Administrative Support in the Public and Private Sectors

Unit 5: Business Information Management

Teacher Resources

Issue 1

Edexcel, BTEC and LCCI qualifications

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Contents

Introduction

This resource booklet is a companion to the BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors specification. The specification tells you what must be taught and what must be assessed. This resource booklet gives you suggestions and ideas as to how you can do this.

This booklet gives you ideas for teaching and learning, including practical activities, realistic scenarios, ways of involving employers in delivery and of managing independent learning, and how to approach assessments. The booklet also shows you how the specification content might work in practice and inspires you to start thinking about different ways of delivering your qualification.

This resource booklet gives you:

- guidance on how to deliver the unit

- recommended resources to support the delivery of the unit

- a scheme of work that show the topics, activities and assessments covered in the unit

- lesson plans with detailed guidance on how to deliver the lessons in the unit.

The information in this resource booklet has been put together by teachers who have been close to the development of the qualification and so understand the challenges of finding new and engaging ways to deliver BTEC qualifications.

The delivery guidance in this booklet gives you information on what you need to consider as you plan the delivery of the unit. This includes suggestions on how to approach the learning aims and unit content, as well as ideas for interesting and varied activities. You will also find tips and ideas on how to plan for and deliver your assignments.

We have included a list of carefully selected resources for each unit. These resource lists offer suggestions for books, websites and videos that you can direct your learners to use and/or that you can use to complement delivery.

Unit 5: Business Information Management

Delivery guidance

On completion of this unit, learners will have the skills to manage information in business settings, including information that informs business decisions.

Approaching the unit

The purpose of this unit is to enable learners to understand the importance of providing accurate business information to support decision-making in an organisation, and to develop the skills and knowledge needed to manipulate data management software to produce information in a suitable format.

The unit is designed to be taught using practical activities and examples that may draw on some learners' own experiences of employment. Learners should have access to adequate IT systems and up-to-date software for managing business data, including spreadsheet and database software.

Learners will need to have access to business information systems. A database, spreadsheet or accounting system should be configured ready for use and populated with some initial records.

Learners will need to develop a range of skills in the use of computer-based information management systems, including adding, deleting, updating and amending records, and entering transaction data. Once data is in the system, learners must access the data manipulation and reporting facilities to generate information and present it in suitable formats to support organisational decision making. Learners should be able to move information from one application to another.

A centre may create an inventory management system that can be maintained and have transactions applied to it. Learners will need to produce reports and other information from the system to use in support of a business decision.

Learners will understand how the successful use of business information will ultimately help an organisation with its decision making and strategies.

Getting started

This gives you a starting place for one way of delivering the unit. It is based on the recommended assessment approach given in the specification.

Unit 5: Business Information Management
Introduction
In this unit learners will develop an understanding of the importance of providing accurate business information to support decision making in an organisation, and the skills and knowledge needed to use data management software to produce information in a suitable format. Learners will examine the uses and functions of a range of data management software. They will also develop practical skills in entering, manipulating and analysing business information, and learn how to select the most appropriate formats to present documented outcomes of analysis that effectively support business decision making. Learners will investigate how business information is managed in organisations and explore ideas and recommendations to improve the quality of information management processes.
Learning aim A – Know how organisations use business information
The following suggestions for delivery of the unit will help you to provide the practical approach require for learners to successfully achieve this unit.   - Use discussions or presentations to explore the theory components of the uses of information in business.   - Organise a workplace visit to an information-driven organisation where data management systems are widely used. This would enable learners to explore how an organisation manages data and gain an experience of the types of information systems they use.   - Invite business experts into the centre to talk about features of different types of data management software and information systems. Learners could question the business experts to explore: - how other organisations manage information   - what types of information are managed   - how this information is used by the organisation, customers or suppliers.   - Ask learners to work in pairs to analyse handouts of documents and records from different data management software to identify particular characteristics of each example.

Unit 5: Business Information Management
● Organise workshops so learners can explore spreadsheet software tools and techniques to create and update information records. This format could also be used to enable learners to explore data management software tools and techniques to create and update information records.   ● Use teacher presentations to provide an overview of data security and its importance within an organisation. Presentations could also be used to give learners an overview of Uzbekistan legislation relating to information security, data protection and confidentiality.   ● Ask learners to work in groups to explore issues covered in the lessons to ensure thorough understanding of the learning aim content.   ● Learners should work independently during non-supervised study time and completion of workbook assessment activities.
Learning aim B – Maintain an information system

● Use discussions or presentations to explore the theory components of inputting and maintaining data management systems.
 	
 ● Organise skills workshops on data manipulation and analysis so learners gain experience of:
     o system access parameters
     o different ways of gathering and searching for information
     o spreadsheet operations
     o functions for data and worksheet formatting
     o data management software operations for data collection and data entry techniques
     o software techniques to manipulate, analyse and validate data.
 	
 ● Use individual activities to enable to learners to practice the skills gained during the skills workshops.
 	
 ● Learners should participate in class discussions to explore different aspects of the learning aim and confirm their understanding of areas such as:
     o issues that could affect information retrieval and how these can be resolved
     o entering data and using formulae for different purposes
     o collecting and entering data for different purposes.
 	
 ● Learners should work independently during non-supervised study time and completion of workbook assessment activities.

Unit 5: Business Information Management
Learning aim C – Produce and present information to support decision making in an organisation
- Use discussions or presentations to explore the theory components of decision making and the suitability of information formats.   - Organise skills workshops to give learners practical experience of software techniques for: - reviewing and finishing documents   - presenting business information.   - Use individual activities to enable learners to practice the skills gained during the skills workshops.   - Invite a guest speaker, such as an employer or business owner, to talk about the different reasons for organisational decision making or organisational processes for continuous improvement of business information management and associated benefits. Learners could then work as a class to produce questions for a question and answer session to ensure their understanding.   - Learners should work independently during non-supervised study time and completion of workbook assessment activities.

Details of links to other BTEC units and qualifications

This unit links to:

- Unit 2: Document Preparation, Production and Distribution

- Unit 7: Business Meetings and Events.

Resources

Textbooks

Bocij. P, *Business Information Systems: Technology, Development and Management of the Modern Business* (6 Edition), Pearson, 2018, ISBN: 978-1292220970

This book is a comprehensive guide to understanding business information systems

Lemahieu, W, Vanden Broucke, SV and Baesens, B – *Principles of Database Management: A Practical Guide to Storing, Managing and Analyzing Big and Small Data*, Cambridge University Press, 1st edition (2018), 978-1107186125

This book provides information about the fundamentals of database management.

