that is sent to landfill by his War on Waste mission. Using the following links and others learners may research the main points made by the campaign:</p> <p>Hugh's War on Waste River Cottage https://www.rivercottage.net/war-on-waste</p> <p>Hugh's War on Waste BBC http://www.bbc.co.uk/programmes/b06nzi5q</p> <p>Hugh's War on Waste: The Battle Continues review – taking the lid off the coffee cup scandal The Guardian https://www.theguardian.com/tv-and-radio/2016/jul/29/hughs-war-on-waste-fearnley-whittingstall-coffee-cup</p> <p>Hugh's War on Waste: The battle continues with coffee cup recycling in the spotlight edie.net http://www.edie.net/news/5/Hughs-War-on-Waste-BBC-episode-3-coffee-cup-recycling-packaging-sustainability/</p> <p> War on Waste has influenced some business decisions. Individually, learners could complete a report that details the changes and subsequent outcomes that have occurred in particular businesses as a result of the campaign. Learners could comment on how some decisions required specialism in specific functional areas, the international considerations, and the benefits to the business and consumers.</p>	2 hours	Unit 3 LO1, LO6
Channels of distribution	<p>Learners could consider and respond to this scenario:</p> <p>A family member has always wanted to set up their own business and after working for a family-run children's toy maker, they have saved nearly enough money to form a business. The business will focus on wooden toys which is a specialist area. The family member has started to investigate both direct and indirect channels of distribution, but is not sure which would be the best method to use. They know that your learners are studying business and have asked them to investigate channels of distribution further, researching businesses that may produce or supply such products. They have asked for the information to be emailed to them directly.</p> <p></p>	1 hour	Unit 15 LO1

Title of suggested activity	Suggested activities	Suggested timings	Also related to
Distribution considerations for specific products	<p>Learners could look at the following list of products that businesses distribute either to other businesses or directly to consumers:</p> <ul style="list-style-type: none"> • Ice cream • Pottery • Sliced bread • Pairs of trainers. <p>Learners could explain what they would need to consider in terms of ensuring the products will not spoil during the distribution process and the potential impact on the business if this process were to fail. Learners could investigate specific related information such as legislation that a business must adhere to.</p>	30 minutes	Unit 15 LO1
Distribution solutions for business 	<p>In pairs, learners could produce a short presentation which investigates the main differences between either outsourcing and subcontracting or offshoring and reshoring. The presentation must detail the advantages and disadvantages of each method and give specific business examples of this form of distribution solution in practice.</p>	1 hour	
The rise of remote working  	<p>In 1998 the Office of National Statistics first published a report investigating the growth of remote employees. In 2015 remote working had reached the highest level with 19 per cent of companies claimed that they had over 50 per cent of their employees working remotely (source: http://onecom.co.uk/remote-working-from-home-surges-in-the-uk/).</p> <p>Suppose the HR department of a medium-size business wants to investigate the advantages and disadvantages of remote working from both the business and employee point of view as they are considering this as an option for potential new employees.</p> <p>Learners could undertake some research for this business. They could create a report for the HR department which records their findings and details any research that they have used.</p>	1.5 hours	Unit 18 LO5
How a factory ensures operation process efficiency	<p>Learners could watch this episode of <i>Inside the Factory</i>:</p> <p>Inside The Factory: Series 2: Shoes BBC Television http://www.bbc.co.uk/programmes/b07th7b1</p> <p>This programme concerns the production of sports trainers. It is no longer available for free viewing on BBC's iPlayer, but a download can be purchased from the BBC Store.</p> <p>Learners could make notes of the points that relate to operational process efficiency (e.g. staff training, equipment failure, how production can be paused etc) and product analytics (e.g. how the business tackles defects, minimal wastage, customer satisfaction etc) and discuss the findings with the group.</p>	1.5 hours	Unit 18 LO4

Title of suggested activity	Suggested activities	Suggested timings	Also related to
Restaurant waste	<p>Learners could read the following information which is based upon food wastage in the restaurant trade.</p> <p>Restaurants: Taking Action on Waste Waste & Resources Action Programme (WRAP) http://www.wrap.org.uk/sites/files/wrap/Restaurants.pdf</p> <p>What are the main points raised by this information booklet? Learners could discuss their thoughts with another member of the group. Learners could then share their thoughts with the rest of the group.</p>	30 minutes	Unit 18 LO4

