

Business Management Units 3 & 4

Contents

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Series contents

This series covers the complete VCE Business Management Units 3 & 4 course as set out in the *VCE Business Management Study Design (from 2023)*, across its five areas of study — **Business foundations**; **Human resource management**; **Operations management** (Unit 3); **Reviewing performance – the need for change**; and **Implementing change** (Unit 4). It comprises **sixteen content workbooks**, cumulative **topic tests**, and a **practice-examination booklet**. Each content workbook follows the same structure: concise theory, scaffolded and unscaffolded worked examples, graded practice questions, a compact answer key, and fully-worked model responses. The VCE Business Management examination is a single end-of-year written paper (Section A short- and extended-answer questions and a Section B case study, 75 marks, no multiple choice, no formula sheet and no calculator), and the workbooks and assessments are written accordingly.

Unit 3 Area of Study 1 — Business foundations

Chapter 1 — Business foundations (18 pp)

1A Types of businesses · 1B Business objectives

Chapter 2 — Stakeholders and corporate culture (20 pp)

2A Stakeholders — interests and conflicts · 2B Corporate culture

Chapter 3 — Management styles and skills (33 pp)

3A Management styles · 3B Management skills · 3C The relationship between management styles and management skills

Topic 1 Test A (short and extended answer) and Test B (case study), with fully-worked solutions, are included at the end of Chapter 3.

Unit 3 Area of Study 2 — Human resource management

Chapter 4 — Managing employees: objectives and motivation (26 pp)

4A Human resource management and business objectives · 4B Theories of motivation · 4C Motivation strategies

Chapter 5 — Training, performance and termination management (28 pp)

5A Training · 5B Performance management · 5C Termination management

Chapter 6 — Workplace relations (36 pp)

6A Participants in workplace relations · 6B Awards and agreements · 6C Dispute resolution

Topic 2 Test A (short and extended answer) and Test B (case study), with fully-worked solutions, are included at the end of Chapter 6.

Unit 3 Area of Study 3 — Operations management

Chapter 7 — Introduction to operations management (26 pp)

7A Operations management and business objectives · 7B Manufacturing and service operations · 7C Key elements of an operations system

Chapter 8 — Strategies to improve operations (44 pp)

8A Technological strategies · 8B Materials strategies · 8C Quality strategies · 8D Waste minimisation · 8E Lean management

Chapter 9 — Corporate social responsibility and global operations (26 pp)

9A Corporate social responsibility in operations · 9B Global considerations in operations management

Topic 3 Test A (short and extended answer) and Test B (case study), with fully-worked solutions, are included at the end of Chapter 9.

Unit 4 Area of Study 1 — Reviewing performance – the need for change

Chapter 10 — Reviewing performance – the need for change (27 pp)

10A The concept of business change · 10B Proactive and reactive approaches to change · 10C Key performance indicators

Chapter 11 — Force Field Analysis and forces for change (26 pp)

11A Lewin's Force Field Analysis · 11B Driving forces for change · 11C Restraining forces for change

Chapter 12 — Porter's Generic Strategies (28 pp)

12A Lower cost · 12B Differentiation

Topic 4 Test A (short and extended answer) and Test B (case study), with fully-worked solutions, are included at the end of Chapter 12.

Unit 4 Area of Study 2 — Implementing change

Chapter 13 — Leadership and management strategies for change (20 pp)

13A The importance of leadership in change management · 13B Management strategies to respond to key performance indicators and seek new business opportunities

Chapter 14 — Corporate culture, the Learning Organisation and overcoming resistance (35 pp)

14A Corporate culture and strategies for its development · 14B The Learning Organisation (Senge) · 14C Low-risk strategies to overcome resistance · 14D High-risk strategies to overcome resistance

Chapter 15 — The Three-Step Change Model and stakeholders (19 pp)

15A Lewin's Three-Step Change Model · 15B The effect of change on stakeholders

Chapter 16 — Corporate social responsibility and evaluating transformation (27 pp)

16A Corporate social responsibility considerations when implementing change · 16B Reviewing key performance indicators to evaluate business transformation

Topic 5 Test A (short and extended answer) and Test B (case study), with fully-worked solutions, are included at the end of Chapter 16.

Practice Examinations

Chapter 17 — Practice Examinations (55 pp)

Six full practice examinations, each mirroring the end-of-year examination (Section A: short- and extended-answer questions; Section B: a case study; 75 marks; a single 10-mark extended-response question; no multiple choice, no formula sheet and no calculator), graded across two easier, two mid-level and two more demanding papers, each with fully-worked model responses.

This series comprises approximately 497 pages.