



CAP



# Business Foundations

The Base of Career Success!



CAP

# Course Structure



Business Foundations is available to students from all regions and runs for eight months, aligning with the start of the school academic year. The course is comprised of five units, four of which are allocated two months. The fifth unit is open for students to complete during the first seven months of the course.

The estimated workload will be 10-20 hours per unit depending on factors such as the student's application and level of engagement.

Each unit is comprised of up to six topics. Each of these topics will form compulsory learning for each student.

The first four units have set due dates being the last day of the second month of the unit.

Students must submit their work by the due date to be eligible for credit for that particular unit. The following units will cover the essential scope:

1. Critical & Creative Thinking
2. Operations & Systems
3. Sales and Marketing
4. Economics and Finance
- + Excel: Using Advanced Functions

Students are encouraged to challenge themselves to complete all eight tasks in each assessment. The tasks are designed to help students consolidate their understanding and develop their skills.

The student achievement grade, which reflects the commitment to the Global CAP Course, will appear on CAP reports and be available to the Business Sponsor.

A minimum grade of 'Competent' in all five units is required to be eligible for the debenture.



CAP assessments are excellent in helping you take the knowledge gathered in the unit, and apply it to case studies and scenarios, and practical activities that you may complete in a workplace. This is ideal, as it really throws you in the deep end, so you can gain hands-on experience, not just theory.

I particularly enjoyed doing research to identify how businesses were using the 7Ps of marketing in their strategies, and completing SWOT analyses on businesses, as you would in real life.

Yr 12 Student, Australia

# Assessment



Assessment will be based on completion of online quizzes and responses to tasks/exercises. The following assessment guideline will derive a grade for each student for a unit.



## Competent.

All topic quizzes completed at 80% pass level +

4

tasks completed to a satisfactory level

## Merit.

All topic quizzes completed at 80% pass level +

5

tasks completed to a satisfactory level

## Distinction.

All topic quizzes completed at 80% pass level +

6-7

tasks completed to a satisfactory level

## High Distinction.

All topic quizzes completed at 80% pass level +

8

tasks completed to a satisfactory level

# Unit 1

## Critical & Creative Thinking



A leader's job is both inspirational and visionary. A leader clearly understands the vision and motivates others to engage with and to deliver that vision. The success of this is reliant on the leader having the right mindset and being an agile, positive thinker, equipped with the skills to make sound decisions, solve problems, think creatively and innovate.

### 1: PROBLEM SOLVING

- In business and leadership
- Models

### 2: DECISION MAKING

- Routine and complex
- Models
- Analytic tools

### 3: HABITS

- Habits of mind
- Habits of highly effective people

### 4: CREATIVE THINKING

- Brainstorming
- Mind Mapping
- Reframing

### 5: INNOVATION

- Research and development
- Workshopping ideas
- Spaces for innovation

### 6: SYSTEMS TO SUPPORT BUSINESS

- Business information systems
- Customer relationship management
- Accounting
- Inventory

# Unit 2

## Operations & Systems



Business operations focus on the activity in a business encompassing everything that happens to keep it running and earning revenue. It includes the structure, systems, equipment, people, and processes needed to make the organisation function and to harvest value from business assets. The operations of a business will vary depending on business size, structure and its core business.

### 1: BUSINESS STRUCTURE AND SIZES

- Business versus NFP
- Size
- Structures

### 2: INDUSTRIES

- Industries and sectors
- Retail
- Wholesale
- Manufacturing

### 3: BUSINESS OBJECTIVES

- Mission and Vision
- Values
- Objectives

### 4: AREAS OF MANAGEMENT

- Resources
- Levels of management
- Functional areas of management

### 5: OPERATIONS MANAGEMENT

- Systems thinking
- Transformation process
- Lean
- Just in Time
- Total Quality Management

# Unit 3

## Sales & Marketing



Business success rests on its ability to sell its products and services. The sales and marketing functions of a business are integral to making this happen. A successful business knows who its customer is and how to meet their needs and expectations.

### 1: FUNCTIONS TO SUPPORT BUSINESS OBJECTIVES

- Sales and marketing objectives
- Evolving link
- Sales Funnel

### 2: KNOWING THE BUYER

- Market segmentation
- Target market
- Buyer behaviour
- Customer needs
- Product knowledge

### 3: 7PS

- Product
- Price
- Place
- Promotion
- People
- Process
- Physical evidence

### 4: CUSTOMER FOCUS

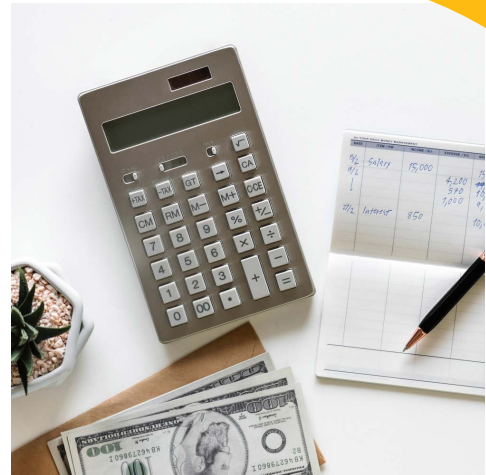
- Customer driving business
- End user experience
- B2B
- B2C
- Customer service

### 5: THE SALES PROCESS

- Sales enquiries, leads, prospects
- Sales presentations
- Quotes
- Closing the sale

# Unit 4

## Economics & Finance



Business is a numbers game and it is therefore important that anyone working in business has at least a basic understanding of certain economic and financial concepts. This unit contains a variety of topics to introduce essential economic and finance concepts.

### 1: LAW OF SUPPLY AND DEMAND

- Economic questions
- Supply and demand
- Factors affecting supply
- Factors affecting demand

### 2: ECONOMIC SYSTEMS

- Unlimited needs and wants
- Relative scarcity
- Opportunity cost

### 3: ECONOMIC CLIMATE

- Economic growth
- Inflation
- Interest rates
- Exchange rate

### 4: BUDGETING AND FORECASTING

- Budgets
- Developing a budget

### 5: FINANCIAL DOCUMENTS

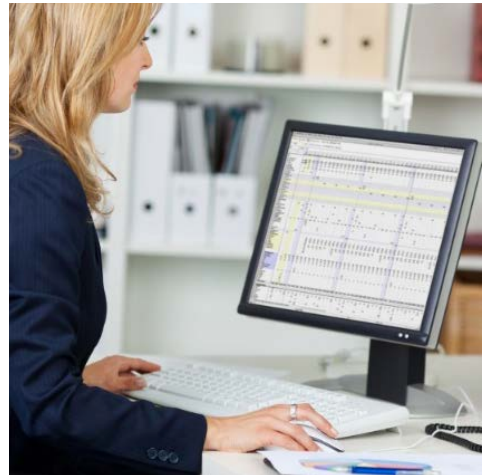
- Quote, purchase order, invoice
- Income statement
- Balance sheet

### 6: RATIOS

- Analysis and interpretation
- Ratios
- Using the income statement



## Excel: Using Advanced Functions



Microsoft Excel is an important program to understand, because of the key role it plays in many sectors. It is the most used spreadsheet program in many business activities, classwork and even for personal data organisation. The potential of Excel is largely untapped.

### 1: DATA ENTRY

- Data validation
- Drop-down lists
- Data entry forms
- Creating templates
- Speak cells

### 2: DATA INTEGRITY

- Removing duplicates
- Finding unique data
- Protecting sheets
- Fixing common errors

### 3: USING DATA

- 3D formulas
- VLOOKUP
- Pivot tables