# Knowledge Organiser Booklet Year 11 Term 2 Non Core



Our working memories can only store a limited amount of information, whereas our long term memories can store limitless information. To learn successfully, we need to store core knowledge into our long term memories, so we can retrieve it when we need it.

For instance, if you are at work or in the shops and need to work out a 25% discount, you can't memorise 25% of every number, so you need to be able to quickly recall the method for calculating a percentage. Committing core knowledge to our long-term memories is a life-hack. It makes thinking about difficult things easier.

Using a knowledge organiser with regular retrieval activities is a way for you to store core knowledge & subject specific words, into your long term memory so it is there when you need it.

Click here to be taken to the knowledge organiser part of the school website.





### Contents

Clicking on the subjects below will take you directly to the knowledge organisers for each subject. These are to support learning that has taken place this past term. Use these to help reinforce the key knowledge. Use some of the strategies explained in the introduction to help you retain this important information.

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# Blended Learning Expectations

Make sure you have <u>access to a computer at home (</u>If you don't please make pastoral staff aware or email <u>langley.homelearning@taw.org.uk</u>)

**Download Microsoft Teams** on both your phone and computer. (If you don't know how to do this please ask a member of staff or do this in your next computing lesson)

**Spend at least 2 hours a week using teams** <u>**EVERY</u></u> <u><b>WEEK.** (Engagement in teams can be tracked and monitored). You need to be accessing each of your class teams and recapping on the previous learning or completing additional tasks set by your class teacher.</u></u>

If you have any issues with teams (e.g. login problems or missing classes etc then please email <u>lang-</u> <u>ley.homelearning@taw.org.uk</u>)

Teams is a tool to support ongoing learning and should **only be used for educational purposes.** 



	LOOK, COVER, WRITE, CHECK	DEFINITIONS TO KEY WORDS	FLASHCARDS	DUAL CODING
STAGE 1	Look at & study an area of your knowledge organiser	Write down the key words & definitions	Write key words, dates/formulae, equations/quotes on one side & answers on the other	Draw pictures/diagrams/ cartoon strips
S	$\bigcirc$			
STAGE 2	Cover up your knowledge organiser and write everything you remember	Cover up the definitions. How many can you remember? Repeat.	Include pictures or diagrams if it helps. Read through them.	Label your pictures/diagrams/ cartoon strips
5				
STAGE 3	Check. Correct mistakes in green and add anything you missed. Repeat	Check. Correct mistakes in green pen. Which ones do you find hard to remember?	Test yourself and get someone to test you.	Explain out loud to yourself or family/friend what your images show
LS	ааа 	XV	00	
	SELF QUIZZING	MINDMAPS	PAIRED RETRIEVAL	SPEAK, COVER, WRITE, CHECK
	Use your knowledge organiser to create quiz questions.	Create a mindmap of everything you can remember from your knowledge organiser	Give a family member/friend the knowledge organiser to hold	Read out loud the information from the knowledge organiser several times.
5		000	<u>J</u> C	
	Write down the answers to your quiz	Check your knowledge organiser & use a green pen to make any corrections.	Get them to test you using the knowledge organiser	Cover up your knowledge organiser and write everything you remember
		knowledge organiser & use a green pen to make any	using the knowledge	knowledge organiser and write everything
		knowledge organiser & use a green pen to make any corrections.	using the knowledge	knowledge organiser and write everything

# **Retrieval Placemat**

Look at your knowledge organiser. Now cover it up and write down Key vocabulary & definitons from memory:

First time: Look. Cover. State 3 facts Second time: Look. Cover. State 3 facts

Third time: Look. Cover. State 3 facts

Check & green pen your answers

Look at the knowledge organiser again. Now cover it up and without looking, explain a concept or idea in your own words

Re-read your answer above. Look at the knowledge organiser again. Now cover it up and improve on your previous explanation in green pen.

# **Retrieval Relay**

Look at your knowledge organiser. Now cover it up.

First time: Write down everything you can remember

Second time: Look. Cover. Write down everything you can remember Third time: Look. Cover. Write down everything you can remember

Write down everything here that you didn't remember:

# Vocabulary focus 1

Look at your knowledge organiser. Select a key word and write it here:

Write a definition of the key word in your own words - not the same as the one on the knowledge organiser: Write a sentence with the key word in it:

Create a question where the key word is the answer:

What other words are connected to this key word?

Draw a picture or diagram to help you remember this key word:

# Vocabulary focus 2

Definition:

Characteristics:

Key word:

Examples:

Non-examples:

# What should my knowledge organiser homework look like?

Homework activity written Topic clear and underlined Date Topic : Eartiguakes 13/07/21 Defrictions to key words Epicentre: Directry above une form, mere the version waves hit kint Stage 1 Service waves : Energy waves from form Fours : The point mere pressure is release Stage 2 Epicentre : Where the Unismic waves hit List (drecky above the forms) Sevence wares: Energy waves (from the for +311 Forme The point mere it starts - min green pressure is released must remember hus Stages of homework Key words in a different Green pen colour or underlined activity in margin corrections

# What should my knowledge organiser homework look like?



Stages of homework activity as subtitles

# Art & Design

## FLASHCARDS

Create your own flashcards, question on one side answer on the other. Can you make links between the cards?



You need to repeat the QdA process for flashcards you fail on more frequently # less frequently for those you answer correctly Create a flash card with all the key facts you want to learn (this can be drawn in your book). On the next page try writing down as many facts or as much of the knowledge as you can. If you find you are getting certain facts wrong then these are where you need to focus and relearn.



# Year 11: Exam Preparation (External Set Task)

#### Unit 6

Threshold Concept (TC57) - Understand that artwork can be influenced by many factors including the work of others.

