

## Hendon School – CTEC Level 3 Business (Extended Certificate)

Summer Preparation Task – Year 11 into Year 12

Exam Board: OCR Level 3 Cambridge Technical in Business (2016)

Welcome!

Welcome to CTEC Level 3 Business! This course gives you practical insight into how businesses operate and prepares you for both university and the workplace. To ensure a strong start in September, please complete the following tasks to build your confidence and understanding before the course begins.

### TASK 1: Get Organised

✓ Purchase a lever arch folder and at least 10 file dividers to help keep your notes and handouts well-structured.

✓ Create a folder on your OneDrive titled “CTEC Business Level 3” for saving coursework, notes, and templates.

✓ Visit the official course page:

<https://www.ocr.org.uk/qualifications/cambridge-technicals/business-level-3-extended-certificate-05834-05871-2016-suite/>

✓ Download and save the Extended Certificate Specification. Read through the first few pages to understand how the course is assessed and what topics are covered.

### TASK 2: Business Functions Overview (Max. 150 words)

Write a short explanation of the main functions within a business:

- Marketing
- Finance
- Human Resources
- Operations

Explain the role each function plays in helping a business achieve its aims. Try to link to real-life businesses you are familiar with (e.g. Tesco, Apple, Greggs).

### TASK 3: Key Terms

Learn the following key business terms, as they will be used throughout your first unit (Unit 1: The Business Environment):

- Stakeholder
- Revenue
- Break-even
- Market Share
- Entrepreneur
- Sole Trader
- Limited Company
- Profit
- Fixed Costs
- Variable Costs

You'll be quizzed on these during your first week.

### TASK 4: Mini Research Project (Presentation – Max. 8 Slides)

Choose one of the following topics and prepare a presentation exploring the issues in more depth:

Option A – Business Ownership:

“What is the best type of business ownership for a small start-up in the food industry?”

Consider:

- Sole trader vs partnership vs private limited company
- Advantages and disadvantages
- Real-life examples
- Your final recommendation

Option B – Customer Service:

“How can excellent customer service give a business a competitive edge?”

Consider:

- Examples of good customer service (e.g. John Lewis, Amazon)
- How poor service affects business reputation

- How training, feedback, and technology support customer service
- Your own evaluation

Bring your completed tasks (printed or digital) to your first Business lesson in September.

✉ Questions? Contact Mr Ammar at: [ammarm@hendonschool.co.uk](mailto:ammarm@hendonschool.co.uk)