Websites

www.bcs.org

The British Computer Society – The Chartered Institute for IT which aims to support careers in IT, share expertise in the IT industry and improve education

https://ico.org.uk

The Information Commissioners Office – A British independent regulatory office that deals with data protection in the UK. This website provides world-leading information about data security.

Pearson is not responsible for the content of any external internet sites. It is essential for teachers to preview each website before using it in class so as to ensure that the URL is still accurate, relevant and appropriate. We suggest that teachers bookmark useful websites and consider enabling learners to access them through the school/college intranet.

Scheme of Work

Unit	Unit 5: Business Information Management
Guided Learning Hours	60
Number of lessons	30
Duration of lessons	2 hours
Links to other units	Unit 2: Document Preparation, Production and Distribution Unit 7: Business Meetings and Events

Key to learning opportunities			
AW	Assignment Writing	**RS**	Revision Session
GS	Guest Speaker	**V**	Visit
IS	Independent Study	**WE**	Work Experience

#	Topic	Lesson type	Suggested activities	Resources
1	**Unit introduction – Business Information Management**		• **Lead in:** Introduce learners to the unit; to include content, scheme of learning and the assessment of the unit. • **Paired activity:** Learners discuss current understanding and experiences of business information requirements. • **Teacher presentation:** Business information requirements. • **Class discussion:** Learners discuss the outcomes of the paired activity and main points of the presentation • **Individual activity:** Learners create a glossary of terms which will need to be updated regularly.	Unit specification Whiteboard and pens Teacher presentation slides and notes Template for recording the outcome of key learning points drawn from the lesson

#	Topic	Lesson type	Suggested activities	Resources
			• **Plenary session:** Confirm the main learning points identified in the lesson. • **Private study:** Learners prepare questions to ask during a visit to an organisation.	
2	**Types of business information and their uses (Part 1)** (Aim A: Topic A1)	V	• **Lead in:** Introduce the topic and provide an overview of the lesson, including arrangements for a workplace visit and visit objectives. • **Visit:** Learners visit an information-driven organisation where data management systems are widely used. • **Question and answer session:** Learners question information management workers on the uses of information to understand more about data management requirements. • **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified. • **Individual activity:** Learners take notes during the workplace visit. • **Private study:** Learners reflect on the visit.	Unit specification Access to a suitable workplace to visit Template for recording visit notes Pens

#	Topic	Lesson type	Suggested activities	Resources
3	**Types of business information and their uses (Part 2)** (Aim A: Topic A1)		• **Lead in:** Recap of the workplace visit and visit objectives from Lesson 2. Ask learners to create a glossary of key terms after each lesson. • **Class discussion:** Learners participate in a class discussion about the workplace visit and what was learned about how the organisation manages data and the types of information systems they use. • **Paired activity:** Learners explore how other organisations manage information, what types of information are managed and how this information is used by the organisation, customers or suppliers. • **Class discussion:** Pairs feed back to the group and discuss. • **Teacher discussion:** Review the outcome of class discussions and summarise the types of business information used by different organisations. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners prepare questions to ask on the topic of information systems.	Unit specification Whiteboard and pens Teacher presentation slides and notes Template for recording the outcome of key learning points drawn from the lesson

#	Topic	Lesson type	Suggested activities	Resources
4	**Types of information systems** (Aim A: Topic A1)	GS	• **Lead in:** Recap of types of business information and their uses from Lesson 3. • **Guest speaker:** Information management expert to talk about different information systems and the types of information managed within these systems. • **Question and answer session:** Learners ask prepared questions on the topic of information systems. • **Class discussion:** Class to discuss the information provided by the guest speaker to facilitate their understanding. • **Plenary session:** Review the outcome of the guest speaker question and answer session and summarise the types of information systems used by different organisations. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners reflect on their learning of information systems.	Unit specification Whiteboard and pens Teacher presentation slides and notes Template for recording the outcome of key learning points drawn from the lesson
5	**Introduction to data management software** (Aim A: Topic A2)		• **Lead in:** Recap of types of information systems and their uses from Lesson 4 and introduce data management software. • **Teacher presentation:** Different types of data management software, their purpose and functions. • **Class discussion:** Learners share experiences of using data management software.	Unit specification Whiteboard and pens Teacher presentation slides and notes

#	Topic	Lesson type	Suggested activities	Resources
			• **Paired activity:** Pairs analyse handouts of documents and records from different data management software to identify particular characteristics of each example. • **Class discussion:** Pairs feed back to the group and discuss findings. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners reflect on their learning of data management software.	Handouts of documents and records from different data management software packages Template for recording the outcome of key learning points drawn from the lesson
6	**Spreadsheet software (Part 1)** (Aim A: Topic A2)		• **Lead in:** Introduce the format of each lesson and expectations for the workshop. • **Software skills workshop:** Structured workshop exploring spreadsheet software tools and techniques to create and update information records. • **Plenary session:** Confirm the main learning points identified in the workshop.	Access to IT systems and spreadsheet software Unit specification Whiteboard and pens Teacher presentation slides and notes Handouts of spreadsheet tasks Template for recording the outcome of key learning points drawn from the lesson

#	Topic	Lesson type	Suggested activities	Resources
7	**Spreadsheet software (Part 2)** (Aim A: Topic A2)	IS	• **Lead in:** Identify best practice points drawn from the software skills workshop. • **Individual activity:** Learners practise using spreadsheet software tools and functions. • **Teacher-led activity:** Hand out spreadsheet tasks. • **Class discussion:** Class to reflect on their experiences using data management software to complete the tasks. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners reflect on their practical skills using spreadsheet software.	Access to IT systems and spreadsheet software Unit specification Whiteboard and pens Teacher presentation slides and notes Handouts of spreadsheet tasks Template for recording the outcome of key learning points drawn from the lesson
8/9	**Data management software (Part 1)** (Aim A: Topic A2)		• **Lead in:** Introduce the format of each lesson and expectations for the workshop. • **Software skills workshop:** Structured workshop exploring data management software tools and techniques to create and update information records. • **Plenary session:** Confirm the main learning points identified in the lesson.	Access to IT systems and database software Unit specification Whiteboard and pens Teacher presentation slides and notes

