

## Subject

### Year 11 Business

Term	Topic	Content/Assessments	Home learning opportunities
1a	<b>Sales process</b>	Identify and describe the various stages in the sales process Describe the features of good customer service Apply knowledge of the sales process and customer service to different business contexts.	Quiz – Customer service
	<b>Ethical influences</b>	Identify and explain the types of ethical issues that impact on business activity Evaluate the implementation of adopting ethical policies on business and its stakeholders	Quiz - ethical influences
	<b>Ethical influences</b>	Identify and explain how businesses can respond to environmental issues Evaluate the implementation of environmental policies on businesses and their stakeholders.	
	<b>Globalisation</b>	Identify and explain advantages and disadvantages of globalisation. Explain the impact of globalisation on UK businesses and their stakeholders.	Quiz - gobalisation
1b	<b>Sources of finance</b>	Identify the most appropriate source of finance to be used in particular circumstances	Quiz - Sources of finance
	<b>Cashflow</b>	Define the term cash flow and explain the purpose of constructing a cash flow Define and calculate revenue, total revenue, expenses, total expenses, net cash flow, opening balance and closing balance Define the main components of a profit and loss account	Quiz - cashflow Quiz – Profit and loss
	<b>Profit and loss accounts</b>	Explain the importance of a profit and loss account to a business and its stakeholders	