

Holy Family Catholic School – Faculty of Mathematics & Technology
Subject: GCSE Business Studies

Spring Term 1 Year 11

Learning Intention	Vocab	Concept	Retrieval	Success Criteria	Hinge Questions for this lesson	Red Zone
<p>Week 16-17 Lesson 1 2.3.1 Business operations</p> <p>Can I understand the purpose of business operations?</p>	<p>Operations</p> <p>Efficiency</p> <p>Productivity</p> <p>Value added</p>	Operations and Human Resources Management	The purpose of business operations is to produce goods or provide services efficiently.	<ul style="list-style-type: none"> To understand the purpose of business operations: ✓ To produce goods ✓ To provide services 	<p>Which statement best describes the purpose of business operations?</p> <p>A. To maximise profit through marketing</p> <p>B. To produce goods or services efficiently</p> <p>C. To recruit and train staff</p> <p>D. To manage customer complaints</p>	<p>Explain how efficient operations can improve both customer satisfaction and business competitiveness.</p>
<p>Week 16-17 Lesson 2 2.3.1 Business operations</p> <p>Can I describe the different production processes?</p>	<p>Job production</p> <p>Batch production</p> <p>Flow production</p> <p>Specialisation</p>	Operations and Human Resources Management	Job production creates one-off items; flow production creates large volumes of identical products.	<ul style="list-style-type: none"> To understand and describe the production processes: To describe each type; ✓ job, batch, flow 	<p>Which production method is most suitable for mass production?</p> <p>A. Job</p> <p>B. Batch</p> <p>C. Flow</p> <p>D. Project</p>	<p>Compare job, batch, and flow production for a bakery.</p>

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<p>Week 16-17 Lesson 3 2.3.1 Business operations</p> <p>Can I understand the impact of different production processes?</p>	<p>Productivity</p> <p>Unit cost</p> <p>Economies of scale</p> <p>Flexibility</p>	Operations and Human Resources Management	Higher productivity usually leads to lower unit costs.	<ul style="list-style-type: none"> To know and understand the impact of different types of production processes. To understand why keeping productivity up and costs down and allow for competitive prices 	<p>Which factor is most likely to reduce unit costs?</p> <p>A. Lower productivity B. Higher labour turnover C. Increased automation D. More product variety</p>	Analyse how switching from batch to flow production affects costs and quality.
<p>Week 16-17 Lesson 4 2.3.1 Business operations</p> <p>Can I understand the impact of technology on production?</p>	<p>Automation</p> <p>Capital intensive</p> <p>Efficiency</p> <p>Investment</p>	Operations and Human Resources Management	Technology can increase productivity but requires high upfront investment.	<ul style="list-style-type: none"> To understand the impacts of technology on production To focus on balancing cost and productivity 	<p>Which is a disadvantage of new production technology?</p> <p>A. Higher productivity B. Reduced long-term costs C. High initial investment D. Improved consistency</p>	Evaluate whether a small manufacturer should invest in automation.

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<p>Week 16-17 Lesson 5 2.3.1 Business operations</p> <p>Can I understand the impact of technology on production?</p>	<p>Quality assurance</p> <p>Consistency</p> <p>Flexibility</p> <p>Innovation</p>	<p>Operations and Human Resources Management</p>	<p>Technology improves quality consistency by reducing human error.</p>	<ul style="list-style-type: none"> To continue to understand the impacts of technology on production To focus on quality and flexibility. 	<p>Which benefit of technology most improves product quality?</p> <p>A. Faster production B. Reduced labour costs C. Greater consistency D. Increased product range</p>	<p>Explain how technology can increase and reduce flexibility.</p>
<p>Week 18-19 Lesson 1 2.3.2 Working with suppliers</p> <p>Can I analyse the management of stock?</p>	<p>Stock control</p> <p>Buffer stock</p> <p>Reorder level</p> <p>JIT</p>	<p>Operations and Human Resources Management</p>	<p>JIT aims to minimise stock by receiving goods only when needed.</p>	<ul style="list-style-type: none"> To analyse the management of stock: To interpret bar gate stock graphs To understand the use of just in time (JIT) stock control 	<p>Which is a risk of JIT?</p> <p>A. Lower storage costs B. Reduced waste C. Stockouts during delays D. Improved cash flow</p>	<p>Interpret a bar-gate stock graph and explain risks.</p>

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<p>Week 18-19 Lesson 2 2.3.2 Working with suppliers</p> <p>Can I understand the role of procurement?</p>	<p>Procurement</p> <p>Lead time</p> <p>Supplier reliability</p> <p>Quality</p>	<p>Operations and Human Resources Management</p>	<p>Procurement involves selecting and managing suppliers.</p>	<ul style="list-style-type: none"> ✓ To understand the role of procurement: ✓ To investigate relationships with suppliers. ✓ To analyse quality, delivery (cost, speed, reliability), availability, cost and trust. 	<p>Which factor is most important for perishable goods?</p> <p>A. Branding B. Lead time C. Payment terms D. Number of employees</p>	<p>Analyse how poor procurement increases costs.</p>
<p>Week 18-19 Lesson 3 2.3.2 Working with suppliers</p> <p>Can I analyse the impact of logistics and supply decisions?</p>	<p>Logistics</p> <p>Supply chain</p> <p>Distribution</p> <p>Customer satisfaction</p>	<p>Operations and Human Resources Management</p>	<p>Effective logistics reduce costs and improve satisfaction.</p>	<ul style="list-style-type: none"> ✓ To know the impact of logistics and supply decisions. ✓ To focus these on costs, reputation and customer satisfaction. 	<p>Which logistics decision most affects customer satisfaction?</p> <p>A. Office layout B. Delivery reliability C. Staff uniforms D. Packaging colour</p>	<p>Evaluate how poor logistics affect reputation.</p>