#	Topic	Lesson type	Suggested activities	Resources
			• **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners reflect on their practical skills using data management software.	Template for recording the outcome of key learning points drawn from the lesson
10	**Data management software (Part 2)** (Aim A: Topic A2)	IS	• **Lead in:** Identify best practice points drawn from the software skills workshop. • **Individual activity:** Learners practise using data management software tools and functions. • **Teacher-led activity:** Hand out spreadsheet tasks to be completed. • **Class discussion:** Class to reflect on their experiences using data management software to complete the tasks. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners reflect on their practical skills using data management software. • **Private study:** Learners prepare questions to ask on the topic of data security.	Access to IT systems and database software Unit specification Whiteboard and pens Teacher presentation slides and notes Handouts of database tasks Template for recording the outcome of key learning points drawn from the lesson

#	Topic	Lesson type	Suggested activities	Resources
11	**Data security** (Aim A: Topic A2)	GS	● **Lead in:** Recap of information management topics from Lessons 6–9. ● **Teacher presentation:** Overview of data security and its importance within an organisation. ● **Guest speaker:** Data security expert to talk about data security requirements and how to keep data protected. ● **Individual activity:** Take notes during the workplace guest speaker lesson. ● **Question and answer session:** Learners ask prepared questions on the topic of data security. ● **Class discussion:** Learners discuss the information provided by the guest speaker to facilitate understanding. ● **Plenary session:** Confirm the main learning points identified in the lesson. ● **Individual activity:** Learners write up their notes and update the glossary of key terms. ● **Private study:** Learners reflect on data security requirements and how they can keep information safe within a workplace.	Unit specification Whiteboard and pens Teacher presentation slides and notes Template for recording the outcome of key learning points drawn from the lesson

#	Topic	Lesson type	Suggested activities	Resources
12	**Legal requirements for information management (Part 1)** (Aim A: Topic A3)		• **Lead in:** Overview of the importance of following legal requirements when handling and processing information. • **Teacher presentation:** Uzbekistan legislation relating to information security, data protection and confidentiality. • **Class discussion:** Learners participate in a class discussion about the legislation and requirements that will need to be followed in the workplace. • **Paired activity:** Learners explore how legal requirements can be applied in a workplace context. • **Class discussion:** Pairs to feed back to the group and discuss. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners reflect on data security and protection legislation and the responsibilities they could take in the workplace to meet legal requirements.	Unit specification Whiteboard and pens Teacher presentation slides and notes Articles and clips of poor information management Template for recording the outcome of key learning points drawn from the lesson
13	**Legal requirements for information management (Part 2)** (Aim A: Topic A3)	GS	• **Lead in:** Recap of types of business information and their uses and introduce the guest speaker and the topic to be discussed.	Unit specification Whiteboard and pens Teacher presentation slides and notes

#	Topic	Lesson type	Suggested activities	Resources
			• **Guest speaker:** Information management expert to talk about applying legal requirements when handling data in an organisation. • **Individual activity:** Take notes during the workplace guest speaker lesson. • **Question and answer session:** Learners ask prepared questions on the topic of data security. • **Class discussion:** Learners discuss the information provided by the guest speaker to facilitate understanding. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners research common organisational requirements for information management.	Template for recording the outcome of key learning points drawn from the lesson
14	**Organisational requirements for information management** (Aim A: Topic A3)	GS	• **Lead in:** Give an overview of the importance of following organisational requirements when handling and processing information. • **Guest speaker:** Workplace manager or data expert to talk about organisational procedures that need to be followed when handling or processing information.	Unit specification Whiteboard and pens Teacher presentation slides and notes

#	Topic	Lesson type	Suggested activities	Resources
			• **Individual activity:** Learners take notes during the workplace guest speaker lesson. • **Question and answer session:** Learners ask prepared questions on the topic of organisational requirements for data handling. • **Class discussion:** Learners discuss the information provided by the guest speaker to facilitate understanding. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners reflect on what they have learned throughout Learning aim A in preparation for assessment tasks.	Template for recording the outcome of key learning points drawn from the lesson
15	**Assessment Workbook completion** (Covering Learning aim A)	AW	• **Lead in:** Give an overview of the outcomes of Assessment Tasks 1-3. • **Individual activity:** Learners work through the tasks identified in the Assessment Workbook for Learning aim A. • **Individual presentations:** Assess learner presentations and provide feedback to learners.	Assessment Workbook – Tasks 1–3) Access to IT systems and data management software Digital recording device for professional discussion assessment (Task 3)

#	Topic	Lesson type	Suggested activities	Resources
16	**Accessing information systems using search techniques – system access parameters** (Aim B: Topic B1)		● **Lead in:** Give an overview of using information systems to access information. ● **Software skills workshop:** System access parameters. ● **Class discussion:** Learners discuss issues that could affect information retrieval and how these can be resolved. ● **Plenary session:** Confirm the main learning points identified in the lesson. ● **Individual activity:** Learners write up their notes and update the glossary of key terms. ● **Private study:** Learners reflect on learning activities from this lesson.	Access to IT systems and data management software Unit specification Whiteboard and pens Teacher presentation slides and notes Template for recording the outcome of key learning points drawn from the lesson
17	**Accessing information systems using search techniques – gathering and searching for information** (Aim B: Topic B1)		● **Lead in:** Give an overview of using information systems to access information. ● **Software skills workshop:** Structured workshop exploring different ways of gathering and searching for information. ● **Teacher presentation:** A range of retrieval issues. ● **Plenary session:** Confirm the main learning points identified in the lesson. ● **Individual activity:** Learners write up their notes and update the glossary of key terms. ● **Private study:** Learners reflect on learning activities from this lesson.	Access to IT systems and data management systems Unit specification Whiteboard and pens Teacher presentation slides and notes Template for recording the outcome of key learning points drawn from the lesson

#	Topic	Lesson type	Suggested activities	Resources
18	**Spreadsheet software – data entry and formulae** (Aim B: Topic B2)		• **Lead in:** Introduce the format of each lesson and expectations for the workshop. • **Software skills workshop:** Structured workshop exploring spreadsheet operations. • **Class discussion:** Learners participate in a class discussion based on skills learned when entering data and using formulae for different purposes. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners practise using spreadsheet software tools and functions.	Access to IT systems and spreadsheet software Unit specification Whiteboard and pens Teacher presentation slides and notes Template for recording the outcome of key learning points drawn from the lesson
19	**Spreadsheet data and worksheet formatting** (Aim B: Topic B2)	IS	• **Lead in:** Introduce the format of each lesson and expectations for the workshop. • **Software skills workshop:** Structured workshop exploring functions for data and worksheet formatting. • **Individual activity:** Learners practice formatting data and worksheets. • **Class discussion:** Learners review the formatting techniques of individual learners.	Access to IT systems and spreadsheet software Unit specification Whiteboard and pens Teacher presentation slides and notes Scenarios and sample data worksheets

