

★ **UNITS 1&2** ★
NEW FOR 2021

INTRODUCING THE
UNITS 1-4
EDROLO BUSINESS
MANAGEMENT
TEXTBOOKS

 **Edrolo**

VCE BUSINESS MANAGEMENT

Units 1-4

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- **VCAA-style questions** in every chapter based on a thorough analysis of the past 10 exams
 - **Exemplar answers** with a **checklist** and **video solution** for every exam-style question
 - **Topic and Area of Study reviews** for frequent SAC preparation & exam practice
 - **Unit and Course reviews** at the end of each Unit with 75 marks of exam-style questions
 - **Case study skill questions** that focus on how to analyse and make inferences from case studies.
 - **IDEAL heuristic** in checklists and video solutions to support students answering case study questions
 - **Concise theory** covers the core knowledge required within the scope of the VCAA Study Design
 - **Theory summaries** concisely reiterate the key points from the lesson
 - **Edrolo Theory Master videos** aligned directly to textbook chapters
 - **Theory review questions** that quickly test students' understanding of business concepts

AT THE BEGINNING OF EACH LESSON YOU WILL FIND:

Area of Study maps show how the content and skills learnt in a single lesson connect with other concepts in the course.

Key Knowledge dot-points from the study design provide explicit links to the syllabus.

Key Knowledge Units (KUs) show a breakdown of the lesson.

2I TERMINATION MANAGEMENT

In addition to training employees and managing their performance, a human resource manager is responsible for handling the termination of employment contracts. In this lesson, you will learn about four types of employment termination including retirement, redundancy, dismissal and resignation as well as entitlement and transition issues that managers should respond to.

Lesson overview summarises the key points being covered.



Study design dot point

- termination management including retirement, redundancy, resignation and dismissal, entitlement and transition issues

Key knowledge units

Retirement	3.2.7.1
Redundancy	3.2.7.2
Resignation	3.2.7.3
Dismissal	3.2.7.4
Entitlement issues	3.2.7.5
Transition issues	3.2.7.6

Termination management

Dismissal	3.2.7.4
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QUESTIONS & SOLUTIONS

Efficiency 3.3.1.1.1

Efficiency is how productively a business uses its resources when producing a good or service. An operations manager will constantly aim to maximise **productivity** within a business's operations system in order to improve levels of **efficiency**. Operations managers can implement various strategies to optimise the business's use of resources. Some operations management strategies include technological developments, materials strategies, quality strategies, and waste minimisation strategies. By optimising a business's use of resources, production costs can be minimised, levels of waste may decline and the time taken to produce goods or services can be reduced. Ultimately, improving the level of efficiency in operations can have positive implications on a business's performance and the achievement of objectives.

Productivity is the number of goods or services that are produced compared to the number of resources used in the production process.

Lesson link: Operations strategies will be covered in further detail in 3D, 3E, 3F, 3G.

Effectiveness 3.3.1.1.2

Effectiveness is the extent to which a business achieves its stated objectives. Operations managers are responsible for optimising a business's operations system. By selecting the most suitable strategies to lower production costs, improve quality and reduce wastage, an operations manager can ensure that customers are provided with a high quality product at the best possible price. Customers who are satisfied with the final good or service are more likely to purchase products in the future, which can increase the business's number of sales and profitability. Therefore, improving the **effectiveness** of operations can positively impact a business's performance and the achievement of business objectives.

The relationship between operations management and business objectives 3.3.1.1.3

Operations managers can contribute to the achievement of business objectives by improving levels of efficiency and effectiveness in a business's production process. Additionally, operations managers are in charge of implementing strategies that optimise operations, improve business performance and achieve business objectives.

