

Erindale College

Assessment Period:	2021 S2
Course:	BUSINESS
Unit:	Relationship Management (1.0)
Accreditation:	T
Year:	12

Unit Goals

- understand the use of media and communication skills to enhance and maintain relationships between business, customers and the wider environment
- understand the importance of data to support business relationships

Content Description

Structure, operation and models

- analyse change in the internal and external environment and the impact on management strategies
- evaluate the effectiveness of management strategies
- apply business skills, tools and processes
- evaluate organisational practices, procedures and structures

Concepts and principles

- analyse business operations, functions and processes in SME's, large and global businesses
- apply mathematical concepts in business situations
- apply relevant business ideas, practices, and concepts

Nature and purpose of business

- analyse the nature and role of business and enterprise, locally, nationally and/or globally
- apply a range of business and financial strategies to business situations

Types and forms

- analyse types and forms of business activity and business issues

Issues, perspectives and viewpoints

- analyse social and ethical responsibilities, current trends and changes
- analyse economic and environmental implications and consequences
- evaluate the impact of government policies and legal requirements on business activity
- evaluate the impact of beliefs and values on business activity

Inquiry, research and investigation

- conduct research and acquire business information on contemporary business issues from a variety of sources
- organise and evaluate information for actual and hypothetical business situations

Communication

- communicate in ways that are suitable for the business environment and for the purpose and audience, including the use of appropriate information and communication technologies

Assessment Tasks

Name	Due Date	Weighting
Assignment 1	19 August	25%
Exam 1	2 September	25%
Assignment 2	28 October	25%
Exam 2	Exam Week: 15 November - 19 November	25%

School Assessment Information

For penalties for late and non-submission of work

See [BSSS Policy and Procedure Manual 4.3.10](#) for further information.

For academic integrity

See [BSSS Policy and Procedure Manual 4.3.12](#) for further information.

For appeals processes

See [BSSS Policy and Procedure Manual 7.2](#) for further information.

For moderation procedures (internal and external)

See [BSSS Policy and Procedure Manual 5](#) for further information.

For meshing procedures

See [BSSS Policy and Procedure Manual 5.4.1](#) for further information.

For method of unit score calculation

See [BSSS Policy and Procedure Manual 4.3.6.2](#) for further information.

For procedures for calculating course scores

See [BSSS Policy and Procedure Manual 4.3.13.2](#) for further information.

Achievement Standards for BUSINESS T - Year 12

	<i>A student who achieves an A grade typically</i>	<i>A student who achieves a B grade typically</i>	<i>A student who achieves a C grade typically</i>	<i>A student who achieves a D grade typically</i>	<i>A student who achieves an E grade typically</i>
Knowledge and understanding	<ul style="list-style-type: none"> critically analyses the structure and operation of Commerce models and evaluates the relationship between theory and practice critically analyses concepts, principles, data, trends and opportunities and evaluates the impact of change locally, nationally and globally critically analyses the nature and purpose of commerce and evaluates the significance of ideas, movements, events and developments in personal, cultural, social and historical contexts and discusses values and attitudes critically analyses the types and forms of commerce and evaluates representations and interpretations to explain commerce issues synthesises a variety of viewpoints, ideas and decisions to present a reasoned understanding of the interdependence of individuals, business, and government 	<ul style="list-style-type: none"> analyses the structure and operation of Commerce models and analyses the relationship between theory and practice analyses concepts, principles, data, trends and opportunities and explains the impact of change locally, nationally and globally analyses the nature and purpose of commerce and explains the significance of ideas, movements, events and developments in personal, cultural, social and historical contexts and describes values and attitudes analyses the nature, purpose and ethical dimensions of Commerce in personal, cultural, social and historical contexts and explains values and attitudes compares and analyses viewpoints, ideas and decisions to present an understanding of the interdependence of individuals, business, and government 	<ul style="list-style-type: none"> explains the structure and operation of Commerce models and explains the relationship between theory and practice explains concepts, principles, data, trends and opportunities and describes the impact of change locally, nationally and globally explains the nature and purpose of commerce and describes the significance of ideas, movements, events and developments in personal, cultural, social and historical contexts and identifies values and attitudes explains the nature, purpose and ethical dimensions of Commerce in personal, cultural, social and historical contexts and describes values and attitudes compares and explains viewpoints, ideas and decisions to present an understanding of the interdependence of individuals, business, and government 	<ul style="list-style-type: none"> describes the structure and operation of Commerce models and describes the relationship between theory and practice describes concepts, principles, data, trends and opportunities with some reference to the impact of change locally, nationally and globally describes the nature and purpose of commerce with some reference to the significance of ideas, movements, events and developments in personal, cultural, social and historical contexts describes the nature, purpose and ethical dimensions of Commerce in personal, cultural, social and historical contexts and outlines values and attitudes describes viewpoints, ideas and decisions and makes some reference to the interdependence of individuals, business, and government 	<ul style="list-style-type: none"> identifies the structure and operation of Commerce models and identifies the relationship between theory and practice identifies concepts, principles, data, trends and opportunities with little or no reference to the impact of change locally, nationally and globally identifies the nature and purpose of commerce with little or no reference to the significance of ideas, movements, events and developments in personal, cultural, social and historical contexts identifies the nature, purpose and ethical dimensions of Commerce in personal, cultural, social and historical contexts with little to no reference to values and attitudes identifies viewpoints and ideas with little or no reference to the interdependence of individuals, business, and government
Skills	<ul style="list-style-type: none"> evaluates information to draw evidence based conclusions to solve problems and produce innovative solutions constructs logical, reasoned and convincing arguments to thoroughly justify valid conclusions, decisions, judgments and recommendations critically analyses and reflects with insight on ethical, social and environmental implications and consequences of commerce practices in different contexts develops focus questions to frame an inquiry and conducts comprehensive research using a wide range of sources and methods communicates complex ideas with coherent and sustained arguments with analysis of evidence, detailed annotations, using appropriate terminology and accurate referencing 	<ul style="list-style-type: none"> analyses information to draw evidence based conclusions to solve problems and produce innovative solutions constructs convincing arguments to justify valid conclusions, decisions judgments and recommendations analyses with insight on social, and environmental implications and consequences of commerce practices in different contexts develops focus questions to frame an inquiry and conducts research using a range of sources and methods communicates complex ideas and coherent arguments using appropriate evidence, terminology and accurate referencing 	<ul style="list-style-type: none"> interprets information to draw evidence based conclusions to solve problems and produce solutions constructs arguments to justify valid conclusions, decisions judgments and recommendations explains social, and environmental implications and consequences of commerce practices in different contexts develops focus questions for an inquiry and conducts research using sources and methods communicates ideas and arguments using appropriate evidence, terminology and accurate referencing 	<ul style="list-style-type: none"> describes information with some relationship to the problem being addressed constructs arguments with some reference to conclusions, decisions judgments and recommendations with some lapses in logic describes some social, and environmental consequences and implications of commerce practices in familiar contexts uses inquiry questions to conduct research derived from sources communicates ideas and arguments with referencing 	<ul style="list-style-type: none"> describes information with little or no relationship to the problem being addressed constructs arguments with little or no reference to conclusions, decisions judgments and recommendations identifies minimal social, and environmental consequences of commerce practices in familiar contexts uses inquiry questions to conduct research communicates limited ideas and information with minimal referencing