SUGGESTED ACTIVITIES

LO No:	2		
LO Title:	Understand how factors which influence location and supply chain management impact on business operations		
Title of suggested activity	Suggested activities	Suggested timings	Also related to
How location and supply chain management are related	<p>Learners could investigate why the location of a business and supply chain management are closely linked in the operations of a business.</p> <p>Learners could use the following resources which could help them as well as other website links that learners may find themselves:</p> <p>Business Location (Introduction) tutor2u http://www.tutor2u.net/business/reference/business-location-introduction</p> <p>Why Is the Location of a Business Important? Houston Chronicle http://smallbusiness.chron.com/location-business-important-43239.html</p> <p>Operations theory: Business location Business Case Studies http://businesscasestudies.co.uk/business-theory/operations/business-location.html#axzz4K2BgWPd4</p> <p>Supply Chain Moves Centre Stage InternetRetailing http://internetretailing.net/issue/supply-chain-supplement/supply-chain-moves-centre-stage/</p> <p>Learners could share their findings with the rest of the group.</p>	30 minutes	
Location, location, location	<p>Learners could view the following website which details the UK's top 25 cities to start a business outside of London. Selecting five different cities from this website, learners could write a blog detailing their findings of why they consider these cities to be the best in terms of location for a new business.</p> <p> Start-up Cities Index 2015: The UK's top 25 cities to start a business Startups http://startups.co.uk/the-uks-top-25-cities-to-start-a-business/</p>	1 hour	Unit 14 LO1, LO2

Title of suggested activity	Suggested activities	Suggested timings	Also related to
Northamptonshire shines 	<p>Northamptonshire was named in 2012 as the 'most enterprising place in Britain'. Learners could look at the Northamptonshire County Council website:</p> <p>About Northamptonshire Northamptonshire County Council http://www.northamptonshire.gov.uk/en/councilservices/Environ/economic/Pages/about-northamptonshire.aspx</p> <p>Business and Economic News Northamptonshire County Council http://www.northamptonshire.gov.uk/en/councilservices/Environ/economic/Pages/Business-Enterprise-news.aspx</p> <p>Learners could complete a presentation to be presented to new businesses who are considering relocating their business to this area.</p>	1 hour plus presentation time	
Location of Amazon fulfilment centres 	<p>Amazon currently has 12 fulfilment centres in the UK that ensure all Amazon orders arrive with customers in a timely manner. Learners could research the location of these fulfilment centres and consider: why they are located in specific areas of the UK, and the importance of distribution centres to Amazon's business. The following website may help the learners' initial research:</p> <p>Amazon UK Fulfilment Centres NX Group http://www.thenxgroup.com/2016/05/04/amazon-uk-distribution-centres/</p> <p>Learners could present their thoughts and findings in a formal report.</p>	1 hour	
Recycling and waste management in business  	<p>Recycling and wastage management is a crucial aspect for businesses and can impact on the supply chain management of business operations. Learners could imagine working for a local business lunch provider that is keen to ensure that all packaging used for its products – e.g. hot drinks containers, sandwich wrapping, salad containers, plastic cutlery etc – is recyclable. It wants to reduce the amount of packaging waste currently produced by the business.</p> <p>Learners could research and put together a costed proposal for the business which details how it could reduce waste and improve the amount of recyclable materials used in any packaging. Learners could present their proposals to the group.</p>	2 hours	Unit 17 LO1
Location-based services	<p>Learners could research how location-based services (LBS) can benefit an organisation for both the business and the customer. Learners could then debate with the group whether they consider this form of supply chain management to be positive or negative for an employee.</p>	1 hour plus debate time	