Threshold Concept (TC58) - Understand that developing, refining, recording and presenting are fundamental to the design process and these can be undertaken in any order to achieve a final outcome. Threshold Concept (TC59) - Understand that artwork can take many forms using a wide range of materials and processes.

AO1: Develop ideas through investigation, demonstrating critical understanding of sources (Collect ideas and explore artists work to help inspire your own work).





AO3: Record ideas, observations and insights relevant to intentions as work progresses. (Show a clear journey throughout your chosen theme by producing observations, reflecting and evaluating).





Refer to Year 10 Unit 3 for drawing.

Refer to Year 10 Unit 2 for artist research and photography.

Keywords Develo Refine Record Present

#### Formal Flements of Art

rus i	
	Colour – what you see when light reflects off something.
pp,	Line – a mark made which can be long, short, scribbled, straight etc.
e, 🛛	Shape – a 2D area which is enclosed by a line.
d,	Form – a shape which has 3 dimensions.
nt.	Tone – how light or dark something is.
n.	<b>Texture</b> – how something looks or feels (visual or actual) rough etc.
	Pattern – a symbol or shape that can be random or repeated.

**AO2: Refine** work by exploring ideas, selecting and experimenting with appropriate media, materials, techniques and processes. (Experiment with various media and techniques to help improve your skills and visual ideas).





Approximately 12 weeks of preparation time leading to the 10 hour exam

**AO4: Present** a personal response and meaningful response that realises intentions and demonstrates understanding of visual language. (Complete a relevant and intentional final piece that shows a journey through your portfolio.

> A study of the Ironbridge in a joiner style, influenced by the artist David Hockney.

## **External Set Task** (40% of the your final grade)



# **Computer Science**

#### Algorithms

An **algorithm** is a sequence of ordered instructions that are followed step-by-step to solve a problem. This does *not* need to be on a computer.

**Decomposition** is the breaking down of a complex problem into smaller more manageable problems that are easier to solve.

Abstraction allows us to remove unnecessary detail from a problem leaving us with only the relevant parts of a problem thereby making it easier to solve.

Algorithm Efficiency More than one algorithm can be used to solve the same problem. Normally we use the algorithm that solves the problem in the quickest time with the fewest operations or makes use of the least amount of memory.

**Dry run testing** is carried out using **trace tables**. The purpose of the trace tables is for the programmer to track the value of the variables and outputs at each step of the program and to track how they change throughout the running of the program.



#### Pseudocode

We can represent algorithms using pseudocode

	Example	Python equivalent
Variable assignment	a ← 10	a = 10
Constant assignment	constant PI ← 3.142	PI = 3.142
Input	a ← USERINPUT	<pre>a = input()</pre>
Output	OUTPUT "Bye"	<pre>print("Bye")</pre>
Arithmetic Operators		
Add	+	+
Add Multiply	*	+ *
Divide	1	1
Subtract	-	-
Integer division		a= 7 // 2
Modulus (remainder)	a ← 7 MOD 2	a = 7 % 2
Relational Operators		
Less than	<	<
Less than Greater than	>	>
Equal to	=	
Equal to Not equal to	≠ or <>	!=
Less than or equal to	5	<=
Greater than or equal	2	>=
to		
Boolean Operators		
AND	AND	AND
AND	OR	OR
OR NOT	NOT	NOT
Selection		
Selection	IF i > 2 THEN	if i > 2:
if		
	j ← 10	j=10
	ENDIF	
	IF i > 2 THEN	if i > 2:
if else	j ← 10	j=10
		else:
	ELSE	
	j ← 3	j=3
	ENDIF	
	TE : BUEN	if i ==2:
	IF i ==2 THEN	
if else if else	j ← 10	j=10
	ELSE IF i==3	elif i==3:
	ELSE IF 1==3	

		j ← 3	else:
		ELSE	j=1
		j ← 1	
		ENDIF	
Itera	ation		
Whi	le loops		
		a - 1	while a<4:
		WHILE a < 4	print(a)
		OUTPUT a	a=a+1
		a ← a + 1	
		ENDWHILE	6
-			for a in
For	loops	FOR a + 0 TO 3	range(3):
		OUTPUT a	print(a)
		ENDFOR	
		a - 1	
Dee			
кер	eat loops	OUTPUT a	
		$a \leftarrow a + 1$ UNTIL $a \leftarrow 4$	
		UNIIL d+4	
Sub	routines		
prod	cedure	SUB hello()	<pre>def hello():</pre>
		OUTPUT "hello"	<pre>print("hello")</pre>
		ENDSUB	princ( nerro )
	ction (with	ENDSUB	
retu	amerters and irn)	SUB add(n)	def add(n):
		a ← 0	a=0
		FOR a + 0 TO n	
			range (n+1):
		ENDFOR	a=a+n
		RETURN a	return a
		ENDSUB	Loourn a
Buil	t-in functions		
bull	- in functions		
Len	gth of array	LEN(a)	len(a)
Ran	dom integer	RANDOM_INT(0, 9)	import random
1			random.randint(0,9)
1-			

#### Searching Algorithms

#### Linear Search Algorithm

- The purpose of the linear search algorithm is to find a target item within a list.
- Compares each list item one-by-one against the target until the match has been found and returns the position of the item in the list.
- If all items have been checked and the search item is not in the list then the program will run through to the end of the list and return a suitable message indicating that the item is not in the list.
- The algorithm runs in linear time. If n is the length of the list, then at worst the algorithm will make n comparisons. At best it will make 1 comparison and on average it will make (n+1)/2 comparisons.
- The performance of the algorithm will be improved if the target item is near the start of the list.

#### Example

Find the position of letter "Z" within the following list. Assume we do not have visibility of the list

Index	0	1	2	3	4	5	6	7
position								
Value	V	Α	S	Ζ	Х	R	Т	G

We compare it with the value in index position 0. We find that the value is "V" so we need to move on to the next index position. At index position 1 and 2 we still have not found Z. However, we get to index position 3 and we compare the target with the value and we find that they match, so the algorithm returns the index position and stops.

