

Business Management

Exam Planner

*Your guide for exam goal-setting,
preparation and success.*



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Subject: Business Management

EXAM DATE

GOAL

Topic: Business Foundations	Do I have it in my notes?	Note-making deadline	Memorising deadline
Types of businesses including sole traders, partnerships, private limited companies, public listed companies, social enterprises and government business enterprises			
Business objectives including to make a profit, to increase market share, to improve efficiency, to improve effectiveness, to fulfil a market need, to fulfill a social need and to meet shareholder expectations			
Stakeholders of businesses including owners, managers, employees, customers, suppliers and the general community			
Characteristics of stakeholders of businesses including their interests and potential conflicts between stakeholders			
Management styles including autocratic, persuasive, consultative, participative and laissez-faire			
The appropriateness of management styles in relation to the nature of the task, time, experience of employees and manager preference			
Management skills including communication, delegation, planning, leadership, decision-making and interpersonal			
The relationship between management styles and management skills			
Corporate culture, both official and real			
Topic: Human Resource Management	Do I have it in my notes?	Note-making deadline	Memorising deadline
The relationship between human resource management and business objectives			
Key principles of the following theories of motivation: Hierarchy of Needs (Maslow), Goal Setting Theory (Locke and Latham) and the Four Drive Theory (Lawrence and Nohria)			

Motivation strategies including performance-related pay, career advancement, investment in training, support strategies and sanction strategies			
Advantages and disadvantages of motivation strategies and their effect on short- and long-term employee motivation			
Training options including on-the-job and off-the-job training, and the advantages and disadvantages of each			
Performance management strategies to achieve both business and employee objectives, including management by objectives, appraisals, self-evaluation and employee observation			
Termination management including retirement, redundancy, resignation and dismissal, entitlement considerations and transition considerations			
The roles of participants in the workplace including human resource managers, employees, employer associations, unions and the Fair Work Commission			
Awards and agreements as methods of determining wages and conditions of work			
An overview of the dispute resolution process including mediation and arbitration			
Topic: Operations Management	Do I have it in my notes?	Note-making deadline	Memorising deadline
The relationship between operations management and business objectives			
Key elements of an operations system: inputs, processes and outputs			
Characteristics of operations management within both manufacturing and service businesses			
Strategies to improve both the efficiency and effectiveness of operations related to technological developments, including the use of automated production lines, robotics, computer-aided design, computer-aided manufacturing techniques, artificial intelligence and online services			
Strategies to improve both the efficiency and effectiveness of operations related to materials, including forecasting, master production schedule, materials requirement planning and Just in Time			
Strategies to improve both the efficiency and effectiveness of operations related to quality, including quality control, quality assurance and Total Quality Management			

Strategies to improve the efficiency and effectiveness of operations through waste minimisation in the production process, including reduce, reuse, recycle			
The pull, one-piece flow, takt, zero defects strategy to improve the efficiency and effectiveness of operations related to lean management			
Corporate social responsibility considerations for an operations system, including the environmental sustainability of inputs and the amount of waste generated from processes and production of outputs			
Global considerations for operations management including global sourcing of inputs, overseas manufacture and global outsourcing			
Topic: Reviewing Performance – the need for change	Do I have it in my notes?	Note-making deadline	Memorising deadline
The concept of business change			
Proactive and reactive approaches to change			
Key performance indicators as sources of data to analyse the performance of businesses, percentage of market share, net profit figures, rate of productivity growth, number of sales, rates of staff absenteeism, level of staff turnover, level of wastage, number of customer complaints, number of website hits and number of workplace accidents			
Key principles of the Force Field Analysis theory (Lewin) including weighting, ranking, implementing a response and evaluating the response			
Driving forces for change in business including owners, managers, employees, competitors, legislation, pursuit of profit, reduction of costs, globalisation, technology, innovation and societal attitudes			
Restraining forces in businesses including managers, employees, time, organisational inertia, legislation and financial considerations			
The two key approaches (lower cost and differentiation) to strategic management according to Porter's Generic Strategies			

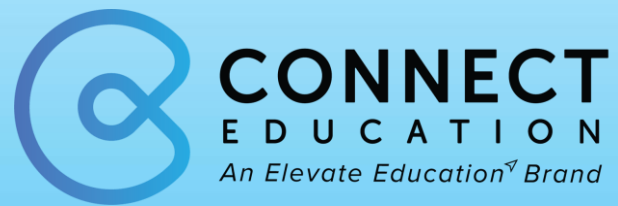
Topic: Implementing Change	Do I have it in my notes?	Note-making deadline	Memorising deadline
The importance of leadership in change management			
Management strategies to respond to key performance indicators and/or seek new business opportunities, including staff training, staff motivation, change in management styles or management skills, increased investment in technology, improving quality in production, cost cutting, initiating lean production techniques, redeployment of resources (natural, labour and capital), innovation, global sourcing of inputs, overseas manufacture and global outsourcing			
Corporate culture and strategies for its development			
An overview of the principles of the Learning Organisation (Senge) and the need to create a positive culture for change			
Low-risk strategies to overcome employee resistance including communication, empowerment, support and incentives			
High-risk strategies to overcome employee resistance including manipulation and threat			
Key principles of the Three-step Change Model (Lewin)			
The effect of change on stakeholder groups including owners, managers, employees, customers, suppliers and the general community			
Corporate social responsibility considerations when implementing change			
The importance of reviewing key performance indicators to evaluate the effectiveness of business transformation			

Practice Schedule

PRACTICE EXAM	DEADLINE
Practice Exam 1	
Practice Exam 2	
Practice Exam 3	
Practice Exam 4	
Practice Exam 5	
EXAM DATE:	

Congratulations!

You're ready! Now relax and think about how good it will feel leaving the exam room knowing the hard work has paid off. Congratulations and good luck (not that you need it)!



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