#	Topic	Lesson type	Suggested activities	Resources
			• **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners practise using spreadsheet software tools and functions.	Template for recording the outcome of key learning points drawn from the lesson
20	**Data management software data collection and entry techniques** (Aim B: Topic B2)		• **Lead in:** Introduce the format of each lesson and expectations for the workshop. • **Software skills workshop:** Structured workshop exploring data management software operations for data collection and data entry techniques using sample data. • **Class discussion:** Learners participate in class discussion about skills learned when collecting and entering data for different purposes. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners practise using spreadsheet software tools and functions.	Access to IT systems and data management software Unit specification Whiteboard and pens Teacher presentation slides and notes Scenarios and sample data sets Template for recording the outcome of key learning points drawn from the lesson

#	Topic	Lesson type	Suggested activities	Resources
21 / 22	**Data manipulation, analysis and validation techniques** (Aim B: Topics B2 and B3)	IS	● **Lead in:** Introduce the format of each lesson and expectations for the workshop. ● **Software skills workshop:** Structured workshop exploring software techniques to manipulate, analyse and validate data. ● **Individual activity:** Using given scenarios and data, learners practice formatting data and worksheets. ● **Class discussion:** Learners participate in a class discussion about skills learned when analysing, manipulating and validating data. ● **Plenary session:** Confirm the main learning points identified in the lesson. ● **Individual activity:** Learners write up their notes and update the glossary of key terms. ● **Private study:** Learners reflect on all knowledge and skills learned in Learning aim B in preparation for assessment.	Access to IT systems and data management software Unit specification Whiteboard and pens Teacher presentation slides and notes Scenarios and sample data worksheets Template for recording the outcome of key learning points drawn from the lesson
23	**Assessment Workbook completion** (Covering Learning aim B)	AW	● **Lead in:** Give an overview of Learning aim B activities and associated Assessment Tasks 4 and 5. ● **Individual activity:** Learners work through Tasks 4 and 5 in the Assessment Workbook. ● **Assessment activity:** Observe learners maintaining an information system.	Assessment Workbook – Tasks 4 and 5 Access to IT systems and data management software Unit specification

#	Topic	Lesson type	Suggested activities	Resources
			• **Plenary session:** Formally assess learner responses to Tasks 4 and 5 for Learning aim B in the Assessment Workbooks and provide feedback. • **Private study:** Learners reflect on assessment activities and learning associated with Learning aim B and prepare any questions.	Whiteboard and pens Teacher presentation slides and notes Teacher observation forms Template for recording the outcome of key learning points drawn from the lesson
24	**Preparing to present business information** (Aim C: Topic C1)	IS	• **Lead in:** Provide examples of ways to review and finalise business information. • **Software skills workshop:** Structured workshop exploring software techniques for reviewing and finishing documents. • **Individual activity:** Using given data records to practice reviewing and finalising business information for stated purposes. • **Class discussion:** Learners discuss skills learned when preparing business information for different purposes. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms.	Access to IT systems and data management software Unit specification Whiteboard and pens Teacher presentation slides and notes Scenarios and sample data Template for recording the outcome of key learning points drawn from the lesson

#	Topic	Lesson type	Suggested activities	Resources
			• **Private study:** Learners research different ways that organisations present business information.	
25	**Presenting business information** (Aim C: Topic C1)	IS	• **Lead in:** Recap on learning and practical activities undertaken in Lesson 23. • **Software skills workshop:** Structured workshop exploring software techniques for presenting business information. • **Individual activity:** Learners practice using data presentation tools. • **Class discussion:** Learners discuss skills learned when presenting business information for different purposes. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners research business decision making techniques.	Access to IT systems and data management software Unit specification Whiteboard and pens Teacher presentation slides and notes Scenarios and sample data Template for recording the outcome of key learning points drawn from the lesson
26	**Organisational decision making** (Aim C: Topic C2)	GS	• **Lead in:** Give an overview of business decision making and how business information can support this. • **Guest speaker:** Employer or business owner to talk about the different reasons for organisational decision making.	Unit specification Whiteboard and pens Teacher presentation slides and notes

#	Topic	Lesson type	Suggested activities	Resources
			• **Question and answer session:** Learners ask questions to the guest speaker relating to organisational decision making. • **Teacher presentation:** Review the outcome of the guest speaker question and answer session and summarise organisational decision making. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners reflect on the lesson and learning outcomes.	Template for recording the outcome of key learning points drawn from the lesson
27	**Information that supports business decision making** (Aim C: Topic C2)		• **Lead in:** Give an overview of information that supports business decision making. • **Class discussion:** What is 'valid' information in the context of enabling effective decision making? • **Teacher presentation:** Discuss examples of invalid and inaccurate business information. • **Paired activity:** Using examples of business information relating to given scenarios to make decisions. • **Class discussion:** Learners discuss how effective the business information was when making decisions.	Unit specification Whiteboard and pens Teacher presentation slides and notes Examples of valid and accurate business information and invalid and inaccurate business information

#	Topic	Lesson type	Suggested activities	Resources
			• **Teacher presentation:** The importance of obtaining valid and accurate information to enable effective decision making. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners review the use of business information and information systems to identify areas where information management may be improved in organisations.	Template for recording the outcome of key learning points drawn from the lesson
28	**Importance of improving the quality of business information management** (Aim C: Topic C3)	GS	• **Lead in:** Give an overview of the importance of improving how organisations manage business information. • **Guest speaker:** Employer or business owner to talk about organisational processes for continuous improvement of business information management and associated benefits. • **Question and answer session:** Learners ask questions to the guest speaker relating to improving business information management. • **Teacher presentation:** Review the outcome of the guest speaker question and answer session and summarise data quality improvement. • **Plenary session:** Confirm the main learning points identified in the lesson.	Unit specification Whiteboard and pens Teacher presentation slides and notes Template for recording the outcome of key learning points drawn from the lesson

