**Own Learning questions**

**Unit 2 – Working in business**

These questions are designed for you to complete in your Study Periods. The aim is for you to consolidate your learning and identify any knowledge gaps. The outcome is a complete set of revision notes.

You can use the following resources to help you:

* Tutor2U website (google the topic area and Tutor2u as the site is difficult to navigate around!)
* Tutor2u Youtube channel
* Your class notes
* The Cambridge Technicals Level 3 Business Book

When you have completed each section of Own Learning Questions, why don’t you print them out and file them in the appropriate section of your folder? We’ll be checking them!

An electronic copy of these questions is on XXXXXXXXX

**LO1 – Understand protocols to be followed when working in business**

1. Explain why a business may hove authority protocols.
2. State three organisational procuedures used to maintain confidentiality.
3. Explain how data protection legislation impacts on document content.
4. State two methods used to maintain IT security.
5. Why does a business have minimum standards of of professional behaviour?

**LO2 Understand factors that influence the arrangement of business meetings**

1. Explain three factors that will influence meeting arragements.
2. Is cost always the main factor when closing travel arragements.
3. How might any special requirements influence the choice of accommodation?
4. State one benefit and one drawback of using a price comparison website when booking overnight accommodation for business purposes.

**LO3 Be able to use business documents**

1. State three prices of information included on a purchase order?
2. What is the purpose of a credit note?
3. What is a budget variance?
4. State three possible deductions shown on an employee’s pay slip.
5. What is the difference between a direct debit and a standing order?

**LO4 Be able to prioritise business tasks**

1. Explain two reasons why an employee may prioritise tasks
2. State four factors that influence task prioritisation.
3. Describe how data sources can be used to inform prioritisation.
4. State one example of a low-priority task.
5. Explain why the level of priority assigned to a task may change.

**LO5 Understand how to communicate effectively with stakeholders**

1. Explain two examples of how the intended audience will influence the design of business communications.
2. State one example of when it would be most appropriate to use verbal communication in a busines context.
3. State two benefits of using electronic business communication.
4. Describe one advantage and one disadvantage to a business of using social media as a marketing tool.
5. Why is it important to ensure that business communications are fit for purpose?