

AQA (9-1) GCSE Business Studies (8132)	
Both papers - Business in the real world & Influences on business	
Section	Key things to learn
The purpose and nature of businesses	<ul style="list-style-type: none"> <li><input type="checkbox"/> What a business is and the reasons why a business is set up</li> <li><input type="checkbox"/> Functions of business</li> <li><input type="checkbox"/> Type of business</li> <li><input type="checkbox"/> Goods and services</li> <li><input type="checkbox"/> Factors of production: land, labour, capital and enterprise</li> <li><input type="checkbox"/> Opportunity cost</li> <li><input type="checkbox"/> Business sectors: primary, secondary and tertiary</li> <li><input type="checkbox"/> Enterprise and the role of entrepreneurs in starting businesses</li> <li><input type="checkbox"/> Objectives, characteristics and skills of successful entrepreneurs</li> <li><input type="checkbox"/> Dynamic nature of business and its changing environment: technology, the economy, legislation and environmental considerations.</li> </ul>
Business ownership	<ul style="list-style-type: none"> <li><input type="checkbox"/> The different options for a start-up and established businesses</li> <li><input type="checkbox"/> Sole traders, partnerships, private limited companies, public companies, not-for-profit organisations</li> <li><input type="checkbox"/> Advantages and disadvantages of each legal structure</li> <li><input type="checkbox"/> Importance of limited liability</li> </ul>
Setting business aims and objectives	<ul style="list-style-type: none"> <li><input type="checkbox"/> Common aims and objectives</li> <li><input type="checkbox"/> How objectives help management run the business</li> <li><input type="checkbox"/> Relationships between business objectives and business operation</li> <li><input type="checkbox"/> Choice of business objectives and why they change</li> <li><input type="checkbox"/> Non-financial objectives</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li><input type="checkbox"/> Who stakeholders are</li> <li><input type="checkbox"/> Stakeholder objectives and relationship to business operation</li> <li><input type="checkbox"/> Stakeholder conflict</li> </ul>
Business location	<ul style="list-style-type: none"> <li><input type="checkbox"/> Factors that influence where a business is located</li> </ul>

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Business planning	<ul style="list-style-type: none"> <li><input type="checkbox"/> Purpose of business planning</li> <li><input type="checkbox"/> Main sections of a start-up business plan</li> <li><input type="checkbox"/> Benefits and drawbacks of business planning</li> <li><input type="checkbox"/> Difference between variable, fixed and total costs Concepts of revenue, costs, profit and loss</li> </ul>
Expanding a business	<ul style="list-style-type: none"> <li><input type="checkbox"/> Why businesses grow</li> <li><input type="checkbox"/> Internal and external methods of growth</li> <li><input type="checkbox"/> Economies and diseconomies of scale</li> <li><input type="checkbox"/> Calculation of average unit costs and importance of this calculation</li> </ul>
Technology	<ul style="list-style-type: none"> <li><input type="checkbox"/> The impact of changing use of ICT</li> <li><input type="checkbox"/> E commerce and how it allows access to wider markets</li> <li><input type="checkbox"/> Digital technology and digital communication</li> <li><input type="checkbox"/> Digital communication in relation to stakeholders</li> </ul>
Ethical and environmental considerations	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ethical behaviour</li> <li><input type="checkbox"/> Ethical considerations versus profit</li> <li><input type="checkbox"/> Environmental considerations</li> <li><input type="checkbox"/> Costs and benefits of environmental responsibility</li> <li><input type="checkbox"/> Sustainability</li> </ul>
Economic climate	<ul style="list-style-type: none"> <li><input type="checkbox"/> How interest rate changes affect businesses</li> <li><input type="checkbox"/> How employment levels affect businesses</li> <li><input type="checkbox"/> Income levels and their effect on demand for products and services</li> </ul>
Globalisation	<ul style="list-style-type: none"> <li><input type="checkbox"/> How UK businesses compete internationally</li> <li><input type="checkbox"/> Exchange rates and their impact</li> </ul>

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Legislation	<input type="checkbox"/> The impact of legislation on businesses <input type="checkbox"/> Employment law <input type="checkbox"/> Health and safety law <input type="checkbox"/> Consumer law
Competitive environment	<input type="checkbox"/> Market competition and its impact <input type="checkbox"/> Uncertainty and risks