#	Topic	Lesson type	Suggested activities	Resources
			• **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners use information about given organisations to consider how these organisations could improve the quality of their business information management systems and processes.	
29	**Ways of improving the quality of business information management** (Aim C: Topic C3)		• **Lead in:** Recap of the previous lesson. • **Paired activity:** Using a given organisation, pairs to explore ways in which the organisation can improve the quality of their information and information systems. • **Teacher presentation:** Overview of different ways organisations can improve information management using video clips. • **Class discussion:** Learners discuss feedback to the paired activity and the teacher presentation. • **Plenary session:** Confirm the main learning points identified in the lesson. • **Individual activity:** Learners write up their notes and update the glossary of key terms. • **Private study:** Learners reflect on all knowledge and skills learned in Learning aim C in preparation for assessment.	Unit specification Whiteboard and pens Teacher presentation slides and notes Video clips of organisations who have successfully improved how they manage business information Template for recording the outcome of key learning points drawn from the lesson

#	Topic	Lesson type	Suggested activities	Resources
30	**Assessment Workbook completion** (Covering Learning aim C)	AW	• **Lead in:** Provide guidance on assessment arrangements for Learning aim C. • **Individual activity:** Learners work through Tasks 6 and 7 in the Assessment Workbook. • **Assessment activity:** Observe learner presentations and provide feedback to learners. • **Plenary session:** Confirm what has been learnt during the unit. • **Private study:** Learners reflect on assessment activities and learning associated with Learning aim C and prepare any questions.	Assessment Workbook – Tasks 6 and 7 Access to IT systems and data management software Unit specification Whiteboard and pens Teacher presentation slides and notes Template for recording the outcome of key learning points drawn from the lesson Teacher observation record

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	1

Lesson objectives	To introduce learners to: • the purpose of Unit 5, including learning aims • the concept of business information management.

Resources checklist	• Unit specification • Whiteboard and pens • Teacher presentation slides and notes • Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Introduce the unit, to include content, scheme of learning and the assessment. Provide an overview of how organisations use business information, how to maintain an information system and how to produce and present information to support decision making in an organisation.
Main activities (100 minutes)	• **Paired activity:** Learners work in pairs to discuss current understanding and experiences of business information requirements. Ask learners to come up with examples. • **Teacher presentation:** Business information requirements. • **Class discussion:** Learners discuss the outcomes of the paired activity and the main points of the presentation. • **Individual activity:** Learners create a glossary of terms which will need to be updated regularly.
Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners.
Private study	• **Private study:** Learners prepare questions relating to business information management to ask during a visit to an organisation.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	2

Lesson objectives	• To introduce learners to the different types of business information and their uses.
	• To visit an information driven organisation to observe business information management systems and practices.
	• To provide learners with an opportunity to speak with business information systems workers.

Resources checklist	• Unit specification
	• Access to a suitable workplace to visit
	• Template for recording notes from the workplace visit
	• Pens
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Introduce the topic and provide an overview of lesson, including arrangements for a workplace visit and objectives.
Main activities (100 minutes)	• **Visit:** Learners visit an information-driven organisation where data management systems are widely used. • **Question and answer session:** Learners question information management workers on the uses of information to understand more about data management requirements. • **Individual activity:** Learners write up their notes.
Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners.
Private study	• **Private study:** Learners reflect on the visit.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	3

Lesson objectives	To provide learners with the opportunity to: • reflect upon and share experience and learning from the visit to an employer organisation • compare different types of business information and their uses in different organisations.

Resources checklist	• Unit specification • Whiteboard and pens • Teacher presentation slides and notes • Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Discuss the outcomes of the workplace visit.
Main activities (100 minutes)	• **Class discussion:** Learners participate in a class discussion about the workplace visit and what was observed and learned in relation to how the organisation manages data and the types of information systems they use. • **Paired activity:** Learners work in pairs to explore how other organisations manage information, what types of information are managed and how this information is used by the organisation, customers or suppliers. • **Class discussion:** Learners discuss feedback from the paired activity to the group and how other organisations manage information. • **Teacher discussion:** Review the outcome of class discussions and summarise the types of business information used by different organisations.
Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners prepare questions to ask on the topic of information systems.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	4

Lesson objectives	To provide learners with: ● an overview of the purposes of information systems in organisations ● the opportunity to hear from an information management expert and ask questions.

Resources checklist	● Unit specification ● Whiteboard and pens ● Teacher presentation slides and notes ● Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Recap of types of business information and their uses from Lesson 3 and introduce the guest speaker.

Main activities
 	
(100 minutes)
	• **Guest speaker:** Information management expert to talk about different information systems and the types of information managed within these:
	
	   o physical and electronic
	
	   o marketing, sales performance and competitors
	
	   o financial recording, including revenue and costs
	
	   o human resources (HR), including staff records and professional development
	
	   o customer relationship management (CRM).
	
	• **Individual activity:** Provide a template that will allow learners to capture the information given by the guest speaker.
	
	• **Question and answer session:** Learners to be encouraged to ask questions and take notes during the workplace guest speaker lesson.
	
	• **Class discussion:** Class to discuss the information provided by the guest speaker to facilitate their understanding.

Concluding activity (10 minutes)	• **Plenary session:** Review the outcome of the guest speaker question and answer session and summarise the types of information systems used by different organisations. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners reflect on their learning of information systems.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	5

Lesson objectives	• To introduce learners to different types of data management software.
	• To provide learners with the opportunity to analyse data records from different information systems.

Resources checklist	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Handouts of documents and records from different data management software packages
	• Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Recap of types of information systems and their uses from Lesson 4 and introduce data management software.
Main activities (100 minutes)	• **Teacher presentation:** Different types of data management software and their purpose and functions. • **Class discussion:** Learners share experiences of using data management software. Learners should be encouraged to share their own experiences. • **Paired activity:** Learners work in pairs to analyse handouts of documents and records from different data management software to identify particular characteristics of each example. • **Class discussion:** Learners discuss findings from analysis of different data management documents and records.
Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes and update the glossary of key terms.
Private study	• **Private study:** Learners reflect on their learning of data management software.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	6

Lesson objectives	• To introduce learners to spreadsheet software and its functions. • To provide learners with the opportunity to gain practical skills in using spreadsheet software.

Resources checklist	• Access to IT systems and spreadsheet software • Unit specification • Whiteboard and pens • Teacher presentation slides and notes • Handouts of spreadsheet tasks • Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Introduce format of each lesson and expectations for the workshop.

Main activities
 	
(100 minutes)
	• **Software skills workshop:** Deliver a structured workshop exploring spreadsheet software tools and techniques to create and update information records:
	  o data input of customer, supplier and organisational information
	  o tracking
	  o creating invoices and purchase orders.

Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners reflect on their practical skills using spreadsheet software.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	7

Lesson objectives	• To provide learners with the opportunity to further develop practical skills in using spreadsheet software.

Resources checklist	• Access to IT systems and spreadsheet software
	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Handouts of spreadsheet tasks
	• Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Lead a discussion on best practice points drawn from the software skills workshop.

