

# Business Studies 2019

## Study plan

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### Section 1: School statement

<b>School:</b>	Queensland Curriculum and Assessment Authority
<b>Subject code:</b>	6402
<b>Combined class:</b>	No
<b>School contact:</b>	SEO
<b>Phone:</b>	(07) 3864 0375
<b>Email:</b>	seo@qcaa.qld.edu.au

### Section 2: Course and assessment overview

Business Studies is a four-unit course of study.

Units 1 and 2 of the course are designed to allow students to begin their engagement with the course content, i.e. the knowledge, understanding and skills of the subject. Course content, learning experiences and assessment increase in complexity across the four units as students develop greater independence as learners.

Units 3 and 4 consolidate student learning.

### QCAA approval

<b>QCAA officer:</b>	<b>Date:</b>
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Unit	Module number and description	Time in hours	Electives	Core concepts and ideas	Assess no.	Assessment technique, description and conditions	Dimensions
1	<b>Module 1: Customer service</b> This module explores the fundamentals of developing and providing effective customer service skills in a range of contexts (face-to-face, online and over the phone) and how these skills help to develop customer loyalty and increased sales.	28	<ul style="list-style-type: none"> <li>Retail</li> </ul>	<b>Business practices</b> <ul style="list-style-type: none"> <li>Business fundamentals (BF)</li> <li>Business communication (BC)</li> <li>Business technology (BT)</li> </ul> <b>Business function 3 - Working with customers</b> <ul style="list-style-type: none"> <li>WC-BF1 Business fundamentals 1</li> <li>WC-BF2 Business fundamentals 2</li> <li>WC-BF3 Business fundamentals 3</li> <li>WC-BF4 Business fundamentals 4</li> <li>WC-BC1 Business communication 1</li> <li>WC-BC2 Business communication 2</li> <li>WC-BT1 Business technology 1</li> <li>WC-BT4 Business technology 4</li> </ul>	1	<b>Extended response</b> Investigate the impact of customer service skills in the retail industry on customer loyalty and sales, using media articles as stimulus for an oral presentation. <ul style="list-style-type: none"> <li>Spoken response Individual oral presentation. 2.0–4.0 minutes</li> </ul>	<ul style="list-style-type: none"> <li>Knowing and understanding</li> <li>Analysing and applying</li> <li>Planning and evaluating</li> </ul>
1	<b>Module 2: Data management</b> This module investigates how managing business information effectively is essential to maintaining the security and privacy of customer information, and assists in providing efficient customer service.	27	<ul style="list-style-type: none"> <li>Real estate</li> </ul>	<b>Business practices</b> <ul style="list-style-type: none"> <li>Business fundamentals (BF)</li> <li>Business communication (BC)</li> <li>Business technology (BT)</li> </ul> <b>Business function 1- Working in administration</b> <ul style="list-style-type: none"> <li>WA-BF2 Business fundamentals 2</li> <li>WA-BF4 Business fundamentals 4</li> <li>WA-BC2 Business communication 2</li> <li>WA-BC3 Business communication 3</li> <li>WA-BT1 Business technology 1</li> <li>WA-BT2 Business technology 2</li> <li>WA-BT3 Business technology 3</li> </ul>	2	<b>Examination</b> Respond to questions about data management. 60.0–90.0 minutes <ul style="list-style-type: none"> <li>Short response test Responses will be individual, unseen, and supervised. 50–150 words per item</li> </ul>	<ul style="list-style-type: none"> <li>Knowing and understanding</li> <li>Analysing and applying</li> <li>Planning and evaluating</li> </ul>

