

Name: _____

Department: _____

I understand the areas....

| | Yes | No | I think so |
|---|-----|----|------------|
| 1. Business | | | |
| 1.1. Concepts of a business | | | |
| 1.2. General business trends | | | |
| 1.3. Objectives of business organisations | | | |
| 1.4. Company culture | | | |
| 1.5. Stakeholder relationships | | | |
| 1.6. Types of business entity | | | |
| 1.7. Overview of the functions of a business | | | |
| 1.8. Operational structures | | | |
| 1.9. The importance of the customer | | | |
| 2. Management | | | |
| 2.1. Role of the board of directors and senior executive officers | | | |
| 2.2. Roles and responsibilities of managers and supervisors | | | |
| 2.3. Management styles | | | |
| 2.4. Roles and responsibilities of non-managerial staff | | | |
| 2.5. Planning | | | |
| 2.6. Decision making | | | |
| 2.7. Management information | | | |
| 2.8. Knowledge management | | | |
| 3. Regulation and corporate governance | | | |
| 3.1. Corporate governance | | | |
| 3.2. Compliance | | | |
| 3.3. Data Protection Act 1998 | | | |
| 3.4. Money Laundering Regulations | | | |
| 3.5. Security and confidentiality | | | |
| 3.6. Memorandum and articles of association | | | |
| 3.7. Role of the company secretary | | | |
| 3.8. Annual report and accounts | | | |
| 3.9. Audit | | | |
| 3.10. Statutory meetings and their purpose | | | |
| 4. Financial accounting | | | |
| 4.1. Purpose of financial accounting | | | |
| 4.2. Use of financial information | | | |
| 4.3. Basic financial concepts | | | |
| 4.4. The accounting equation | | | |
| 4.5. Receipts and payments | | | |
| 4.6. Trading and profit & loss accounts | | | |
| 4.7. Balance sheets | | | |



| | | | |
|---|--|--|--|
| 5. Management accounting | | | |
| 5.1. Purpose and function of management accounting | | | |
| 5.2. Budgeting | | | |
| 6. Marketing, advertising and public relations | | | |
| 6.1. Definition and explanation of marketing | | | |
| 6.2. Marketing mix | | | |
| 6.3. Product development | | | |
| 6.4. Market research | | | |
| 6.5. Advertising and promotions | | | |
| 6.6. Public relations | | | |
| 6.7. Customer relationship management | | | |
| 7. Human resources | | | |
| 7.1. Scope of human resource management | | | |
| 7.2. Training and development | | | |
| 7.3. Employer / employee relationships | | | |
| 7.4. Employee involvement and participation | | | |
| 7.5. Legislation relevant to the workplace | | | |

Please list the most important topics you would like to cover in your training session

- 1
- 2
- 3
- 4