SUGGESTED ACTIVITIES

LO No:	3		
LO Title:	Understand the production methods, production approaches and stock control methods available to businesses		
Title of suggested activity	Suggested activities	Suggested timings	Also related to
Stock control presentation	<p>In small groups, learners could select one method of stock control that is used in a variety of different businesses. Learners could choose one of the following:</p> <ul style="list-style-type: none"> • economic order quantity (EOQ) • always better control (ABC) • just in case. <p> Learners could prepare and make a presentation that explains the selected stock control process, and sets out the advantages and disadvantages of the process and examples of how it is used in a variety of businesses. Media clips of the process in action could be shown as part of the presentation.</p>	1 hour plus presentation time	
Job, batch and flow production methods used in local businesses	<p>Learners could view this short media clip which introduces the topic of production methods:</p> <p>Methods Of Production TVChoiceFilms https://www.youtube.com/watch?v=CLPFG5QCx0g</p> <p>Using this introduction, learners could investigate each production method in more detail to gain an understanding of why businesses will use specific methods and the advantages and disadvantages of job, batch and flow production methods. They should research the production methods used in a variety of different local businesses and could present all their research in an information booklet.</p>	1.5 hours	
Which production approach?	<p>A small family ice cream business has been very successful over the past few years. It has two ice cream parlours where it currently makes a variety of different types of ice cream, and it has 10 sets of bicycles with pull along freezers containing ice cream to sell in a variety of different local locations. The firm has been in recent meetings with several businesses that are interested in stocking its products, but this would require a change to its approach to production.</p> <p>Using this case study information, learners could research the following production approaches:</p> <ul style="list-style-type: none"> • lean manufacturing • production manufacturing • kaizen • just in time • kanban. <p>Using this research, in small groups, learners could discuss which production approach they would advise the business to consider and share their findings with the whole group, justifying their decision.</p>	1 hour plus discussion time	Unit 15 LO1

Title of suggested activity	Suggested activities	Suggested timings	Also related to
Suitability of production methods and approaches	<p>The small family ice cream business detailed in the previous suggested activity is now considering the learners' suggestions. However, the owners are concerned about the impact on the business of changing the production approach.</p> <p> The owners have asked learners to compile a report that investigates the basic financial implications, resource availability as well as the impact on meeting their current customer needs. Learners could write a report that reassures the owners that the decision will benefit the business in the long term.</p>	2 hours	
Production plan	<p>Learners could read this web page which details information that a business may find useful when considering different production methods and approaches in the form of a 'production plan':</p> <p>What makes a good production plan? Business Development Bank of Canada https://www.bdc.ca/en/articles-tools/operations/operational-efficiency/pages/production-plan-top-tips-improving-operations.aspx</p> <p>Learners could investigate how they would use this information in a business that is considering changing its production method. Learners could discuss the main findings of the article and share their thoughts with the group.</p>	1 hour	
Canadian production method changes in business	<p>Learners could read the following articles which focus on the outcomes for businesses that have changed their production methods:</p> <p>How one company improved its production processes and became more efficient Business Development Bank of Canada https://www.bdc.ca/en/articles-tools/operations/operational-efficiency/pages/lean-manufacturing-cut-costs-boost-efficiency.aspx?type=A&order=1</p> <p>How a focus on operational efficiency helped Durabuilt grow from 12 employees to 450 Business Development Bank of Canada https://www.bdc.ca/en/articles-tools/operations/operational-efficiency/pages/operational-efficiency-lessons-learned.aspx?type=A&order=1</p> <p>How one company used lean manufacturing to cut waste by 37% Business Development Bank of Canada https://www.bdc.ca/en/articles-tools/operations/operational-efficiency/pages/lean-manufacturing-how-cut-waste.aspx?type=A&order=1</p> <p> These businesses are based in Canada. Using the key information in each article, learners could produce an information booklet which will be sent to local businesses who want to know more about these topics. The information could be sent as an attachment to an email.</p>	1.5 hours	

Title of suggested activity	Suggested activities	Suggested timings	Also related to
<p>Changes to method of production</p> 	<p>Learners could be given this scenario:</p> <p>A shoemaker has decided to change his method of production due to the shift in market demand. He is a very skilled worker who has trained three staff to produce leather shoes targeted to customers who have shoes made specifically and individually for their feet. He offers a unique and individual service to his clients.</p> <p>The shoemaker has observed that his client numbers are diminishing due to changes in the demand for his services. He is considering opening a shop and selling shoes made using a batch approach. He knows that there will need to be changes to the business.</p> <p>Using the following headings, learners could prepare a presentation to be presented to the current workforce which will inform them of the issues that will need to be investigated further if this business idea is to become a reality:</p> <ul style="list-style-type: none"> • resource availability • customer requirements • volume of production • finance issues. <p>Learners could present their findings to the rest of the group.</p>	<p>1.5 hours plus presentation time</p>	