#### Pseudocode

```
i + 0
x - len(listOfItems)
pos + -1
found + False
WHILE i < x AND NOT found
IF listOfItems[i] == itemSearch THEN
found + True
pos + i + 1
ENDIF
i=i+1
ENDWHILE
OUTPUT pos</pre>
```

#### **Binary Search Algorithm**

- The binary search algorithm works on a sorted list by identifying the middle value in the list and comparing it with the search item.
- If the search item is smaller the mid element becomes the new high value for the search area.
- If the search item is larger the mid element becomes the low value for the search area.
- The keeps repeating until the search item is found.
- When the search item is found the index position of the item is returned.
- At each iteration the search are halved in size consequently this is an efficient algorithm.

Example: Binary search in operation to find 81

5	13	<b>19</b>	22	41 Low 41	55 55	68 Mid 68	72	81	98 High 98
15	13	19	22		55		72	81	
5	13	19	22	41	55	68	72	81	98
								A new Workshop and Huarden	Reasonant and a second
						Low	Mid		High
5	13	19	22	41	55	68	72	81	98
							Low	Mid	High
5	13	19	22	41	55	68	72	81	98
			<u> </u>					Low	Low Mid

#### Pseudocode

```
low \leftarrow 1
```

```
high ← LENGTH(arr)
mid ← (low + high) DIV 2
WHILE val ≠ arr[mid]
IF arr[mid] < val THEN
low ← mid
ELIF arr[mid] > val THEN
high ← mid
ENDIF
mid ← (low + high) DIV 2
ENDWHILE
OUTPUT mid
```

#### Linear search versus binary search

	Advantages	Disadvantages			
Linear Search	<ul> <li>Very simple algorithm and easy to implement</li> <li>No sorting required</li> <li>Good for short lists</li> </ul>	<ul> <li>slow because it searchers through the whole list</li> <li>very inefficient for long lists</li> </ul>			
Binary Search	<ul> <li>much quicker than linear search, because it halves the search zone each step</li> </ul>	The list need to be ordered			

#### Sorting Algorithms

#### **Bubble Sort**

- The purpose of sorting algorithms is to order an unordered list. Item can be ordered alphabetically or by number.
- Bubble sort steps through a list and compares pairs of adjacent numbers. The numbers are swapped if they are in the wrong order. For an ascending list if the left number is bigger than the right number the items are swapped otherwise the numbers are not swapped.
- The algorithm repeatedly passes through the list until no more swaps are needed.

#### Example

Sort the following sequence in ascending order using bubble sort: 5,3,4,1,2.

Pass	5	3	4	1	2	
1	3	5	4	1	2	Compare 5 and 3 – swap
	3	4	5	1	2	Compare 5 and 4 – swap
	3	4	1	5	2	Compare 5 and 1 – swap
	3	4	1	2	5	Compare 5 and 2 – swap; end of pass 1
Pass 2	3	4	1	2	5	Compare 3 and 4 – no swap
	3	1	4	2	5	Compare 4 and 1 – swap
	3	1	2	4	5	Compare 4 and 2 – swap
	3	1	2	4	5	Compare 4 and 5 – no swap; end of pass 2
Pass	1	3	2	4	5	Compare 3 and 1 – swap
3	1	2	3	4	5	Compare 3 and 2 – swap
	1	2	3	4	5	Compare 3 and 4 – no swap
	1	2	3	4	5	Compare 4 and 5 – no swap; end of pass 3
	1	2	3	4	5	

#### Bubble sort Pseudocode

A=[5,3,4,1,2]
sorted - False
WHILE not sorted
sorted - True
FOR I TO LEN(A)-1:
IF $A[i] > A[i+1]:$
temp + A[i]
$A[i] \leftarrow A[i+1]$
$A[i+1] \leftarrow temp$
sorted - False
ENDIF
ENDFOR
ENDWHILE
OUTPUT A

#### Merge Sort

- Merge sort is a type of divide and conquer algorithm.
- There are two steps: divide and combine
- Merge sort works by dividing the unsorted list sublists. It keeps on doing this until there is 1 item in each list.
- Pairs of sublists are combined into an ordered list containing all items in the two sublists. The algorithm keeps going until there is only 1 ordered list remaining.
- Merge sort is a recursive function, that calls itself.

#### Step 1: Divide



Keep dividing until there is only 1 item in each list

#### Step2: Combine



- 1. The first items in the two sublists are compared, and the smallest value is copied to the parent list.
- 2. The copied item is then removed from the sublist.
- When there are no items left in one of the sublists the remaining items in the other sublist are them copied in order to the parent list.

#### Merge sort Versus Bubble sort Advantages Disadvantages Bubble Very simple and robust Can be slow particularly for algorithm sort long lists. As the number of items increases the time taken for the algorithm to run increases dramatically. Merge Much faster than More complex to understand bubble sort especially sort Step 1: Divide when the number of Step 2: Combine elements is large

#### **Programming - Python**

**Comment** – Text within the code that is ignored by the computer. A Python comment is preceeded by a #.

# This is an example of a comment

Output - Processed information that is sent out from a computer

Python	Pseudocode
print("Hello World!")	OUTPUT "Hello World"
Hello World!	
<pre>print("Hello", "World!")</pre>	
Hello World!	
<pre>print("Hello"+"World!")</pre>	
HelloWorld!	
print("Hello\nWorld!")	
Hello	
World!	

#### Input - Data sent to a computer to be processed

print("Enter name")	OUTPUT "Enter name"
name=input()	name      USERINPUT
print("Hello", name)	OUTPUT "Hello", name
print("Enter age")	OUTPUT "Enter age"
<pre>age=int(input())</pre>	age 🔶 USERINPUT

Assignment - The allocation of data values to variables, constants, arrays and other data structures so that the values can be stored.

