

Business resources



business resources BTEC Nationals – Unit: 2 Business Resources Assessor: Sam Ramsay | Internally Verified By: Michele Carman | Criteria Achieved | | Comments Against Target Grade: | | Assignment 1 | P1, P2, M2 | | Assignment 2 | P3, M1 | | Assignment 3 | P4, P6, M4, D3, D1 | | Important Resubmission When you resubmit your assignment, you MUST ensure that YOUR CHANGES are shown in red. Failure to do this is likely to result in your work being missed and your original grade standing. Student Declaration: By submitting this portfolio electronically, I certify that the work contained within was researched and prepared by me. | Reading Material: Textbooks Bevan J, Dransfield R, Coupland-Smith H, Goymer J and Richards C – BTEC Level 3 National Business Student Book 1 (Pearson, 2009) ISBN 9781846906343 Bevan J, Goymer J, Richards C and Richards N – BTEC Level 3 National Business Student Book 2 (Pearson, 2009) ISBN 9781846906350 Coupland-Smith H and Mencattelli C – BTEC Level 3 National Business Teaching Resource Pack (Pearson, 2009) ISBN 9781846906367 Dransfield and Needham – GCE AS level Business ISBN 0435401149 Jewell B – An Integrated Approach to Business Studies (Longman, 2000) ISBN 0582405424 Letts – Revise AS Business Studies (Letts Educational Ltd, 2004) ISBN 1843154242 Journals Business Review Magazine (Phillip Allan Publishers – see www.phillipallan.co.uk) The Economist (The Economist Newspaper Group Inc) Newspapers Quality newspapers – especially the business sections Websites: www.bizeded.com www.tutor2u.com www.bbc.co.uk www.times100.co.uk plus various other sites identified during the duration of the course. Grading Criteria: In order to pass this unit, the evidence that the learner presents for <https://assignbuster.com/business-resources/>

assessment needs to demonstrate that they can meet all of the learning outcomes for the unit. Specific Criteria (Pass, Merit and Distinction) for each grade follows. Continually check your work against each item within each criterion. Pass Grade

To achieve a pass grade the evidence must show that the learner is able to:

Found @| Achieved Y/N| Comment/Feedback| P1 describe the recruitment documentation used in a selected organisation| Ass 1Task 1 | | | P2 describe the main employability, personal and communication skills required when applying for a specific job role| Ass 1Task 2| | | P3 describe the main physical and technological resources required in the operation of a selected organisation| Ass 2Task 1| | | P4 describe the sources of internal and external finance for a selected business| Ass3 Task 1| | | P5 is covered in unit 5| | | |

P6 Illustrate the use of budgets as a means of exercising financial control of a selected company| Ass 3Task 2| | | Merit Grade To achieve a merit grade the evidence must show that the learner is able to:| Found @| Achieved Y/N| Comment/Feedback| M1 explain how the management of human, physical and technological resources can improve the performance of a selected organisation| Ass 2Task 2| | | M2 assess the importance of employability and personal skills in the recruitment and retention of staff in a selected organisation| Ass 1Task 2| | | M3 is covered in unit 5| | | |

M4 Analyse the reasons why costs need to be controlled to budget| Ass 3Task 3| | | Distinction Grade To achieve a distinction grade the evidence must show that the learner is able to| Found @| Achieved Y/N|

Comment/Feedback| D1 evaluate how managing resources and controlling

budgets can improve the performance of a business| Ass 3Task 5| | | D2 is covered in unit 5| | | D3 evaluate the problems they have identified from unmonitored costs and budgets| Ass 3Task 4| | | * * Assignment 2 The Management of Resources *

The focus of this assignment is how human, physical, and technological resources are managed effectively to produce successful events. In order to complete this assignment, you will need to identify a business that of which you have some knowledge. Task 1 – [P3] P3 describe the main physical and technological resources required in the operation of a selected organisation Identify a manager that would be prepared to be interviewed to provide you with in-depth information on the company for Task 1 and 2. Present this information verbally using a PowerPoint presentation. Also you can read essay about “ What resources are we running out of”.