**Just paper 1 – Business operations and human resources**

Section	Key things to learn
Production processes	<ul style="list-style-type: none"><li><input type="checkbox"/> Methods of production: job and flow Increasing efficiency</li><li><input type="checkbox"/> Lean production &amp; Just-in-time</li></ul>
The role of procurement	<ul style="list-style-type: none"><li><input type="checkbox"/> Stock management</li><li><input type="checkbox"/> Just in time versus just in case</li><li><input type="checkbox"/> Choice of suppliers</li><li><input type="checkbox"/> Effects of procurement and logistics</li><li><input type="checkbox"/> Efficiency and cost reduction versus quality</li><li><input type="checkbox"/> Supply chain management</li></ul>
The concept of quality	<ul style="list-style-type: none"><li><input type="checkbox"/> Customer expectations of quality</li><li><input type="checkbox"/> Measuring quality and identifying quality problems</li><li><input type="checkbox"/> Total quality management</li><li><input type="checkbox"/> Cost and benefits of quality</li></ul>
Good customer services	<ul style="list-style-type: none"><li><input type="checkbox"/> Sales process and methods of good customer service</li><li><input type="checkbox"/> Benefits of good customer service</li><li><input type="checkbox"/> Dangers of poor customer service</li><li><input type="checkbox"/> Use of ICT in achieving good customer service</li></ul>
Organisational structures	<ul style="list-style-type: none"><li><input type="checkbox"/> Different organisational structures and their appropriateness</li><li><input type="checkbox"/> Roles and responsibilities within an organisation</li><li><input type="checkbox"/> Relevance and use of spans of control, chains of command, layering and delegation</li><li><input type="checkbox"/> Relationships between organisational structures and effective management and communication including centralisation and decentralisation</li></ul>
Recruitment and selection of employees	<ul style="list-style-type: none"><li><input type="checkbox"/> Methods of recruitment, internal versus external</li><li><input type="checkbox"/> The stages of the recruitment process</li><li><input type="checkbox"/> The benefits of effective recruitment</li><li><input type="checkbox"/> Job contracts including part time, full time, job share and zero hours</li></ul>

Motivating employees	<input type="checkbox"/> Benefits of motivation <input type="checkbox"/> Financial and non-financial methods of motivation
Training	<input type="checkbox"/> Benefits of training <input type="checkbox"/> Methods of training including induction, on the job and off the job training

Just paper 2 – Marketing and finance	
Section	Key things to learn
Understanding customers	<input type="checkbox"/> Satisfying customer needs
Segmentation	<input type="checkbox"/> Benefits and methods of segmentation
Purpose and methods of market research	<input type="checkbox"/> Reasons why market research is conducted <input type="checkbox"/> Qualitative versus quantitative market research <input type="checkbox"/> Methods and techniques <input type="checkbox"/> Data interpretation and presentation <input type="checkbox"/> Market size versus market share
Elements of the marketing mix: price, product, promotion and place (4Ps)	<input type="checkbox"/> Pricing methods <input type="checkbox"/> Factors affecting pricing decisions <input type="checkbox"/> New product development <input type="checkbox"/> Product design and product differentiation <input type="checkbox"/> Product life cycle and extension strategies <input type="checkbox"/> Product portfolio and the Boston Matrix <input type="checkbox"/> Promotional methods <input type="checkbox"/> Benefits and drawbacks of promotional methods <input type="checkbox"/> Factors affecting promotional decisions <input type="checkbox"/> Channels of distribution <input type="checkbox"/> Appropriateness of different channels of distribution <input type="checkbox"/> E-commerce and m-commerce <input type="checkbox"/> Benefits and drawbacks of using e-commerce and m-commerce <input type="checkbox"/> Choosing a marketing mix
Sources of finance	<input type="checkbox"/> Sources of internal and external finance for new and existing businesses <input type="checkbox"/> Advantages and disadvantages of different sources of finance <input type="checkbox"/> Choosing the most effective finance source
Cash flow	<input type="checkbox"/> Importance of cash flow to a business

	<input type="checkbox"/> Cash versus profit <input type="checkbox"/> Completion and understanding of cash flow forecasts <input type="checkbox"/> Causes and solutions to cash flow problems
Financial terms and calculations	<input type="checkbox"/> Difference between variable, fixed and total costs <input type="checkbox"/> Calculating revenue, costs and profit <input type="checkbox"/> Investment measures including average rate of return <input type="checkbox"/> Understanding and evaluating break-even calculations <input type="checkbox"/> Interpreting break-even charts, identifying break-even points and the margin of safety
Analysing financial performance	<input type="checkbox"/> Understanding the components and purpose of financial statements <input type="checkbox"/> Being able to interpret and compare financial statements and relate to decision making <input type="checkbox"/> Calculate and interpret gross and net profit margins