- Variable Value that can change during the running of a program. By convention we use lower case to identify variables (eg a=12)
- Constant Value that remains unchanged for the duration of the program. By convention we use upper case letters to identify constants. (e.g. PI=3.141)

#### Data Types

Integer	age = 12	age 🗲 12
Float (real) number	height = 1.52	height 🗲 12
Character	a = 'a'	a ← 'a'
String – multiple characters	name = "Bart"	name
Boolean (true/false)	a = True b = False	a ← True b ← False

#### **Arithmetic Operators**

Add	7 + 2	= 9	7 + 2	
Subtract	7 - 2	= 5	7 - 2	
Multiply	7 * 2	= 14	7 * 2	
Divide	4 / 2	= 2	4 / 2	
power	2 **	3 = 8	2 ** 3	
Integer division	7 //	2 = 3	7 DIV 2	
Modulus (remainder)	7 % 2	= 1	7 MOD 2	-

#### Relational Operators - Allows the Comparison of values

Less than	1	1	7<2	->	False
	-		1.18		
Greater than	>	<	7 > 2		True
Equal to	==		7==2	->	False
Not equal to	!=	≠ or <>	7!=2	->	True
Less than or equal to	<=	5	7<=2	->	False
Greater than or equal to	>=	2	7>=2	->	True

#### **Boolean Operators**

AND	and	7 .	< 2	and 1 < 2	-> False
OR	or	7 .	< 2	or 1 < 2	-> False
NOT	not	not	t 7	< 2	-> True

#### Sequencing represents a set of steps. Each line of code will have some operation and these operations will be carried out in order line-by-line

Using + operator for adding	
a = 1	a - 1
b = 2	b - 2
c = a + b	c - a + b
print(c) -> 3	OUTPUT C
Using + operator for concatenation	
a = 'Hello '	a - 'Hello '
b = 'World'	b - 'World'
c = a + b	c - a + b
print(c) -> Hello World	OUTPUT C

#### Random number

Random integer	<pre>import random random.randint(0,9)</pre>	RANDOM_INT(0,9)
Choice	<pre>random.choice('a','b','c')</pre>	
Random value from 0 to 1	random.random()	

Selection represents a decision in the code according to some condition. The condition is met then the block of code is executed otherwise it is not. Often alternative blocks of code are executed according to some condition.



IF	IF i > 2 THEN j ← 10 ENDIF	if i > 2: j=10
IF ELSE	IF i > 2 THEN $j \leftarrow 10$ ELSE $j \leftarrow 3$ ENDIF	if i > 2: j=10 else: j=3
IF ELSE IF ELSE	IF i ==2 THEN $j \leftarrow 10$ ELSE IF i==3 $j \leftarrow 3$ ELSE $j \leftarrow 1$ ENDIF	if i ==2: j=10 elif i==3: j=3 else: j=1

Iteration Sometimes we wish the code to repeat a set of instructions

WHILE loops are used when the we do not know beforehand the number of iterations needed and this varies according to some condition.



#### Nested structures - Use constructs (e.g. WHILE, FOR, IF) inside another.

use a nested FOR loop to print out a grid	<pre>for i in range (10):   for i in range (10):     print ("x ",end="")     print()</pre>
Use a nested while and if to print out only even numbers	<pre>i=0 while i&lt;51:     if (i%2==0):     print(i)     i=i+1</pre>

Lists

Create a list	shapes=["square","circle"]
Access element by index pos	shapes[1] -> circle
Append item to list	shapes.append("triangle")
Remove item from list	shapes.remove("circle")
Remove item from list by index	shapes.pop(1)
Insert item into list	<pre>shapes.insert(2,"rectangle")</pre>
Number of elements in a list	len(shapes)
Get index pos of item in list	<pre>shapes.index("triangle")</pre>
Concatenating lists	shapesGroup1["square","circle"]
	<pre>shapesGroup2=["triangle"]</pre>
	shapes=shapesGroup1+shapesGroup2
Loop through list	<pre>for i in range(len(shapes)):</pre>
	print(shapes[i])
Reverse elements in a list	shapes.reverse()
Order elements in a list	shapes.sort()

#### 2D lists - A list if lists

Create a 2D list	d = [ [23, 14, 17], [12, 18, 37], [16, 67, 83]]
Another way to create a 2D list	a = [23, 14, 17] b = [12, 18, 37] c = [16, 67, 83] d = [a,b,c]
Access element by index position	d[1][2] -> 37

#### Strings

Get length of a string	len("Hello")	LEN("Hello")
Character to character code	ord("a") -> 97	ORD ("a")
Character code to character	chr(101) -> 'e'	CHR (101)
String to integer	a=int("12")	a=INT("12")
String to float	a=float("12.3")	a=FLOAT("12.3")
integer to string	a=str(12)	a=STR(12)
real to string	a=str(12.3)	a=STR(12.3)

Concatenation -merge multiple strings together	a="hello" b="world" c=a+b print(c) -> hello world
Return the position of a character If there is more than 1 of the same character the position of the first character is returned.	<pre>student = "Hermione" student.index('i')</pre>
Find the character at a specified position	<pre>student = "Hermione" print(student[2]) -&gt; r</pre>

#### sub strings - select parts of a string

Example	student="Harry Potter"	
Output the first two characters	<pre>print(student[0:2])</pre>	На
Output the first three characters	<pre>print(student[:3])</pre>	Har
Output characters 2-4	<pre>print(student[2:5])</pre>	Rry
Output the last 3 characters	<pre>print(student[-3:])</pre>	Ter
Output a middle set of characters	<pre>print(student[4:-3])</pre>	y Pot

\*A negative value is taken from the end of the string.