SUGGESTED ACTIVITIES

LO No:	4		
LO Title:	Understand why quality control and quality assurance are important to businesses and how they can be achieved		
Title of suggested activity	Suggested activities	Suggested timings	Also related to
What are quality control and quality assurance?	<p>Learners could produce a presentation and devise an activity based on this scenario:</p> <p>A managing director of a business has asked your learners to give a presentation as part of an employee training day focusing on quality. The presentation should focus on why quality control and quality assurance are important in their business operations. The presentation could include information on the 'characteristics of quality assurance' as well as the 'characteristics of quality control'. The managing director would also like learners to devise an activity to ensure that employees are aware of the importance of quality to the business.</p>	1.5 hours	
Samsung issues 	<p>Learners could read this news item which details information on a recalled product from Samsung:</p> <p>Samsung shares slide on Galaxy Note 7 recall BBC News http://www.bbc.co.uk/news/business-37335610</p> <p>Learners could consider how this may impact on the business in the future. Learners could write a blog which details the situation and their thoughts on the recall.</p>	1 hour	
Quality control issues in business	<p>Learners could research a variety of well-known businesses that unfortunately have appeared in the press due to quality control issues of specific products.</p> <p>What do learners think about these findings? Learners could discuss their completed research and thoughts regarding the outcomes with the rest of the group.</p>	1 hour	
Quality management systems 	<p>Learners could produce a report which investigates a variety of quality management systems that are used in business. Where appropriate, they should give examples of where and how specific businesses use the method(s).</p> <p>The report could include details on these quality management systems:</p> <ul style="list-style-type: none"> • Six sigma • Zero defects • Total quality management • International quality standard • Benchmarking. 	1 hour	Unit 16 LO1

Title of suggested activity	Suggested activities	Suggested timings	Also related to
Monitoring customer experiences and feedback	<p>As a group, learners could debate this statement:</p> <p style="text-align: center;"><i>Monitoring customer experiences and feedback in different forms can make or break a business.</i></p> <p>Learners could make some notes to prepare for the debate and then participate.</p>	30 minutes	
Impacts on quality control in business	<p>Learners could consider this scenario:</p> <p>A new management team has been appointed to manage an existing business that produces and supplies bakery products directly to restaurants. There have been quality control issues in the past which have resulted in some businesses withdrawing or not renewing their contracts.</p> <p>Learners have been asked to ensure that all staff receive new training, as well as provide suggestions for actions tht might improve the overall business culture. The staff are nervous about the impending changes that will occur as a result of a new management team. Learners could put together a proposal which addresses how they intend to improve the quality of the products and the overall business culture, and how they will structure the staff training, so that the business can be turned around and be successful once again.</p>	1.5 hours	
Employee questionnaire	<p>Learners could consider this scenario:</p> <p>The HR department of a medium-size business has noticed that there has been a significant increase in staff turnover over the past six months and currently several employees seem disillusioned by the business.</p> <p>The management has asked learners to devise some specific questions to ask employees that relate to employee training, promotional opportunities, team building opportunities and the overall staff morale. The results of this questionnaire will directly influence the way the business will develop in the future, ensuring that employees are even more valued at the business.</p>	1 hour	Unit 8 LO3