Business objective	Possible operations strategy	Achievement of business objectives
To make a profit	Implement technology into the production process.	Reduces the number of employees required in the operations system, which can reduce overall expenses associated with labour and increase profit.
Increase market share	Check that the products produced are not faulty.	Can improve the quality of a business's product, increasing customer satisfaction and the business's proportion of sales within its industry.
Meet shareholder expectations	Create a website for customers to purchase goods and services.	Increases online sales, leading to higher levels of profit and higher dividends for shareholders.
Fulfil a market need	Use technology to design new products.	Can design innovative products to fulfil unmet needs in the market.
Fulfil a social need	Ensure that any waste is recycled in the production process.	Can reduce wastage in the production process, minimising the business's impact on the environment.

Figure 1 Examples of how the implementation of operations strategies can assist with the achievement of business objectives.

Theory summary

To optimise a business's operations system, an operations manager should aim to maximise the efficiency and effectiveness of the production process. This can be done by implementing various operations strategies which productively utilise resources during production and assist with the achievement of business objectives. Consequently, the activities of an operations manager can impact the ability of a business to improve its overall performance and meet goals.

Theory summaries at the end of each chapter reiterate the key points.

4A Business change and KPIs

Theory review questions

- Net profit figures
 - Business change
 - Number of sales
 - Number of customer complaints
 - Percentage of market share
 - Key performance indicators

- High, Low
 - High, Low
 - High, Low
 - Low, High

- ①, ② and ③ are examples of business change.

Preparing for exams

Case study skills

- B
 - C

- ① is true, ② and ③ are false.
 - ② is true, ① and ③ are false.

- Increase
 - Increase
 - Decrease

- ① and ② are true, ③ is false.
 - Decrease, Good
 - Increase, Good

- ②, ③ and ④ are true, ① and ⑤ are false.

Exam style questions

- Business change is the alteration of behaviours, policies and practices of a business.
 - I have defined business change.
 - I have used the terms, 'alteration' and 'behaviours', or other suitable synonyms, in my definition of business change.

- Percentage of market share measures a business's proportion of total sales in an industry for a specific good or service, expressed as a percentage.
 - I have defined percentage of market share.
 - I have included the terms, 'proportion of total sales' and 'expressed as a percentage', in my definition of percentage of market share.

- Key performance indicators (KPIs) are criteria that measure how efficient and effective a business is at achieving different objectives. (KPIs can be used to evaluate a business's performance before and after implementing change to see whether change has been successful in achieving the business's desired objectives.)

- I have defined key performance indicators.
- I have stated the purpose of key performance indicators.
- I have included the terms, 'efficient and effective' and 'achieving objectives' in my definition of key performance indicators.
- I have used the term 'criteria', or other suitable synonyms, in my definition of key performance indicators.

- Net profit figures is a financial indicator that measures the remaining value after total expenses incurred have been deducted from total revenue earned. (In contrast, the number of sales is the amount of goods and services sold by a business within a specific time period. (One key difference between these two performance indicators is that net profit figures are expressed as a dollar value, whereas the number of sales is expressed as a whole numerical value.)
 - I have defined net profit figures.
 - I have provided an example relevant to the case study and linked it to number of sales.

- I have identified and defined number of sales.
- I have provided an example relevant to the case study and linked it to number of sales.
- I have used connecting words such as, 'whereas' when distinguishing.
- I have used comparison words such as, 'whereas' when distinguishing.

- Number of sales is the amount of goods and services sold by a business within a specific time period. (If the number of sales increased at Crystal Cleaners following the decision to manufacture parts in China, it may indicate that customers are satisfied with the quality of the newer models and that the newer models using Chinese parts are a success.)
 - I have identified and defined number of sales.
 - I have provided an example relevant to the case study and linked it to number of sales.

- I have referred to the business directly by using, 'Crystal Cleaners'.
- Percentage of market share measures a business's proportion of total sales in an industry for a specific good or service, expressed as a percentage. (An increase in the number of customer complaints at McQueen's Car Wash indicates that perhaps customers are unhappy with the high price of their car wash. This will likely lead to fewer customers washing their cars at McQueen's Car Wash, resulting in lower levels of sales and in turn decreasing their percentage of market share.)
- I have identified and defined percentage of market share.
- I have provided an example relevant to the case study and linked how an increased number of customer complaints could decrease percentage of market share.
- I have referred to the business directly by using, 'McQueen's Car Wash'.