For your presentation, you need to ensure that: Your presentation does not overrun – you will be stopped after 8 minutes. Your slides should contain key information in bullet form; however, you must ensure that you use the ‘ notes’ facility in PowerPoint to expand on these points. You need to be prepared to answer questions after the presentation to check your understanding. Your presentation should include the following three sections:
Section 1: Brief outline of company Business activities, location, number of employees, etc

Organisational chart for the company that also identifies the manager’s position on the organisation chart The manager’s title together with outline of his/her job role and responsibilities (job description if possible) The

number of staff managed and their related job roles

Section 2: Managing Physical Resources
The physical resources used to provide goods / services.
For example: buildings and facilities materials (waste) needed to provide goods equipment including ICT to provide goods / services
How buildings are maintained, refurbished, protected and secured

Section 3: Managing Technological Resources

How technological resources are managed, including: Protection of intellectual property, e. g. designs, drawings, copyright
How staff are retained to ensure their experience and skills are kept within the business

Task 1: Your work
Your presentation will be presented in class to a small group and should be uploaded as a separate file

Task 2 – [M1] M1 explain how the management of human, physical and technological resources can improve the performance of a selected organisation
Explain how the management of human, physical and technological resources can improve the performance of a selected organisation.

Task 2: Your work here * * * Assignment 2 deadline: 21st October 2011
How human resources are managed? Human resources are important to any organisation because without a work force most business cannot function. Companies will encourage their workforce with incentives and a bonuses to increase their motivation . It is beneficial for companies to do this because if there staff are happy they will be more efficient and work harder which benefits both the employee's as they are being treated nicely and the employers as there staff are more encouraged to work harder.

For example if an employee who works in the warehouse has a target of fifty picks a day to keep management happy but receives a yearly bonus for picking seventy a day he is more inclined to work harder to earn twenty more picks as it benefits him in the long run. This is good for the employer as now each member of staff who works harder receives rewards for their hard work and it is only a minor expense for an increased work rate. Also to improve efficiency in the workforce the business could offer good overtime pay and other incentives for employees.

All these things will lift employee's motivation which will drive them to work harder as the majority of employee's will only do things which will reap benefits to them. With all staff motivated and efficient it will increase the workload they can take on which overall benefits the business as the more work which is processed at a faster rate means businesses can achieve targets quicker. For example if a company places an order for 500 computers and at a usual work rate the business would be able to complete the order in two days but if the workforce is motivated they could complete the order in just a day.

This is good because it means businesses know exactly how quick they can process orders and give customers an idea on how long they will receive the goods, the more efficient orders are completed the more satisfied the customer will be. I feel any business can improve their human resources by treating everybody equally and not showing favouritism amongst staff. How physical Resources are managed? Physical resources are all managed in different ways obviously buildings are maintained differently too office equipment.

So buildings will be kept clean inside and out and be presentable to anyone who has use of the facilities. For example carpets will be cleaned on a regular basis as well as furniture polished and kept to an acceptable standard. Also windows will be cleaned on the outside and in this is all done so the company looks presentable and takes pride in its appearance. All customer facilities will need to be kept up to a standard that is acceptable as well to please the customers and keep them happy. All sites that the company maintain will be litter free as this gives the company a bad image if there is litter everywhere.

All office equipment will be top of the range and computers will all run with the latest software and programs. They will have internet availability throughout the company this is so employees can use it for research purposes. All these things are put in place to give the company a good image and attract customers and retain staff. If a business is poorly kept and left looking unapproachable it will only effect the businesses reputation this isn't good as the less customers pass through the business the less money they make.

If a customer likes the look of a shop they will enter and if the shop looks nice it will persuade the consumer to purchase products. If offices and equipment aren't kept to a decent standard staff will feel they have a poor working environment and may not stay with the company as long as they intended too. Physical resources could be improved with things like more bins being put in place to decrease the amount of litter on the businesses sites this will improve the overall cleanliness of the business and make it more approachable.

Also they could increase the amount of cleaners they have working in the business the more staff they have cleaning and maintaining physical resources the better physical resources will be. For example toilets if toilets in a restaurant are cleaned every hour people will find them more appealing to use. Whereas if toilets are unclean and messy then people will not want to use them therefore this will put people off little things like this have a big impact on the business.

As if customers don't like to use your facilities they may be less inclined to spend money with you. How are technological resources managed?

Technological resources vary from computer software, websites and internet. Things like the businesses website are very beneficial as most people shop online with the current times. So a lot of sales may come through the website so it is important that the website is managed well and is appealing to customers. If the website is poorly managed and hard to use customers will go elsewhere to save them the hassle.

All technological resources need to be kept up to date as if things are not updated customers will lose interest. All software needs to be regularly checked that it works and is up to date so staff face no problems when trying to complete work. Technological resources increase efficiency because with things like the website in place it decreases the workload for human resources. Sales can be increased through the website and it is basically self-service so it doesn't take up too much time however if the site becomes difficult for consumers to use it creates bad customer service.

I feel that technological resources can be improved by businesses focussing on new ways of purchasing such as in Tesco they have self-service checkouts. These I feel are good technological resources as they cut out the use of staff serving you so those resources can be used elsewhere in the business. I feel things like this are resources of the future and the more research we do into peoples purchasing behaviour the more off a good service business can provide.