Subroutines are a way of managing and organising programs in a structured way. This allows us to break up programs into smaller chunks.

- Can make the code more modular and more easy to read as each function performs a specific task.
- · Functions can be reused within the code without having to write the code multiple times.
- Procedures are subroutines that do not return values
- Functions are subroutines that have both input and output .

Procedure: No input parameters or return	SUB greeting() OUTPUT "hello" ENDSUB	<pre>def greeting():     print("hello") call: greeting()</pre>
Procedure: One input parameter, no return	SUB greeting(name) OUTPUT "Hello", name ENDSUB	<pre>def greeting(name):     print("Hello", name)     greeting("grey")</pre>
Function: 1 input parameter, and 1 return value	SUB add (n) $a \leftarrow 0$ FOR $a \leftarrow 0$ TO n $a \leftarrow a + n$ ENDFOR RETURN a ENDSUB	<pre>def add(n): a=0 for a in range(n+1): a=a+n return a</pre>
Function: Two input parameters, and 1 return value	SUB (numl,num2) sum=numl+num2 return sum	<pre>def add(numl,num2):     sum=numl+num2     return sum greeting(1,2)</pre>

The scope of a variable determines which parts of a program can access and use that variable.

A global variable is a variable that can be used anywhere in a program. The issue with global variables is that one part of the code may inadvertently modify the value because global variables are hard to track.

A local variable is a variable that can only be accessed within a certain block of code typically within a function. Local variables are not recognized outside a function unless they are returned. There is no way of modifying or changing the behavior of a local variable outside its scope.

Global variables need to defined throughout the running of the whole program. This is an inefficient use of memory resources. Local variables are defined only when they are needed an so have less demand on memory. Local variables only exist within the subroutine.

#### Reading and writing files

Open file Whatever we are doing to a file whether we are reading, writing or adding to or modifying a file we first need to open it using:

open(filename, access mode)

There are a range of access mode depending on what we want to do to the file, the principal ones are given below:

Access Mode	Description
r	Opens a file for reading only
w	Opens a file for writing only. Create a new file if one does not exist. Overwrites file if it already exists.
a	Append to the end of a file. Create a new file if one does not exist.

#### Reading text files

read – Reads in the whole file into a single string readline – Reads in each line one at a time readlines – Reads in the whole file into a list		<pre>f=open("filetxt","r") print(f.read()) f.close()</pre>	
		<pre>f=open("file.txt","r") print(f.readline()) print(f.readline()) print(f.readline()) f.close()</pre>	
		<pre>f=open("file.txt","r") print(f.readlines()) f.close()</pre>	
Writing text files	1.5		
Write in single lines at a time	file.wri file.wri	en("days.txt",'w') .te("Monday\n") .te("Tuesday\n") .te("Wednesday\n") .se()	

#### **Data Validation Routines**

Check if an entered string has a	OUTPUT "Enter String"
minimum length	s   USERINPUT
and the second se	IF LEN(S) > 5 THEN
	OUTPUT "STRING OK"
	ELSE
	OUTPUT "TOO SHORT"
	ENDIF
Check is a string is empty	OUTPUT "Enter String"
	s 🗲 USERINPUT
	IF LEN(S) == 0 THEN OUTPUT "EMPTY STRING"
	ENDIF
Check if data entered lies within	OUTPUT "Enter number" s num +
a given range	USERINPUT
	IF num > 1 AND num < 10 OUTPUT "Within range"
	ENDIF

#### Authentication Routine

OUTPUT "Enter Username" username ← USERINPUT OUTPUT "Enter Password" password ← USERINPUT

WHILE username != "bart" OR password !="abc"

OUTPUT "Login failed" OUTPUT "Enter Username" username USERINPUT OUTPUT "Enter Password" password USERINPUT

#### ENDWHILE

OUTPUT "Login Successful"

#### Debugging

Syntax errors – Errors in the code that mean the program will not even run at all. Normally this is things like missing brackets, spelling mistakes and other typos.

Runtime errors – Errors during the running of the program. This might be because the program is writing to a memory location that does not exist for instance. eg. An array index value that does not exist.

Logical errors - The program runs to termination, but the output is not what is expected. Often these are arithmetic errors.

#### Test data

Code needs to be tested with a range of different input data to ensure that it works as expected under all situations. Data entered need to be checked to ensure that the input values are:

- within a certain range
- in correct format
- the correct length
- The correct data type (eg float, integer, string)

The program is tested using normal, erroneous or boundary data.

Normal data - Data that we would normally expect to be entered. For example for the age of secondary school pupils we would expect integer values ranging from 11 to 19.

Erroneous data - Data that are input that are clearly wrong. For instance, if some entered 40 for the age of a school pupil. The program should identify this as invalid data but at the same time should be able to handle this sensibly which returns a sensible message and the program does not crash.

Boundary data - Data that are on the edge of what we might expect. For instance if someone entered their age as 10, 11, 19 or 20.

GCSE Design and Technology

### Year 11 GCSE DT Knowledge organiser Spring Term

#### Non Exam Assessment (NEA)

This term you will make your product independently using manufacturing skills relating to your chosen material area (Wood, petal or Plastic.) Once built your prototype project will be evaluated against the specification, tested and surveyed to gain the opinions of others.

#### Section E: Realising design ideas (20 marks)

#### Section D: Developing design ideas (20 marks)

To get the maximum marks you need to produce:

- Very detailed development work using a wide range of 2D/3D techniques (including CAD where appropriate) in order to develop a prototype.
- Excellent modelling, using a wide variety of methods to test their design ideas, fully meeting all requirements.
- Fully appropriate materials/components selected with extensive research into their working properties and availability.
- Fully detailed manufacturing specification is produced with comprehensive justification to inform manufacture.