SUGGESTED ACTIVITIES

LO No:	5		
LO Title:	Understand how business operations comply with legislation		
Title of suggested activity	Suggested activities	Suggested timings	Also related to
A guide to business legislation 	<p>Individually, learners could investigate the three main areas of legislation that impact on businesses and the specific acts in each category. The areas are:</p> <ul style="list-style-type: none"> • employment • consumer protection • competition. <p>Focusing on new businesses, learners could produce an 'online guide' to help individuals who have no business experience and want to ensure that they comply with all legislation.</p>	2 hours	Unit 1 LO6 Unit 4 LO5 Unit 9 LO1 Unit 14 LO2 Unit 16 LO1
How businesses comply with legislation 	<p>Learners could read one of the following case studies that are based upon legislation on business.</p> <p>Investing in safety: A First Group case study Business Case Studies http://businesscasestudies.co.uk/first-group/investing-in-safety/introduction.html#axzz4K2BgWPd4 How a large leading transport company, First Group, has invested in safety.</p> <p>Meeting responsibilities to stakeholders: A Nuclear Decommissioning Authority case study Business Case Studies http://businesscasestudies.co.uk/nda/meeting-responsibilities-to-stakeholders/introduction.html#axzz4K2BgWPd4 The Nuclear Decommissioning Authority (NDA) tries to deliver safe and sustainable solutions to the clean-up and waste management of nuclear waste and meet all legislative requirements .</p> <p>Health and safety in the workplace: A Unison case study Business Case Studies http://businesscasestudies.co.uk/unison/health-and-safety-in-the-workplace/introduction.html#axzz4K2BgWPd4 Unison is the UK's largest trade union and this case study focuses on how Unison has fought for workers' rights which include health and safety.</p> <p>Learners could then discuss the main points raised in their chosen case study with the group, in order to gain an understanding of legislation in practice.</p>	1 hour	Unit 1 LO6 Unit 4 LO5 Unit 8 LO1 Unit 9 LO1 Unit 17 LO1

Title of suggested activity	Suggested activities	Suggested timings	Also related to
Home working and legislation	<p>Home working is on the increase in business. If individuals work from home, the business that employs them is still responsible for ensuring that its employees are complying with legislation such as the Health and Safety at Work Act. Remote workers will often be using technology such as computers, laptops, tablets etc in order to complete their work. The following links relate to workers who work from home and who work with display screen equipment (DSE).</p> <p>Out of site, out of mind: Managing remote working Institution of Occupational Safety and Health (IOSH) http://www.iosh.co.uk/~media/Documents/Books%20and%20resources/Guidance%20and%20tools/Out%20of%20site.pdf</p> <p>Working with display screen equipment (DSE) Health and Safety Executive http://www.hse.gov.uk/pubns/indg36.pdf</p> <p>Using the information, learners could discuss with a partner how they would ensure that a small business that employs mostly home workers complies with the requirements of health and safety legislation. Thoughts could be shared with the rest of the group.</p>	1 hour	Unit 2 LO1
Kitemarks in business	<p>Kitemarks are an important aspect of the quality process. Products should have been rigorously tested for safety in order to achieve such marks as the BSI Kitemark. The Kitemark is a well-recognised symbol that is present on thousands of products. Learners could view the media clip on the BSi website to gain an understanding of the business.</p> <p>BSI Kitemark™ for products British Standards Institution http://www.bsigroup.com/en-GB/kitemark/product-testing/</p> <p>Learners could research other marks that businesses can gain providing they comply with the appropriate regulations. Why do learners consider businesses see Kitemarks as an important aspect of their business operations? These ideas could be shared with the rest of the group.</p>	1 hour	
Monitoring employees at work	<p>Learners could read the information contained on the following web page:</p> <p>Monitoring at work Citizens Advice https://www.citizensadvice.org.uk/work/rights-at-work/basic-rights-and-contracts/monitoring-at-work/</p> <p>As a group, learners could debate the different aspects that are detailed on this website relating to the monitoring of employees at work. Do learners consider these actions to be fair?</p>	30 minutes	Unit 2 LO1

Title of suggested activity	Suggested activities	Suggested timings	Also related to
Non-compliance with business legislation	<p>Businesses that do not comply with business legislation will face consequences. Learners could research the types of consequences that a variety of different businesses have unfortunately endured as a direct result of their non-compliance with business legislation. One example is shown below:</p> <p>BUPA Care Homes fined £400,000 over bedrail failures Health and Safety Executive http://press.hse.gov.uk/2016/bupa-care-homes-fined-400000-over-bedrail-failures/</p> <p>These findings could be shared with the rest of the group.</p>	30 minutes	Unit 17 LO2



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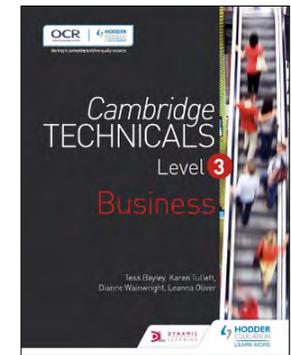
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