Main activities
 	
(100 minutes)
	• **Individual activity:** Learners practise using spreadsheet software tools and functions.
	
	• **Teacher-led activity:** Hand out spreadsheet tasks to be completed. Tasks could be based on any or all of the following:
	
	  o data input, tracking, inputting customer/supplier details
	
	  o creating invoices/purchase orders
	
	  o analysing financial data, qualitative/quantitative data, calculations
	
	  o reporting and presenting data.
	
	• **Class discussion:** Encourage learners to reflect on their experiences using data management software to complete the tasks and share this with the class.

Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners reflect on their practical skills using spreadsheet software.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	8/9

Lesson objectives	- To introduce learners to data management software and its functions. - To provide learners with the opportunity to gain practical skills in using data management software.

Resources checklist	- Access to IT systems and data management software - Unit specification - Whiteboard and pens - Teacher presentation slides and notes - Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Introduce the format of each lesson and expectations for the workshops.

Main activities
 	
(100 minutes)
	• **Software skills workshop:** Deliver a structured workshop exploring data management software tools and techniques to create and update information records including the following:
	
	  o input, store and handle large data sets, access data from a range of sources
	
	  o manage complex data items and their relationships
	
	  o customer relationship management (e.g. input new customer information, search for existing customers, update customer records, reporting data)
	
	  o management and financial information systems (e.g. record financial transactions, input supplier details, create invoices, create purchase orders)
	
	  o view detailed data and information records, perform information searches and analysis.

Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners reflect on their practical skills using data management software.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	10

Lesson objectives	• To provide learners with the opportunity to further develop practical skills in using data management software.

Resources checklist	• Access to IT systems and data management software
	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Handouts of database tasks
	• Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Teacher-led discussion of best practice points drawn from the software skills workshop.

Main activities
 	
(100 minutes)
	• **Individual activity:** Learners practise using data management software tools and functions.
	
	• **Teacher-led activity:** Hand out spreadsheet tasks to be completed. Tasks could be based on any or all of the following:
	
	   o inputting, storing and handling large data sets
	
	   o searching and accessing data
	
	   o analysing and extracting data for specific purposes
	
	   o presenting extracted data.
	
	• **Class discussion:** Encourage learners to reflect on their experiences using data management software to complete the tasks and share this with the class.

Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners reflect on their practical skills using data management software. • **Private study:** Learners prepare questions to ask on the topic of data security.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	11

Lesson objectives	- To introduce learners to the topic of data security. - To provide learners with the opportunity to hear from a data security expert and ask questions.

Resources checklist	- Unit specification - Whiteboard and pens - Teacher presentation slides and notes - Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Recap of information management topics from Lessons 6–9.

Main activities
 	
(100 minutes)
	• **Teacher presentation** Data security and the importance of this within an organisation.
	
	• **Guest speaker:** Data security expert to talk about data security requirements and how to keep data protected:
	  o secure access
	  o storage and back-up procedures
	  o consequences of poor data security.
	
	• **Individual activity:** Provide a template that will allow learners to capture the information given by the guest speaker.
	
	• **Question and answer session:** Learners to be encouraged to ask questions and take notes during the workplace guest speaker lesson.
	
	• **Class discussion:** Learners discuss the information provided by the guest speaker to facilitate their understanding.

Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners reflect on data security requirements and how they can keep information safe within a workplace.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	12

Lesson objectives	• To introduce learners to legislation relating to data security and protection.
	• To provide learners with the opportunity to understand the impact of legislation on organisations.

Resources checklist	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Articles and clips of poor information management
	• Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Provide learners with an overview of the importance of following legal requirements when handling and processing information.
Main activities (100 minutes)	• **Teacher presentation:** Deliver a presentation on Uzbekistan legislation relating to information security, data protection and confidentiality. • **Class discussion:** Learners participate in a class discussion on data security and protection legislation and requirements that will need to be followed in the workplace. • **Paired activity:** Learners work in pairs to explore how legal requirements can be applied in a workplace context. Learners should be given articles and news clips on effects of poor data security. • **Class discussion:** Pairs feed back to the group and discuss.
Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners reflect on data security and protection legislation and the responsibilities they could take in the workplace to meet legal requirements.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	13

Lesson objectives	• To provide learners with the opportunity to hear from a data security expert and ask questions about legislation.

Resources checklist	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Recap of types of business information and their uses from Lesson 11 and introduce the guest speaker and the topic to be discussed.

Main activities
 	
(100 minutes)
	• **Guest speaker:** Information management expert to talk about to talk about applying legal requirements when handling data in an organisation based on:
	
	   o the type of information being produced or handled
	
	   o how information is stored and communicated
	
	   o time limits on the storage of information
	
	   o the impact of legislation on organisations.
	
	• **Individual activity:** Provide a template that will allow learners to capture the information given by the guest speaker.
	
	• **Question and answer session:** Learners to be encouraged to ask questions and take notes during the workplace guest speaker lesson.
	
	• **Class discussion:** Learners discuss the information provided by the guest speaker to facilitate understanding.

Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners research common organisational requirements for information management.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	14

Lesson objectives	● To introduce learners to how organisations expect information to be managed in the workplace.
	● To provide learners with the opportunity to hear from a data security expert and ask questions about legislation.

Resources checklist	● Unit specification
	● Whiteboard and pens
	● Teacher presentation slides and notes
	● Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	● **Lead in:** Give an overview of the importance of following organisational requirements when handling and processing information.

Main activities
 	
(100 minutes)
	● **Guest speaker:** Workplace manager or data expert to talk about organisational procedures that need to be followed when handling or processing information:
	
	  o accessing information
	
	  o protocols for producing data sets
	
	  o approvals and signatures
	
	  o use of reporting templates and styles.
	
	● **Individual activity:** Provide a template that will allow learners to capture the information given by the guest speaker.
	
	● **Question and answer session:** Learners to be encouraged to ask questions and take notes during the workplace guest speaker lesson.
	
	● **Class discussion:** Learners discuss the information provided by the guest speaker to facilitate understanding.

Concluding activity (10 minutes)	● **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. ● **Individual activity:** Learners write up their notes.
Private study	● **Private study:** Learners reflect on what they have learned throughout Learning aim A in preparation for assessment tasks.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	15

Lesson objectives	● To provide learners with an opportunity to complete assessment tasks for Learning aim A (Tasks 1–3).