Unit	Module number and description	Time in hours	Electives	Core concepts and ideas	Assess no.	Assessment technique, description and conditions	Dimensions		
2	<b>Module 3: Sporting event</b> This module investigates how to effectively organise, promote and coordinate a sporting event in order to contribute to its overall success and achievement of goals.	55	<ul style="list-style-type: none"> <li>Sports management</li> </ul>	<b>Business practices</b> <ul style="list-style-type: none"> <li>Business fundamentals (BF)</li> <li>Financial literacy (FL)</li> <li>Business communication (BC)</li> <li>Business technology (BT)</li> </ul> <b>Business function 1- Working in administration</b> <ul style="list-style-type: none"> <li>WA-BF1 Business fundamentals 1</li> </ul> <b>Business function 2 - Working in finance</b> <ul style="list-style-type: none"> <li>WF-BT4 Business technology 4</li> </ul> <b>Business function 3 - Working with customers</b> <ul style="list-style-type: none"> <li>WC-BF1 Business fundamentals 1</li> <li>WC-BF3 Business fundamentals 3</li> <li>WC-FL1 Financial literacy 1</li> <li>WC-FL2 Financial literacy 2</li> <li>WC-BC3 Business communication 3</li> <li>WC-BT2 Business technology 2</li> <li>WC-BT3 Business technology 3</li> </ul> <b>Business function 4 - Working in marketing</b> <ul style="list-style-type: none"> <li>WM-BF1 Business fundamentals 1</li> <li>WM-BF2 Business fundamentals 2</li> <li>WM-BF3 Business fundamentals 3</li> <li>WM-BF4 Business fundamentals 4</li> <li>WM-FL1 Financial literacy 1</li> <li>WM-FL2 Financial literacy 2</li> <li>WM-BC2 Business communication 2</li> <li>WM-BC3 Business communication 3</li> <li>WM-BT2 Business technology 2</li> <li>WM-BT3 Business technology 3</li> </ul>	3	<b>Project</b> Working in a team, plan (organise and coordinate) a sporting event. Responses will be assessed individually. <ul style="list-style-type: none"> <li>Practical component Planning and financial documents.</li> <li>Written component Prepare a report on the sporting event. 400–700 words</li> <li>Spoken component Oral presentation on the planning and organisation of the sporting event. 1.5–3.5 minutes</li> </ul>	4	<b>Extended response</b> Promote a sporting event. <ul style="list-style-type: none"> <li>Written response Report prepared individually and unsupervised on the promotion of the sporting event. 500–800 words</li> </ul>	<ul style="list-style-type: none"> <li>Knowing and understanding</li> <li>Analysing and applying</li> <li>Planning and evaluating</li> </ul> <ul style="list-style-type: none"> <li>Knowing and understanding</li> <li>Analysing and applying</li> <li>Planning and evaluating</li> </ul>

Unit	Module number and description	Time in hours	Electives	Core concepts and ideas	Assess no.	Assessment technique, description and conditions	Dimensions
3	<b>Module 4: Social media</b> This module explores how to promote a business using social media to increase market share and sales.	28	<ul style="list-style-type: none"> <li>Real estate</li> </ul>	<b>Business practices</b> <ul style="list-style-type: none"> <li>Business fundamentals (BF)</li> <li>Business communication (BC)</li> <li>Business technology (BT)</li> </ul> <b>Business function 1- Working in administration</b> <ul style="list-style-type: none"> <li>WA-BT4 Business technology 4</li> </ul> <b>Business function 4 - Working in marketing</b> <ul style="list-style-type: none"> <li>WM-BF1 Business fundamentals 1</li> <li>WM-BF3 Business fundamentals 3</li> <li>WM-BC1 Business communication 1</li> <li>WM-BC3 Business communication 3</li> <li>WM-BT1 Business technology 1</li> <li>WM-BT4 Business technology 4</li> </ul>	5	<b>Project</b> Working in a team, investigate the use of social media to increase market share and sales in the real estate industry. Responses will be assessed individually. <ul style="list-style-type: none"> <li>Practical component Market research documentation.</li> <li>Multimodal component Seminar. 3.0–6.0 minutes</li> </ul>	<ul style="list-style-type: none"> <li>Knowing and understanding</li> <li>Analysing and applying</li> <li>Planning and evaluating</li> </ul>
3	<b>Module 5: Work and life balance</b> This module explores how to maintain a work-life balance by examining the rights and responsibilities of employees and employers.	27	<ul style="list-style-type: none"> <li>Health and well-being</li> </ul>	<b>Business practices</b> <ul style="list-style-type: none"> <li>Business fundamentals (BF)</li> <li>Business communication (BC)</li> <li>Business technology (BT)</li> </ul> <b>Business function 1- Working in administration</b> <ul style="list-style-type: none"> <li>WA-BF1 Business fundamentals 1</li> <li>WA-BF2 Business fundamentals 2</li> <li>WA-BF3 Business fundamentals 3</li> <li>WA-BF4 Business fundamentals 4</li> <li>WA-BC1 Business communication 1</li> <li>WA-BT2 Business technology 2</li> <li>WA-BT3 Business technology 3</li> </ul>	6	<b>Extended response</b> Investigate the relationship between work-life balance and rights and responsibilities of employees and employers, using a case study as stimulus for a written report. <ul style="list-style-type: none"> <li>Written response Individual report, unsupervised. 600–1000 words</li> </ul>	<ul style="list-style-type: none"> <li>Knowing and understanding</li> <li>Analysing and applying</li> <li>Planning and evaluating</li> </ul>