- One key performance indicator (KPI) may be used to measure the success of recent changes in their number of customer complaints. Number of customer complaints is the amount of dissatisfied customers who have notified the business of their dissatisfaction. (If the number of

TEXTBOOK QUESTIONS:

- Theory review questions** are multiple-choice questions that assess a student's comprehension of the theory covered in the lesson.
- Case study skills questions** help students develop the required skills to interpret case studies and make appropriate inferences.
- Exam-style questions** provide frequent, valuable exam practice with questions covering content from within the lesson and also from previous lessons to reinforce the interconnected nature of the curriculum.

TEXTBOOK SOLUTIONS:

- Exemplar response:** written responses to every exam-style question providing students with an example of a full-mark answer.
- Other acceptable responses:** other possible responses included under the exemplar response.
- Checklists** provide a breakdown of the exemplar response to guide students when self-marking their answers.
- Video solutions** in your Edrolo account explain and deconstruct every single exam-style question.

FOR MORE INFO SEE THE **TEXTBOOK TRAINING VIDEO** IN YOUR **EDROLO ACCOUNT**.

LESSON OVERVIEW

Workplace participants actively influence or provide input about matters related to **workplace relations**. This contribution generally occurs in order to reduce and resolve conflicts, promote communication within the workplace and assist with determining employee wages and working conditions.

The role of human resource managers 3.2.8.1

Human resource managers are individuals who coordinate the relationship between employees and management within businesses.

Aspects of role	Description
Recruit, hire, train and terminate employees.	<ul style="list-style-type: none"> Hire candidates who have the required qualities and skills that will assist the business to achieve its objectives. Provide employees with appropriate training to maximise their performance.
Negotiate with employees and their representatives.	<ul style="list-style-type: none"> Represent the business during the process of developing employee wages and working conditions in an agreement.
Act as a mediating party.	<ul style="list-style-type: none"> Facilitate communication between employees and management. Promote a positive work environment where both employees' and management's objectives can be met.
Ensure that minimum legal requirements are met.	<ul style="list-style-type: none"> Make sure that the minimum pay, working and safety conditions are met and upheld by a business.

Figure 1 The aspects of the role of human resource managers in the workplace.

Real world example - The role of human resource managers

Woolworths Group is a business which manages many brands within Australia, one of them being Big W. As a brand of the Woolworths Group, Big W's human resource managers are expected to act in accordance with the Anti Discrimination and Equal Opportunity legislation. This legislation ensures that human resource managers focus on an individual's experience and skills when recruiting employees. Throughout all aspects of their role, human resource managers at Big W are responsible for promoting a positive and inclusive working environment.

The role of employees 3.2.8.2

Aspects of role	Description
Follow and understand workplace safety procedures.	<ul style="list-style-type: none"> Be aware of the responsibilities they have within the workplace. Be aware of Occupational Health and Safety (OH&S) procedures which have been communicated to them.
Complete tasks with proper care and diligence.	<ul style="list-style-type: none"> Complete set tasks with the aim of contributing to business objectives. Ensure actions reflect business values while working.
Obey terms in their contract.	<ul style="list-style-type: none"> Follow employee requirements, such as weekly working hours or dress code.
Not misuse confidential information.	<ul style="list-style-type: none"> Keep sensitive and confidential information internal to the business.
Report illegal or unethical behaviour.	<ul style="list-style-type: none"> Report any individuals who are engaging in workplace bullying or discrimination. Report businesses who are failing to uphold required safety standards.

Figure 2 The aspects of the role of employees in the workplace.

Key business terms are highlighted in bold and are defined in the margin for ease of reference. All key terms are collated in the glossary in the back of the book.