#### Your tasks:

- Use photographs and drawings of your models to complete the design development section of the NEA.
- Describe every picture to get your ideas across
- Write about things that are good with your design. Highlight things that need to be improved. Suggest ways you will improve them
- Include additional sketches to show how you will modify your design as you move on to the next stage of making Annotate your drawings and photographs to show what materials will be used and details of how you will make it
- (naming tools, joining methods, describe the process of how it will be made)
- Produce a final design drawing (or model) and annotate it fully using ACCESSFM (this will be your "Manufacturing specification")
- Add a summary and client feedback on every slide!

#### Section E: Realising design ideas (20 marks)

To get full marks in this section you need to make your final model to a high standard and show:

- The correct tools, materials and equipment (including CAM where appropriate) have been consistently used or operated safely with an exceptionally high level of skill.
- A high level of quality control is evident to ensure the prototype is accurate by consistently applying very close tolerances.
- Prototype shows an exceptionally high level of making/finishing skills that are fully consistent and appropriate to the desired outcome.
- An exceptionally high guality prototype that has the potential to be commercially viable has been produced and fully meets the needs of the client/user.

#### Your tasks:

- Use photographs and drawings of your final model to show the quality of the work
- Annotate your photographs to show what materials are used and detail how you made it (naming tools, joining methods, describe the process of how it was made)
- □ Include a summary and feedback from your client.





Follow these links to an **ACCESSFM worksheet** 



https://youtu.be/4uWFo4NK6Gs



https://youtu.be/AfKbYcS4RXo

Follow these links to see videos of how to make woodwork joints

Model 1 Model Develo From the peer evaluation they commented on how the cable would be managed. To fix this I would have it coming out the cone's tip then going through the bottom of a wooden base at the back. This means the cable will be out of the way and not getting tangled up

I would put a thin metal sheet at the back of the light so that the projected light is directed just towards one area of the room. The sheet would ne ed to to the tourn, the sine would need to be more than halfway round the light to do this. This was an issue brought up by the client if they were going to buy lights for a Boarding House room.

The light would need a way of being able to re when it needs changing. The easies come off and on, however it ill need by v at att hed t isn't ost and on, however it if in need is in the standard. I would dan he to user to change the bulb. The hir, mit the life so as to not affect the v att





light the light so it

would add one or more book slots in the back side of the light as an additional feature. This ould give the back additional would give the back additional use aside from just directed light only at the user. There could be several slots for more books but they might need more support.

Model 2

book stand when asked about

space which is userul as the light takes up quite some space on a tabl The storage space would be useful t slide in a book or a phone to hold or

SUMMARY: Following the model development of two of my models, I have decided to SUMMARY: Following the model development of two or my models, I have decided to choose Model 1 to develop as my final product. I came to this decision after looking at several ways both models could be developed and the first model will be most appropriate as a light for my client. This model also is refers closely to my design specification and can be as the several ways and the several several several several several ways and the several ways and the several ways and the several several several several several to develop the several sever

be developed even further to make it completely suitable

other functions. elopment is an idea from





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# Enterprise

#### What is Market Segmentation?

Market Segmentation is the process of grouping potential customers together based on different factors. It is basically the method used by businesses to identify their target customer/market. Markets can be segmented in different ways and some businesses choose to use more than one characteristic to specifically segment their market.

#### How can markets be segmented?

O Age – This is basically how old the customer is. Businesses tend to segment their market into age brackets. Toys, for example, are aimed at younger audiences, potentially between ages 3 and 13.

Gender – This is whether the target customers are typically going to be male or female. Make-up, for example, is targeted at females – this doesn't mean that males cannot buy it, it is just who the business is targeting!

Occupation – Occupation means the job or career that the people within the target market may have. This could be a specific job, for example Gym equipment being targeted at Personal Trainers, or a more general group of jobs, Office Workers for example.

○ Income – Some businesses segment their market based on how much money their potential customers make. Luxury branded items, for example, will be targeted at customers with more disposable (spare) income.

Geographic – This is when businesses segment their market by their location. A local newspaper, for example, will segment their market to include only those in the area in which the newspaper reports.

Clifestyle – Businesses could segment their market based on what their customers' lifestyle is like; this is basically their hobbies, their routines and their habits. Some people enjoy going on holiday abroad each year, this is their lifestyle.

#### What are the benefits of Market Segmentation?

#### By segmenting their market, businesses are:

- Able to focus on the wants/needs of specific customers and more likely to meet these wants/needs.
- More likely to make sales because they've focused on specific groups of people (if they segment successfully).
- More able to focus their advertising and other marketing at the right groups of customers – if their market is segmented to include female customers, then the business could choose to advertise in magazines aimed at females, for example.
- More able to produce a specific customer profile, which is a portrait of the business's main target customer.

Cambridge National in Enterprise & Marketing R064 Learning Outcome 1 Knowledge Organiser

#### How do customers vary (how are they different)?

Customers are different/vary because of:

- The amount of money they are able to spend
- The amount of money they are willing to spend (some customers have more money, but may not be willing to spend this money)
- · The quantity of products/services they require
- The quality of products/services they require
- The location in which they want/can purchase items
- The time in which they want to/can purchase items.

## What Customer Feedback Techniques are available for business start-ups?

Customer Feedback Techniques are the methods a business uses to allow customers to tell them what they think about their products or services and can include:

- Social Media / Online Communities
- Websites with reviews
- Online surveys
- Customer comment cards
- Comments made to staff members
- Telephone/email surveys
- Email contact forms

Why are Customer Feedback Techniques useful for new business start-ups?

If things aren't going well for a business, customer feedback will give them the reasons why. Taking action could improve sales and help businesses meet customer wants/needs better. Customer feedback also makes people/customers feel they are being listened to.

#### What is Market Research?

Market Research is the process of finding out what customers want and what they need. Businesses typically carry out Market Research before developing a new product as well as during the testing of the product to get the opinions of their potential customers.