Unit	Module number and description	Time in hours	Electives	Core concepts and ideas	Assess no.	Assessment technique, description and conditions	Dimensions
4	<b>Module 6: Financial administration</b> This module investigates how to implement internal control procedures and keep accurate financial records to assist in the prevention of fraud and theft of business assets.	30	<ul style="list-style-type: none"> <li>Retail</li> </ul>	<b>Business practices</b> <ul style="list-style-type: none"> <li>Business fundamentals (BF)</li> <li>Financial literacy (FL)</li> <li>Business communication (BC)</li> <li>Business technology (BT)</li> </ul> <b>Business function 1- Working in administration</b> <ul style="list-style-type: none"> <li>WA-FL1 Financial literacy 1</li> <li>WA-FL2 Financial literacy 2</li> </ul> <b>Business function 2 - Working in finance</b> <ul style="list-style-type: none"> <li>WF-BF1 Business fundamentals 1</li> <li>WF-BF2 Business fundamentals 2</li> <li>WF-BF3 Business fundamentals 3</li> <li>WF-BF4 Business fundamentals 4</li> <li>WF-FL1 Financial literacy 1</li> <li>WF-FL2 Financial literacy 2</li> <li>WF-BC1 Business communication 1</li> <li>WF-BC2 Business communication 2</li> <li>WF-BC3 Business communication 3</li> <li>WF-BT2 Business technology 2</li> <li>WF-BT3 Business technology 3</li> </ul>	7	<b>Project</b> Examine financial policies and procedures used to record, process and internally control cash and inventories. <ul style="list-style-type: none"> <li>Written component Report to management on findings. 500–900 words</li> <li>Practical component Policies and procedures manual.</li> </ul>	<ul style="list-style-type: none"> <li>Knowing and understanding</li> <li>Analysing and applying</li> <li>Planning and evaluating</li> </ul>
4	<b>Module 7: Computerised accounting</b> This module explores computerised accounting systems and processes, including checking, recording and processing of financial transactional documents.	25	<ul style="list-style-type: none"> <li>Health and well-being</li> </ul>	<b>Business practices</b> <ul style="list-style-type: none"> <li>Business fundamentals (BF)</li> <li>Financial literacy (FL)</li> <li>Business communication (BC)</li> <li>Business technology (BT)</li> </ul> <b>Business function 2 - Working in finance</b> <ul style="list-style-type: none"> <li>WF-BF2 Business fundamentals 2</li> <li>WF-FL1 Financial literacy 1</li> <li>WF-FL2 Financial literacy 2</li> <li>WF-BC2 Business communication 2</li> <li>WF-BT1 Business technology 1</li> <li>WF-BT3 Business technology 3</li> </ul>	8	<b>Examination</b> Respond to questions about computerised accounting. 60.0–90.0 minutes <ul style="list-style-type: none"> <li>Short response test Individual response, supervised and unseen. 50–250 words per item</li> </ul>	<ul style="list-style-type: none"> <li>Knowing and understanding</li> <li>Analysing and applying</li> <li>Planning and evaluating</li> </ul>

## Business Studies 2019

Teacher:

Class:

Student name:

Year:

Unit	Module of work	Assessment Instrument No.	Assessment Instrument	Formative or Summative	Knowing and understanding	Analysing and applying	Planning and evaluating
1	<b>Module one</b> Customer service	1	Extended response	F			
	<b>Module two</b> Data management	2	Examination	F			
2	<b>Module three</b> Sporting event	3	Project	F			
		4	Extended response	F			
Interim Standards							
Interim Result							
3	<b>Module four</b> Social media	5	Project	S			
	<b>Module five</b> Work and life balance	6	Extended response	S			
4	<b>Module six</b> Financial administration	7	Project	S			
	<b>Module seven</b> Computerised accounting	8	Examination	S			
Exit Standards							
Exit Result							