Foxford Learning Plan

Year 11

GCSE Business

Spring Term

Key Vocabulary

Financial motivation	The use of monetary incentives to encourage desired behaviors, typically in the workplace.
Non- financial motivation	The methods of encouraging employees that don't involve monetary rewards or incentives.
Remuneration	Remuneration consists of bonuses, incentives, perks, in addition to the basic salary of the employee
Fringe benefits	Often known as perks - extra items that are given to employees whilst they work in a business
Job enrichment	Workers being given greater responsibility and a wider range of more complex and challenging tasks
Job rotation	Job rotation gives staff a greater variety of tasks to perform, which should make the work more interesting.
Quality control	A sample of products are checked at the end of the production process.
Quality Assurance	Quality assurance refers to the processes that ensure quality meets the requirements of customers. Checking quality at every stage in the process.
Organisational structure	A system that outlines how certain activities are directed to achieve the goals of an organisation. These activities can include roles and responsibilities.
Customer service	The methods used by a business to look after its past, current and future customers; providing help and support, leading to customer satisfaction.

Key Skills

Over the course of the topic, I will be able to: -

- Explain the importance of financial and non-financial motivators in the workplace
- Discuss the advantages of a business using a flat hierarchical structure
- Compare the use of a business incorporating quality control vs quality assurance system
- Explain the importance of providing good customer service to a business



I will Understand

1. The importance of using **job rotation** to motivate staff
2. The advantages and disadvantages of **quality control** and **quality assurance**
3. Why businesses may use a **centralised structure** when making decisions
4. The importance of **autonomy** when motivating employees
5. The role of trained inspectors when managing quality in business
6. Why **financial** and **non-financial motivators** may be equally as important when motivating staff