

Business Essentials

Level: 3

Credits: 24

GLH: 160

Assessment Method: Examination

For success in today's business environment, the skills and capabilities needed have changed significantly from those required even five years ago. With constantly changing aims and goals in business; the way in which we achieve success is also different. For many employees, these changes will affect their career path and progression.

The influence of technology, globalisation and environmental issues mean that to be successful and to progress in a career, the skills of the modern professional need to be relevant and adaptable, to cope with a new way of working.

The **ABE Level 3 Certificate in Business Essentials** develops skills for both the modern business professional who looking to progress and for newly employed staff starting their career in business.

For new entrants into employment, it introduces them to an understanding of how businesses are run and how to contribute to that success.

For experienced employees, this qualification will refresh, update and introduce modern concepts of working to improve their skills. The programme focuses on the key capabilities required for you to work in a way that adds value to their organisation by developing practical working skills. The elements of learning, enable you to develop these skills. Application of these skills is encouraged in suggested activities and formative assessments.

The structure leads you through an introduction to the modern business environment and how they work within it. It encompasses practical skills, knowledge and guidance on how to focus working methods to improve capabilities. It builds the foundation for you to progress to ABE Level 4 Diplomas in Business.

The **ABE Level 3 Certificate in Business Essentials** has a particular focus on how the employee can become an asset to an organisation by looking at the role of the employee, how they fit in within an



organisation and how they can add value to their role. It therefore supports both new employees, those already working and those seeking to change jobs or gain promotion and need to understand contemporary working methods



What You'll Learn

The table below shows the learning outcomes of this unit (what you will be able to do or what you will know), along with the assessment criteria (what you will be able to do to demonstrate achievement of the learning outcome).

Element 1 - The nature of business (Weighting 30%)	
Learning Outcomes <i>The Learner will:</i>	Assessment Criteria <i>The Learner can:</i>
1. Explain the purpose of business	1.1 Explain the objective of a business 1.2 Describe the nature and purpose of trade 1.3 Explain the relationship between mission, vision, goals objectives and strategy 1.4 Explain the impact of business on individuals, economies and the environment
2. Explain the characteristics of different business structures	2.1 Explain the legal structure of a business 2.2 Describe the internal structures of an organisation
3. Explain the functions and activities of an organisation	3.1 Explain the main functions within an organisation and their roles
Element 2 - Key processes and resources in business (Weighting 25%)	
Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The Learn can:</i>
4. Describe the key resources required for a business	4.1 Explain the role of Human Resources in an organisation 4.2 Explain how finances are managed within an organisation 4.3 Describe the importance and role of physical resources



5. Explain the different types of customer and their importance	5.1 Explain the differences between internal and external customers 5.2 Explain how to monitor customer service
6. Explain the importance of managing business risk	6.1 Explain the role of risk management within an organisation 6.2 Describe the role of an employee in managing risk
7. Explain continuous improvement techniques	7.1 Explain the concept of continuous improvement 7.2 Explain how continuous improvement supports the success of a business

Element 3 - New ways of working in business (Weighting 20%)

Learning Outcomes <i>The Learner will:</i>	Assessment Criteria <i>The Learner can:</i>
8. Explain the importance of corporate social responsibility and sustainability within an organisation	8.1 Explain the difference between CSR and Sustainability 8.2 Explain the use of CSR and sustainability within a workplace
9. Describe the use of technology to build success	9.1 Discuss the use of technology in business 9.2 Describe the use of Apps and Mobile technology in business
10. Describe recent trends relating to ways of working within an organisation	10.1 Explain the use and effects of outsourcing on an organisation. 10.2 Explain the increase in 'Remote Working' 10.3 Explain the effects of 'Contract working'

Element 4 - The skills needed for successfully working in business (Weighting 25%)

Learning Outcomes	Assessment Criteria
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<i>The Learner will:</i>	<i>The Learner can:</i>
11. Explain key requirements for transition into work or a new role	11.1 Explain the requirements of a new role 11.2 Describe the behavioural and professional requirements of a role
12. Describe how to become more effective in a role	12.1 Describe methods of planning work 12.2 Describe how to respond to change 12.3 Describe personal development needs 12.4 Explain how learning and development can improve job performance
13. Explain effective ways to communicate within a business	13.1 Explain effective communication 13.2 Compare different methods of communication within a business

Capabilities

Alongside academic learning and development, ABE's qualifications have been designed to develop your practical skills and capabilities. These capabilities are highlighted as certain values, knowledge, skills and behaviours that will help you in your professional development.