#### What is the purpose of Market Research?

The purpose of Market Research is to find out what customers want and need – this helps businesses develop products that are more likely to be successful. Research also helps understand customers' tastes and opinions and can change the design or specification of products. Finally, Market Research can also be used to gauge what products are already on the market and what competitors are doing.

#### What is Primary (field) Market Research?

Primary Research, or Field Research, is when businesses gather their own data and information. This can be done through surveys, questionnaires, focus groups, observations, consumer trials and 'taste tests'. The data gathered is unique to the business and does not already exist.

#### What are the benefits of Primary (field) Research?

Carrying out Primary Research means that the results are exactly what the business wants to find out, because this research has been tailor made for their own specific needs. Researchers can include everything the business wants to find out from their potential customers.

#### What are the drawbacks of Primary (field) Research?

Primary Research is usually more expensive to carry out than Secondary Research because the business is creating and analysing everything from scratch. This also means that Primary Research is more time consuming to carry out.

#### What is Secondary (desk) Market Research?

Secondary Research, sometimes called Desk Research, is when the business uses data or information that already exists. This is not tailor made for the business. Methods of Secondary Research include Internet research, books, newspapers and data already collected by competitors, the Government or other sources of statistics.

#### What are the benefits of Secondary (desk) Market Research?

Secondary Research is quicker to complete, because the data has already been collected and, in some cases, analysed. Secondary Research is also cheaper to carry out – looking in newspapers for competitor research is clearly cheaper than preparing, carrying out and analysing a questionnaire, for example.

#### What are the drawbacks of Secondary (desk) Market Research?

The data that is used when completing Secondary Research is not unique and not specific to the business's needs, unlike when Primary Research is carried out. Secondary Research doesn't allow businesses to ask further questions to those that took part in the research either.

#### Forms of Ownership for Business Start-ups...

#### Sole Trader

Number of Owners: 1 (one owner, but can have employees working there)

Legal Requirements to Start: Register as self-employed with HMRC; (HMRC is the Government department in charge of collecting tax).

 Liability: Unlimited Liability – the debts are the responsibility of the owner (disadvantage).

• Decision Making: The owner is responsible for all the business's decisions (advantage).

Distribution of Profits: The owner chooses what to do with any profits made (advantage).

#### Partnership

O Number of Owners: 2 minimum

Clegal Requirements to Start: Register with HMRC. A Deed of Partnership is also usually drawn up to state how the business will operate.

• Liability: All partners will have Unlimited Liability. They will all be responsible for any debt the business may have (disadvantage).

❑ Decision Making: Decision making is shared between partners; this is usually included in the Deed of Partnership. This can be a disadvantage if owners fall out over decisions.

Distribution of Profits: % share will be agreed within the Deed of Partnership (shared profit is a disadvantage of this type of ownership).

#### Limited Liability Partnership (LLP)

O Number of Owners: 2 minimum

C Legal Requirements to Start: Register with HMRC and complete an LLP Agreement that outlines how the LLP will be run.

❑ Liability: Partners have Limited Liability. They only stand to lose what they have invested if the business gets into financial difficulty (an advantage of this type of ownership).

Decision Making: This will be decided when the business is formed and written in the LLP Agreement.

O Distribution of Profits: Again, this will be in the LLP Agreement.

Cambridge National in Enterprise & Marketing R064 Learning Outcome 5 Knowledge Organiser

What is liability (in terms of Business Ownership)? Liability means responsibility and it refers to whether

owners will be responsible for the debt of a business, should it get into financial difficulty.

#### Limited Liability...

If an owner has Limited Liability, they will only lose what they have invested in a business. Shareholders in companies have limited liability – if they invested £500, and the business failed and owed money, they would only lose their £500 – they wouldn't have to cover any more of the debt, even if the business owned millions.

#### Unlimited Liability...

This is a risk for a business owner as, if they have Unlimited Liability, they are responsible for all the debts of a business. This means that if their business fails and owes people money, they will have to cover this debt, even if it means losing their personal possessions.

#### What is a franchise?

A franchise is when someone buys the rights to an existing business's name to run as their own business. Basically, they're setting up their own business but using the name and ideas of an existing business.

#### Benefits of owning a franchise...

The franchisee (who buys the franchise) will benefit from guidance and help from the franchisor (who sells the rights to their business name). The business idea is already a success, so they could be more likely to succeed than if setting up on their own. They will also benefit from any advertising the franchisor does.

#### Drawbacks of owning a franchise...

Franchisees have to pay the franchisor for the rights to their name – this is more expensive than setting up a new business. Franchisees must also pay royalties to the franchisor on a regular basis. It is also unlikely the franchisee can make changes to the business format. What is Capital?

Capital is the name given to the money that is used to start-up a new business or to launch a new product.

#### Sources of Capital...

Own Savings – This is the owners' own money. This method doesn't involve interest but are limited by how much savings they have.

○ Friends & Family – Borrowing from friends or family may not include interest or paperwork but can lead to friction if not paid back.

❑ Loans – Loans from banks or other organisations can help raise capital quickly but will have interest added to the amount paid back.

Crowdfunding – This is where lots of a people (sponsors) pledge small amounts of money, usually online. This can be slow to raise the amount of capital needed but doesn't involve interest payments.

Small Business Grant – Sometimes Governments give grants to encourage businesses to set up. Grants often involve no interest payments but strict criteria needs to be met and funds are limited.

Business Angels – Investors on the TV show 'Dragons Den' would be considered Business Angels. They invest in a business idea in exchange for a share of profits and/or part ownership of the business.

#### What is a Business Plan?

A Business Plan is a document that is drawn up before a business is launched to describe the new business idea.

