**Business Administration Long Term Planning Overview 2023-24**

**Key Stage 4**

**Autumn Spring Summer**

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| **Year** |  |  | **Year** |  |  | **Year** |  |
| **10** | **Introduction to Business Administration**  Know duties, procedures and requirements relevant to working in  an office.  Know about office equipment.  Know health and safety procedures when working in an office.  Be able to communicate with others when working in an office. |  | **10** | **Understanding Businesses**  Understand different types of business.  Know how a business structure works.  Understand business planning requirements. |  | **10** | **Business Communication**  Know about the benefits of effective communication in a business  environment.  Know about forms of communication.  Know about communication in teams. |
| **11** | **Customer Service**  Understand the meaning of good and poor customer service.  Understand the importance of first impressions.  Know how to assist customers.  Know how to deal with customer problems and complaints. |  | **11** | **Understanding IT in the workplace.**  Know about IT applications in the workplace.  Know about workplace procedures for using IT. |  | **11** | **Final Portfolio Assessment** |