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<p>Week 18-19 Lesson 4 2.3.3 Managing quality</p> <p>Can I investigate the importance of quality?</p>	<p>Quality</p> <p>Customer expectations</p> <p>Defects</p> <p>Value for money</p>	Operations and Human Resources Management	High quality reduces returns and increases loyalty.	<p>✓ To investigate the concept of quality and its importance.</p> <p>✓ To focus this on the production of goods and the provision of services</p>	<p>Which is a benefit of high quality?</p> <p>A. Higher defect rates B. Lower satisfaction C. Increased repeat purchases D. Higher waste</p>	Explain how poor quality increases costs.
<p>Week 18-19 Lesson 5 2.3.3 Managing quality</p> <p>Can I investigate the importance of quality?</p>	<p>Quality control</p> <p>Quality assurance</p> <p>Inspection</p> <p>Prevention</p>	Operations and Human Resources Management	QC checks products after production; QA prevents defects.	<p>✓ To investigate the concept of quality and its importance.</p> <p>✓ To focus this on quality control and quality assurance.</p>	<p>Which method prevents defects?</p> <p>A. QC B. QA C. Inspection D. Reworking</p>	Compare QC and QA for a manufacturer.
<p>Week 20-21 Lesson 1 2.3.3 Managing quality</p> <p>Can I discuss how businesses gain competitive edges?</p>	<p>Competitive advantage</p> <p>Cost control</p> <p>Differentiation</p> <p>Efficiency</p>	Operations and Human Resources Management	Controlling costs can help a business offer lower prices and gain competitive advantage.	<p>✓ To know how to allow a business to control costs and gain a competitive advantage</p>	<p>Which factor is most likely to give a business a competitive advantage?</p> <p>A. High defect rates B. Slow delivery C. Efficient operations D. Poor customer service</p>	Explain how a business can use operations to gain a competitive edge in a crowded market.

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<p>Week 20-21 Lesson 2 2.3.4 The sales process</p> <p>Can I build an understanding of the sales process?</p>	<p>Sales process</p> <p>Product knowledge</p> <p>Efficiency</p> <p>Customer needs</p>	<p>Operations and Human Resources Management</p>	<p>Good product knowledge helps staff provide accurate and helpful information.</p>	<ul style="list-style-type: none"> ✓ To understand the sales process. ✓ To focus on product knowledge, speed and efficiency of service 	<p>Which factor most improves the speed and efficiency of service?</p> <p>A. Staff training</p> <p>B. Higher prices</p> <p>C. More advertising</p> <p>D. Longer opening hours</p>	<p>Design a training plan to improve product knowledge and service efficiency for a retail store.</p>
<p>Week 20-21 Lesson 3 2.3.4 The sales process</p> <p>Can I build an understanding of the sales process?</p>	<p>Customer engagement</p> <p>Feedback</p> <p>After-sales service</p> <p>Loyalty</p>	<p>Operations and Human Resources Management</p>	<p>Good after-sales service increases customer loyalty and repeat purchases.</p>	<ul style="list-style-type: none"> ✓ To understand the sales process. ✓ To focus on customer engagement, responses to customer feedback and post-sales service. 	<p>Which action best supports strong after-sales service?</p> <p>A. Ignoring complaints</p> <p>B. Providing warranties</p> <p>C. Reducing staff numbers</p> <p>D. Increasing prices</p>	<p>Explain how customer feedback can be used to improve the sales process.</p>

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<p>Week 20-21 Lesson 4 2.3.4 The sales process</p> <p>Can I fully understand the role of good customer service?</p>	<p>Customer service</p> <p>Responsive-ness</p> <p>Reliability</p> <p>Empathy</p>	<p>Operations and Human Resources Management</p>	<p>Good customer service improves reputation and customer retention.</p>	<p>✓ To fully understand the importance to businesses of providing good customer service.</p>	<p>Which behaviour best demonstrates good customer service?</p> <p>A. Slow responses B. Ignoring customer concerns C. Listening actively D. Using technical jargon</p>	<p>Analyse how poor customer service can damage a business's brand and profitability.</p>
<p>Week 20-21 Lesson 5 2.4.1 Business calculations</p> <p>Can I fully master the calculation of gross and net profit?</p>	<p>Gross profit</p> <p>Net profit</p> <p>Revenue</p> <p>Expenses</p>	<p>Financial Decision Making</p>	<p>Gross profit = revenue – cost of sales.</p>	<ul style="list-style-type: none"> To master the concept and calculation of; <ul style="list-style-type: none"> ✓ Gross profit ✓ Net profit 	<p>A business has revenue of £50,000 and cost of sales of £30,000. What is gross profit?</p> <p>A. £10,000 B. £20,000 C. £30,000 D. £40,000</p>	<p>Create your own business scenario and calculate gross and net profit.</p>