Lesson links highlight the connection between theory across lessons to create a holistic understanding of the course

Real world examples are contemporary case studies to contextualise and consolidate difficult concepts.

NAVIGATING YOUR EDROLO TEXTBOOK ONLINE

PLANNING
AHEAD

VCE BUSINESS MANAGEMENT UNITS 3&4 [2020 TEXTBOOK]

Bookmarks All videos View printable unit plan

To assist with planning, there is an editable and downloadable unit plan available for your course.

ACCESSING THE
TEXTBOOK PDFS,
DIGITAL TEXTBOOK
QUESTIONS AND
SOLUTIONS

Unit 3 AOS 1 – Business foundations			
Chapter 1			
1A Types of businesses	24 min video	Class progress	19 questions
1B Business objectives	31 min video	Class progress	12 questions
1C Business stakeholders and CSR	34 min video	Class progress	18 questions
1D Areas of management	32 min video	Class progress	16 questions
1E Corporate culture	16 min video	Class progress	15 questions
1A-E Review Business fundamentals			8 questions

All questions found in the text are also available as interactive digital questions. To access these, click on the X questions button next to the corresponding theory lesson.

For multiple-choice questions, students receive immediate feedback.

Q4a
Pogo is a business that hires and trains disadvantaged teenagers to serve meals and coffees from its mobile food carts.

Identify the evidence that indicates Pogo is a social enterprise.

A serves meals and coffees from its mobile food carts.

B is a business that hires and trains.

C hires and trains disadvantaged teenagers.

Speed: 1x

I have provided a similarity between making a profit and increasing market share.¹

I have provided a difference between making a profit and increasing a market share.²

I have signposted my responses by using, 'A similarity' and 'a difference'.

I have used comparison words such as, 'In contrast'.

I have used a connecting word such as, 'However'.

I'm confident in my understanding
If I came across this question again, I'm confident I'd succeed.

I need help, or more study
I'm not confident enough with the concepts to succeed on the question in future.

Click the **Additional Resources** icon beside each Area of Study to find your Textbook PDFs.

For short-answer questions, students self-mark their work using the exemplar response and digital checklist.

CHECKING STUDENT
RESPONSES

Multiple-choice results: see each student's answer and reflection on their understanding as well as a summary of your whole class.

1A Types of businesses
19 questions

Q4b

Name	Understands?	Understands			
		A	B	C	D
Applicable Armadillo	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
Blank Beaver	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
Chosen Clam	<input checked="" type="checkbox"/>				
Crude Cod	<input checked="" type="checkbox"/>				
Chosen Crocodile	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
Damaging Donkey	<input checked="" type="checkbox"/>				
Grim Giraffe	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
Glad Gnat	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
Homogenous Hamster	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
Honorable Hedgehog	<input checked="" type="checkbox"/>				
Head Horse	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
Just Jellyfish	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>

1A Types of businesses

19 questions

Q8

I have defined partnership. 9/12

3/12

Chosen	Blank Beaver	Blank Beaver's response
Chosen Crocodile <input checked="" type="checkbox"/>	Blank Beaver <input checked="" type="checkbox"/>	a business where there are 2 to 20 owners
Grim Giraffe <input checked="" type="checkbox"/>	Required Reindeer <input checked="" type="checkbox"/>	
Glad Gnat <input checked="" type="checkbox"/>	Weird Worm <input checked="" type="checkbox"/>	
Homogenous Hamster <input checked="" type="checkbox"/>		
Head Horse <input checked="" type="checkbox"/>		
Just Jellyfish <input checked="" type="checkbox"/>		
Preliminary Prairie <input checked="" type="checkbox"/>		
Worthwhile Weasel <input checked="" type="checkbox"/>		
Yellow Yellowjacket <input checked="" type="checkbox"/>		

I have included the terms 'owned' and '2 to 20' in my definition of partnership. 10/12

2/12

Extended response: see how each student self-assessed against the checklist. Click on any of the checklist items and click a student's name to view their response.