Below is an overview of the behaviours, skills and attitudes that you will develop through this unit include:

Element of Learning

Key Capabilities Developed

Element 1 - The nature of business

Ability to understand the purpose of business and trade
Ability to identify a range legal and internal business structures
Ability to identify key business functions and understand their role within a business
Commercial awareness, business functions

Element 2 - Key processes and resources in business

Ability to understand different roles within an organisation
Ability to identify internal and external customers and understand the importance of internal and external customer service



Ability to identify continuous improvement techniques and how they support business success

Customer service, managing risk, continuous improvements

Element 3 - New ways of working in business

Ability to identify the ways in which businesses engage in Corporate Social Responsibility and Sustainability efforts

Knowledge of how businesses use technology, including Apps and Mobile technology

Awareness of trends in new ways of working within organisations

CSR, Sustainability, use of technology, trend-spotting, new ways of working

Element 4 - The skills needed for successfully working in business

Awareness of behavioural and professional requirements in the workplace

Ability to assess own personal skills for transition into either the first job or new role

Ability to plan own self-development for a role

Collaboration, teamwork, communication skills, self-development, planning, responding to change

Localisation

It is very important when studying for your ABE qualification that you consider your local business environment and try to apply what you are learning to relevant scenarios in your local business context. Doing this will help you to put your learning into practice and use it in your professional day-to-day activities.

You should take into account the following when preparing for your assessment:

- Local Employment Laws and Regulations
- Local Business rules and regulations
- Local employment law
- Local social needs, and how they may impact on a business
- Local access to mobile technology and network

Indicative Content

Element 1 - The nature of business (Weighting 30%)



1. Explain the purpose of business

1.1 Explain the objective of a business

- Profit Making for shareholders or owners
- Organisations that are: Public sector, Not for Profit, charities, social enterprises, and limited by guarantee

1.2 Describe the nature and purpose of trade

- Barter and grey economies
- Trading internationally and locally (import/export)

1.3 Explain the relationship between vision, mission, objectives and strategy

- Definitions of vision, mission, objectives and strategy
- The relationship between vision, mission, objectives and strategy
- The impact of vision, mission, objectives and strategy on an employee

1.4 Explain the impact of business on individuals, economies and the environment

- Internal and external stakeholders
- Effect on local and global economies
- Impact on jobs market and skill levels
- The impact of business decisions on the environment

2. Explain the characteristics of key business structures

2.1 Explain the legal structure of a business

- Private Companies
- Public Limited Companies
- Partnerships (limited and unlimited)
- Sole-Traders/Proprietors

2.2 Describe the internal structures of an organisation

- Centralisation versus decentralisation
- Management structures
- Hierarchies
- Dual reporting/matrix structure
- Functional teams
- Virtual teams

3. Explain the functions and activities of an organisation

3.1 Explain the main functions within an organisation and their roles



- Sales and Marketing (including customer services)
- Finance
- Human Resources
- Communications and IT
- Facilities management
- Operations, procurement, logistics
- The difference between core and support functions

Element 2 - Key processes and resources in business (Weighting 25%)

4. Describe the key resources required for a business

4.1 Explain the role of Human Resources in an organisation

- Recruitment and selection, including job adverts and descriptions, the interview process, offering a job, and inductions
- Pay, talent management, training, support, health and safety
- Legal issues
- Equality and Diversity
- Understand the relationship between the employee and human resources

4.2 Explain how finances are managed within an organisation

- The importance of cash and profit
- Performance measurement
- Investment appraisal and budgets
- How a business grows with finance
- Departmental cost centres
- Variances analysis