Resources checklist	● Access to IT systems and data management software
	● Assessment Workbook – Tasks 1–3
	● Digital recording device for professional discussion or use a template to capture the discussion in Task 3
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	● **Lead in:** Provide guidance on assessment arrangements for Learning aim A.
Main activities (100 minutes)	● **Individual activity:** Learners work through Tasks 1–3 identified in the Assessment Workbook for Learning aim A.
Concluding activity (10 minutes)	● **Individual presentations:** Formally assess learner responses to Assessment Tasks 1–3 for Learning aim A and provide feedback.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	16

Lesson objectives	To introduce learners to:
	● information management system access arrangements
	● information management system search techniques.

Resources checklist	● Access to IT systems and data management systems
	● Unit specification
	● Whiteboard and pens
	● Teacher presentation slides and notes
	● Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	● **Lead in:** Provide learners with an overview of using information systems to access information.

Main activities
 	
(100 minutes)
	● **Software skills workshop:** Deliver a skills workshop to learners on system access parameters, including:
	
	   o levels of authority
	
	   o login procedures, including usernames and passwords
	
	   o identifying information to be accessed.
	
	● **Class discussion:** Learners participate in a class discussion about issues that could affect information retrieval and how these can be resolved.

Concluding activity (10 minutes)	● **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. ● **Individual activity:** Learners write up their notes.
Private study	● **Private study:** Learners reflect on learning activities from this lesson.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	17

Lesson objectives	To introduce learners to:
	• information management system access arrangements
	• information management system search techniques.

Resources checklist	• Access to IT systems and data management systems
	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Provide learners with an overview of using information systems to access information.

Main activities
 	
(100 minutes)
	• **Software skills workshop:** Deliver a software skills workshop exploring different ways of gathering and searching for information:
	
	  o defining information requirements
	
	  o identifying relevant and valid sources of evidence
	
	  o using paper-based and electronic search techniques.
	
	• **Teacher presentation:** Give a presentation on a range of retrieval issues:
	
	  o misfiling
	
	  o records with similar file names
	
	  o access permissions.

Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners reflect on learning activities from this lesson.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	18

Lesson objectives	To provide learners with:
	• practical activities to develop skills in spreadsheet functions for entering data and using formulae
	• the opportunity to develop enhanced spreadsheet skills that build upon learning in Lessons 6 and 7.

Resources checklist	• Access to IT systems and spreadsheet software
	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Introduce the format of each lesson and expectations for the workshop.

Main activities
 	
(100 minutes)
	• **Software skills workshop:** Deliver a structured software skills workshop exploring spreadsheet operations, including:
	  o inserting and formatting text and numbers
	  o inserting and replicating data into multiple cells
	  o combining information of different types
	  o importing data from other sources such as other workbooks
	  o using formulae to make calculations and analyse data
	  o protecting information contained in cells.
	• **Class discussion:** Learners participate in a class discussion based on skills learned when entering data and using formulae for different purposes.

Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners practise using spreadsheet software tools and functions.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	19

Lesson objectives	To provide learners with:
	● practical activities to develop skills in spreadsheet data and worksheet formatting
	● the opportunity to develop enhanced spreadsheet skills that build upon learning in Lessons 6 and 7.

Resources checklist	● Access to IT systems and spreadsheet software
	● Unit specification
	● Whiteboard and pens
	● Teacher presentation slides and notes
	● Scenarios and sample spreadsheet data worksheets
	● Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Introduce the format of each lesson and expectations for the workshop.
Main activities (100 minutes)	• **Software skills workshop:** Deliver a structured software skills workshop exploring spreadsheet operations for data and worksheet formatting. • **Individual activity:** Learners practice formatting data and worksheets using given scenarios and data. • **Class discussion:** Learners participate in class discussion about different formatting techniques used by learners.
Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners practise using spreadsheet software tools and functions.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	20

Lesson objectives	To provide learners with:
	● practical activities to develop skills in data collection and data management software entry techniques
	● the opportunity to develop enhanced spreadsheet skills that build upon learning in Lessons 8 and 9.

Resources checklist	● Access to IT systems and data management software
	● Unit specification
	● Whiteboard and pens
	● Teacher presentation slides and notes
	● Scenarios and sample data sets
	● Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Introduce the format of each lesson and expectations for the workshop.
Main activities (100 minutes)	• **Software skills workshop:** Deliver a structured software skills workshop exploring data management software operations for data collection and data entry techniques using sample data. • **Individual activity:** Learners practice collecting data and entering information into a data management system using given scenarios and data. • **Class discussion:** Learners participate in a class discussion about skills learned when collecting and entering data for different purposes.
Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified in the lesson and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners practise using data management software tools and functions.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	21/22

Lesson objectives	To provide learners with: • practical activities to develop skills in using data manipulation, analysis and validation techniques. • the opportunity to develop enhanced spreadsheet skills that build upon learning in previous lessons.

Resources checklist	• Access to IT systems and spreadsheet software • Unit specification • Whiteboard and pens • Teacher presentation slides and notes • Scenarios and sample data sets • Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Introduce the format of each lesson and expectations for the workshop.

Main activities
 	
(100 minutes)
	• **Software skills workshop:** Deliver a structured software skills workshop exploring data management software techniques to manipulate, analyse and validate data:
	
	  o representative values including mean, median, mode; calculation from
	
	  o raw data and frequency distributions; drawing valid conclusions
	
	  o measures of dispersion: standard deviation for small and large samples
	
	  o typical uses (statistical process: control, buffer stock levels)
	
	  o calculation: use of quartiles, percentiles, correlation coefficient.
	
	• **Individual activity:** Learners practice manipulating, analysing and validating information in a data management system using given scenarios and data.
	
	• **Class discussion:** Learners participate in a class discussion about skills learned when manipulating, analysing and validating data for different purposes.

Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners reflect on all knowledge and skills learned in Learning aim B in preparation for assessment.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	23

Lesson objectives	• To provide learners with an opportunity to complete assessment tasks for Learning aim B (Tasks 4 and 5).

Resources checklist	• Assessment Workbook – Tasks 4 and 5
	• Access to IT systems and data management software
	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Template for recording the outcome of key learning points drawn from the lesson
	• Teacher observation forms
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Provide guidance on assessment arrangements for Learning aim B.
Main activities (100 minutes)	• **Individual activity:** Learners work through Tasks 4 and 5 identified in the Assessment Workbook for Learning aim B. • **Assessment activity:** Observe learners maintaining an information system.
Concluding activity (10 minutes)	• **Plenary session:** Formally assess learner responses to Assessment Tasks 4 and 5 for Learning aim B and provide feedback.
Private study	• **Private study:** Learners reflect on assessment activities and learning associated with Learning aim B and prepare any questions.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	24

Lesson objectives	• To provide learners with practical activities to develop skills in preparing business information to be presented.

