

Title:	Understanding Business Environments
Level:	Level 1
Credit value:	3
GLH:	27
Unique Reference Number:	D/652/0537
Sector Subject Area:	14.1 Foundations for Learning and Life
Aim:	The aim of this unit is to develop the learner's knowledge and understanding of business environments and how organisations operate. Learners will develop an understanding of different types of businesses, their purpose and how individuals contribute to workplace activities.
Assessment Type:	Assessment of this unit will be through an internally set and internally assessed portfolio of evidence.
Assessment Guidance:	<p>Assessment decisions for skills-based learning outcomes must be made during the learner's normal work activity. Direct observation should form a primary source of evidence and be supported, where appropriate, by discussion, annotated screenshots or photographs, saved documents, or witness statements.</p> <p>Skills-based assessment must be carried out over an appropriate period of time to ensure consistency and independence of performance.</p> <p>Evidence must confirm that the learner understands different types of businesses, workplace structures and how individuals contribute to business activities.</p>

Learning outcomes

The learner will:

1. Understand different types of businesses and their purposes.

Delivery content:

The aim of this learning outcome is to develop the learner's understanding of different types of businesses and their purposes.

The learner must demonstrate that they can:

- 1.1 Identify different **types of businesses**.
- 1.2 Identify the **purpose of different businesses**.

1.3 Recognise the products or services provided by businesses.
2. Understand how businesses are structured and organised.
<p>Delivery content:</p> <p>The aim of this learning outcome is to develop the learner’s understanding of how businesses are structured and organised.</p> <p>The learner must demonstrate that they can:</p> <ul style="list-style-type: none"> 2.1 Identify roles within a business. 2.2 Identify basic organisational structures. 2.3 Recognise how different roles contribute to business activities.
3. Understand the working environment in a business setting.
<p>Delivery content:</p> <p>The aim of this learning outcome is to develop the learner’s understanding of workplace environments and expectations.</p> <p>The learner must demonstrate that they can:</p> <ul style="list-style-type: none"> 3.1 Identify features of a business working environment. 3.2 Recognise workplace expectations. 3.3 Identify basic health and safety requirements in a business environment.
4. Understand how individuals contribute to business activities.
<p>Delivery content:</p> <p>The aim of this learning outcome is to develop the learner’s understanding of how individuals contribute to business operations.</p> <p>The learner must demonstrate that they can:</p> <ul style="list-style-type: none"> 4.1 Identify ways individuals contribute to business activities. 4.2 Recognise the importance of working effectively in a business environment. 4.3 Identify how individual performance supports business outcomes.

Scope of Training The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.	
Requirements	
Types of businesses:	Definition: Different kinds of organisations that operate in a business environment. Teaching must include: <ul style="list-style-type: none"> • Private, public and voluntary businesses. • Small and large businesses. • Local or national businesses. Teaching could include: <ul style="list-style-type: none"> • Examples of different business types. • Differences between organisations. • Sectors e.g. retail, service.
Purpose of different businesses:	Definition: The reason a business exists and what it aims to achieve. Teaching must include: <ul style="list-style-type: none"> • Providing products or services. • Making profit or supporting a cause. • Meeting customer needs. Teaching could include: <ul style="list-style-type: none"> • Business aims and objectives. • Differences between profit and non-profit organisations.
Products or services provided:	Definition: What a business offers to customers. Teaching must include: <ul style="list-style-type: none"> • Examples of products. • Examples of services. • How businesses meet customer needs. Teaching could include: <ul style="list-style-type: none"> • Differences between products and services.

	<ul style="list-style-type: none"> • Examples from different industries.
Roles within a business:	<p>Definition: Different jobs or positions within an organisation.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Common roles in a business. • Responsibilities of different roles. • How roles support business activities. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Examples of job roles. • Differences between roles. • Teamwork in organisations.
Organisational structures:	<p>Definition: How a business is arranged in terms of roles and responsibilities.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Basic organisational structures. • Levels within a business. • Reporting lines. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Simple organisational charts. • Team structures. • Departments.
How different roles contribute to business activities:	<p>Definition: How different roles support the operation of a business.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • How roles contribute to tasks. • Importance of working together. • Supporting business objectives. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Examples of team contributions. • Links between roles. • Impact of different roles.
Features of a business working environment:	<p>Definition: The characteristics of a workplace where business activities take place.</p>

	<p>Teaching must include:</p> <ul style="list-style-type: none"> • Types of workplaces. • Working conditions. • Use of equipment or systems. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Office and non-office environments. • Remote or digital working. • Workplace layout.
<p>Workplace expectations:</p>	<p>Definition: Standards of behaviour and conduct expected in a workplace.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Punctuality and attendance. • Appropriate behaviour. • Following instructions. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Dress code. • Communication expectations. • Workplace rules.
<p>Health and safety requirements:</p>	<p>Definition: Basic rules and practices to ensure safety in the workplace.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Following health and safety procedures. • Identifying basic risks. • Safe working practices. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Reporting hazards. • Use of equipment safely. • Workplace safety rules.
<p>Ways individuals contribute to business activities:</p>	<p>Definition: How a person supports business tasks and operations.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Completing tasks. • Supporting team activities. • Contributing to business goals.

	<p>Teaching could include:</p> <ul style="list-style-type: none"> • Examples of workplace tasks. • Individual responsibilities. • Supporting colleagues.
<p>Importance of working effectively:</p>	<p>Definition: The value of completing work properly and efficiently.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Working to expectations. • Completing tasks accurately. • Contributing positively. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Time management. • Organisation of work. • Reliability.
<p>How individual performance supports business outcomes:</p>	<p>Definition: How a person's work affects business outcomes.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Effect of good performance. • Effect of poor performance. • Link to team or business success. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Impact on customers. • Impact on colleagues. • Impact on business results.