4.3 Describe the importance and role of physical resources

- Assets
- Management of physical resources
- Raw Materials

5. Explain the different types of customer and their importance

5.1 Explain the differences between internal and external customers

- Identify key customers within an organisation.
- Setting standards



5.2 Explain how to monitor customer service

- Service Level Agreements
- Key performance Indicators

6. Explain the importance of managing business risk

6.1 Explain the role of risk management within an organisation

- Definition of business risk: Reputational risk, financial risk, health and safety risk
- Examples of poor risk management for a local and global organisation
- Business continuity

6.2 Describe the role of an employee in managing risk

- Reporting
- Personal Risk

7. Explain continuous improvement techniques

7.1 Explain the concept of continuous improvement

- Continuous improvement techniques
- Kaizen
- Lean Manufacturing
- Six Sigma
- How an employee can apply principles of Continuous Improvement into every day working

7.2 Explain how continuous improvement supports the success of a business

- Examples of continuous improvement in organisation known to the learner

Element 3 - New ways of working in business (Weighting 20%)

8. Explain the importance of corporate social responsibility and sustainability within an organisation

8.1 Explain the difference between CSR and Sustainability

- The definition of CSR and Sustainability
- Common concepts in CSR and Sustainability – economic, environmental, social
- International regulations and targets for sustainability
- Impact of sustainability on local and global organisations



8.2 Explain the use of CSR and sustainability within a workplace

- Examples of how local businesses use CSR and Sustainable working practices
 - Examples of how global businesses use CSR and Sustainable working practices
 - Best practice within local and global industries
 - Common problems associated with introducing a CSR and sustainability programme into an organisation
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9. Describe the use of technology to build success

9.1 Discuss the use of technology in business

- Internal use of technology, including CRM, production, HR, finance, internal communications (intranet)
- External use of technology, including customer communications, social media, internet (website, e-commerce)
- Considerations when using technology in business

9.2 Describe the use of Apps and Mobile technology in business

- Examples of mobile technology
 - The use of mobile technology – case studies
 - Problems associated with using mobile technology
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10. Describe recent trends relating to new ways of working within an organisation

10.1 Explain the use and effects of outsourcing on an organisation

- Cost savings associated with outsourcing and offshoring
- Increased innovation
- More competitive solutions
- Management of outsourcing and offshoring
- Quality control

10.2 Explain the increase in 'Remote Working'

- Reasons why staff work remotely
- Benefits to the organisation: Cost and space savings
- Benefits to the employee: Lifestyle changes
- Disadvantages to the business and employee

10.3 Explain the effects of 'Contract working'

- Impact on the organisation



- Impact on the contractor

Element 4 - The skills needed for successfully working in business (Weighting 25%)

11. Describe key requirements for transition into work or a new role

11.1 Explain the requirements of a new role

- Essential requirements of a role referring to the job description
- The role of team members and team leader or manager
- The difference between strategic, tactical and operational roles
- Skills gaps for new role and identification of appropriate development activities

11.2 Describe the behavioural and professional requirements of a role

- The purpose and typical contents of staff handbook (or similar)
- Dress codes and other codes of conduct
- Behaviours that show honesty, and build trust and respect within the workplace

12. Describe how to become more effective in a role

12.1 Describe methods of planning work

- Techniques to plan your day
- Gantt charts, schedules and diary systems to forward plan
- Prioritising workload and completion targets/deadlines

12.2 Describe how to respond to change

- Recognising the need for change in an organisation
- The importance of change management using examples of change from local and global organisations

12.3 Describe personal development needs

- Personal Development Plans (PDPs)
- Peer Reviews
- Asking for Feedback
- Using Mentors
- Adding value to the role and the organisation

12.4 Explain how learning and development can improve job performance

- The value of training and development



- Supporting other projects within your organisation
 - Mapping out career progression
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13. Explain effective ways to communicate within a business

13.1 Explain effective communication

- 7Cs of effective communication
- Active Listening
- Seeking feedback to check the communication has been understood
- Using language appropriate to the organisation
- Briefing documents
- Memos
- Personal Requests

13.2 Compare different methods of communications within a business

- Using email/instant messaging
- Using phone/text
- Presentations
- Online training
- Meetings and appropriate meeting behaviours



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