Resources checklist	• Access to IT systems and spreadsheet software
	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Scenarios and sample data management information
	• Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	● **Lead in:** Provide examples of ways to review and finalise business information.

Main activities
 	
(100 minutes)
	● **Software skills workshop:** Deliver a structured software skills workshop exploring techniques for reviewing and finishing documents, including:
	
	   o creating and formatting graphs and charts
	
	   o reviewing output reports
	
	   o using page set up, formatting and print and publish business information.
	
	● **Individual activity:** Learners practice reviewing and finalising business information for stated purposes using given scenarios and data.
	
	● **Class discussion:** Learners participate in a class discussion about skills learned when preparing business information for different purposes.

Concluding activity (10 minutes)	● **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. ● **Individual activity:** Learners write up their notes.
Private study	● **Private study:** Learners research different ways organisations present business information.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	25

Lesson objectives	● To provide learners with practical activities to develop skills in preparing business information to support business decisions.

Resources checklist	● Access to IT systems and data management software
	● Unit specification
	● Whiteboard and pens
	● Teacher presentation slides and notes
	● Scenarios and sample data management information
	● Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	● **Lead in:** Recap on learning and practical activities undertaken in Lesson 23.

Main activities
 	
(100 minutes)
	● **Software skills workshop:** Deliver a structured software skills workshop exploring techniques for presenting business information, including:
	
	   o using software tools to display selected data in different ways for different purposes
	
	   o using a range of tools to share business information electronically and in print format.
	
	● **Individual activity:** Learners practice presenting business information for stated purposes using given scenarios and data.
	
	● **Class discussion:** Learners participate in a class discussion about skills learned when presenting business information for different purposes.

Concluding activity (10 minutes)	● **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified in the lesson and respond to any questions from learners. ● **Individual activity:** Learners write up their notes.
Private study	● **Private study:** Learners research business decision making techniques.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	26

Lesson objectives	● To introduce learners to the topic of organisational decision making.

Resources checklist	● Unit specification
	● Whiteboard and pens
	● Teacher presentation slides and notes
	● Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Provide learners with an overview of business decision making and how business information can support this.

Main activities
 	
(100 minutes)
	• **Guest speaker:** Employer or business owner to talk about the different reasons for organisational decision making:
	
	  o evaluating the effectiveness of operational management and resources
	
	  o making financial or marketing decisions
	
	  o levels of decision making within an organisation.
	
	• **Question and answer session:** Learners ask questions to the guest speaker relating to organisational decision making.
	
	• **Teacher presentation:** Review the outcome of guest speaker question and answer session and summarise organisational decision making.

Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners reflect on the lesson and learning outcomes.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	27

Lesson objectives	• To provide learners with the opportunity to develop an understanding of the types of information that support organisational decision making.

Resources checklist	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Examples of valid and accurate business information and invalid and inaccurate business information
	• Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Provide learners with an overview of information that supports organisational decision making.
Main activities (100 minutes)	• **Class discussion:** Learners discuss responses to the following question: What is 'valid' information in the context of enabling effective decision making? • **Teacher presentation:** Examples of invalid and inaccurate business information. • **Paired activity:** Learners work in pairs reviewing examples of business information relating to given scenarios and using this information to make decisions. • **Class discussion:** Learners discuss how effective the business information was in making decisions. • **Teacher presentation:** The importance of obtaining valid and accurate information to enable effective decision making.
Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners review the use of business information and information systems to identify areas where information management may be improved in organisations.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	28

Lesson objectives	• To introduce learners to the topic of improving the quality of business information management.
	• To provide learners with an understanding of why it is important for organisations to continually improve how they manage business information.

Resources checklist	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Provide learners with an overview of the importance of improving how organisations manage business information.
Main activities (100 minutes)	• **Guest speaker:** Employer or business owner to talk about organisational processes for continuous improvement of business information management and associated benefits. • **Question and answer session:** Learners ask questions to the guest speaker relating to improving business information management. • **Teacher presentation:** Review the outcome of the guest speaker question and answer session and summarise data quality improvement.
Concluding activity (10 minutes)	• **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. • **Individual activity:** Learners write up their notes.
Private study	• **Private study:** Learners use information about given organisations to consider how these organisations could improve the quality of their business information management systems and processes.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	29

Lesson objectives	● To further develop learners' understanding of the ways organisations can improve the quality of business information management.

Resources checklist	● Unit specification
	● Whiteboard and pens
	● Teacher presentation slides and notes
	● Video clips of organisations who have successfully improved how they manage business information
	● Template for recording the outcome of key learning points drawn from the lesson
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	● **Lead in:** Recap learning of topics in the previous lesson.
Main activities (100 minutes)	● **Paired activity:** Learners work in pairs using a given organisation and explore ways in which the organisation can improve the quality of their information and information systems. ● **Teacher presentation:** Provide learners with an overview of different ways organisations can improve information management using video clips. ● **Class discussion:** Feedback to the paired activity and teacher presentation on the ways in which the organisation can improve the quality of information and information systems.
Concluding activity (10 minutes)	● **Plenary session:** Provide a summary of the lesson and confirm the main learning points identified and respond to any questions from learners. ● **Individual activity:** Learners write up their notes.
Private study	● **Private study:** Learners reflect on all knowledge and skills learned in Learning aim C in preparation for assessment.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Administrative Support in the Public and Private Sectors
Unit	Unit 5: Business Information Management
Lesson number	30

Lesson objectives	• To provide learners with an opportunity to complete Assessment Tasks 6 and 7 for Learning aim C.

Resources checklist	• Assessment Workbook – Tasks 6 and 7
	• Access to IT systems and data management software
	• Unit specification
	• Whiteboard and pens
	• Teacher presentation slides and notes
	• Template for recording the outcome of key learning points drawn from the lesson
	• Teacher observation record
Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide	

Activities	Teaching notes
Starter activity (10 minutes)	• **Lead in:** Provide guidance on assessment arrangements for Learning aim C.
Main activities (100 minutes)	• **Individual activity:** Learners work through Tasks 6 and 7 identified in the Assessment Workbook for Learning aim C.
Concluding activity (10 minutes)	• **Plenary session:** Confirm what has been learnt during the unit.
Private study	• **Private study:** Learners reflect on assessment activities and learning associated with Learning aim C and prepare any questions.

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