#### What should a Business Plan contain?

- Business Aims and Objectives (what it wants to achieve/when)
- Business Strategies
- Business Operations (how will the business be run on a daily basis. Who owns the business? Who will make decisions?)
- Sales Plan
- Marketing Plan (marketing, promotions and advertising?)
- Financial Forecasts (cash flow forecasts how much money is predicted to come in and go out each month? How much profit does the business predict it will make in the first year/over a longer period?)

#### Why is it important for new start-ups to have a Business Plan?

New businesses can be difficult to set up and, unfortunately, most will fail. Having a Business Plan *should* reduce the risk of failure, especially if the plan is detailed and realistic, as all eventualities will be planned for. A Business Plan is also used to share the business's ideas with third parties – it is unlikely, for example, that a bank will lend money to a new start-up without a detailed plan that includes financial forecasts.

What are Costs? Costs are the things businesses have to pay for in order to produce a product or provide a service. What are Fixed Costs?	Cambridge National in Enterprise & Marketing R064 Learning Outcome 2 Knowledge Organiser	What is Break-even? Break-even is the point at which a business does not make a profit or a loss – its revenue from sales and its total costs are equal. The number of products that must be produced/sold to reach this point is called the Break-even Point.		
Fixed costs are things a business pays for that do not change depending on the amount of a product a business makes – so these costs stay the same no matter how many products a business produces.	What is Revenue? Revenue is the money generated from selling products or services. It is not profit, but the money coming into a business from sales.	How is Break-even calculated? The formula for Break-even is: Fixed Costs Selling Price per Unit – Variable Cost per Unit		
Examples of Fixed Costs for a Cake Shop Rent for the shop would be a fixed cost because the cost will stay the same no matter how many cupcakes are produced and sold. The shop's insurance, staff wages and phone bill will also be examples of fixed costs.	How is Total Revenue calculated? Total Revenue is calculated by: Selling Price x Number of Sales	A labelled Break-even graph 4000 Revenue		
What are Variable Costs? Variable costs are the costs a business pays that change depending on how many products a business produces – these costs increase when more products are made.	What is Profit? Profit is the money left over from revenue once costs have been paid – it's the money a business makes once all costs have been covered.	3000 £ 2000		
Examples of Variable Costs for a Cake Shop The ingredients used in the cakes would be an example of a Variable Cost because this cost will increase if more cakes are made. The packaging for the cakes will also be a variable cost, if more cakes are made and sold then more packaging will be required.	How is Total Profit calculated? Total Profit is calculated by: Total Revenue – Total Costs	1000 LOSS Costs		
How are Total Costs calculated? Total cost is just the fixed costs plus the variable costs. You will, however, need to account for the number of products made when	What is Profit per Unit? How is it calculated? Profit per Unit is the amount of profit a business makes on just one item sold.	0 100 200 300 400 500 600 Units This business's Break-even Point is 400 Units.		
including variable costs. For example, if the shop's fixed costs are £1000 and their variable costs are £0.20 per cupcake, their total costs when they produce 500 cupcakes will be:	Profit per Unit is calculated by: Selling Price per Unit – Total Costs per Unit	Why is Break-even information useful for a business? Businesses who calculate their Break-even point know what output they need in order to be profitable; so, they know how many products to produce or can generate a sales target in order for them to make a		
Fixed Costs + (Variable Cost Per Unit x Units Produced) £1000 + (£0.20 x 500) £1000 + £100 = <b>£1100 Total Costs</b>	Example calculations Selling Price = £1.20 per cake Fixed Costs = £350 Variable Costs = £0.20 per cake	profit. What does increasing selling prices do to the Break-even Point? Increasing selling prices will lower a business's Break-even Point, they will need to produce/sell less in order to Break-even.		
How to calculate Total Costs for 400 cupcakes when Fixed Costs are £2000 and Variable Costs are £0.45 per unit $\pounds 2000 + (\pounds 0.45 \times 400)$ $\pounds 2000 + \pounds 180 = \pounds 2180$ Total Costs	<ul> <li>Total Costs for 500 cakes = 350 ÷ (0.20 x 500) = £450</li> <li>Revenue for 500 cakes = 500 x 1.20 = £600</li> <li>Profit per Unit = £1.20 - (450 ÷ 500) = £0.30</li> </ul>	What impact does increased costs have on the Break-even Point? An increase in either Fixed or Variable Costs (or both) will result in a higher Break-even Point for a business; they will need to produce/sell more in order to Break-even.		

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#### What is the Product Lifecycle? What is a USP? Cambridge National in Enterprise & Marketing BP 202 All products have a life span - this is short for some products or, in the USP stands for Unique Selling Point. R064 Learning Outcome 3 Knowledge Organiser cases of popular products, can be quite long. The Product Lifecycle is This is a specific thing that a business identifies about their product or a set of stages that a product will go through in its lifetime. It is service that is different (unique). Businesses identify a USP for their important to note that not all products go through all stages of the products or services to help them DIFFERENTIATE from others on the lifecycle. market. What is an Extension Strategy? The Product Lifecycle... An Extension Strategy is the name given to the action a How can identifying a USP for a product help sales? business takes when it identifies a product is close to SALES If a business identifies a USP for a product or service, they can use entering the decline stage of the Product Lifecycle. Saturation this within their advertising. If the market already has existing products These actions aim to extend the life of a product, by or services being sold, having a USP will help a new product stand out keeping the product within the maturity stage, and and will give customers a reason to change their habits and purchase should improve sales. Development the new product. What Extension Strategies can businesses use? What are the three categories of External Factors that could affect Businesses could advertise their product to remind **Product Development?** customers that it exists and to encourage them to purchase it. The price of the product could be reduced. \* Technological Developments - technology is changing and or the product could be updated to encourage new updating at a fast pace. Businesses must keep up to date with these sales. Businesses might choose to explore other developments or they'll be left behind by competitors. Technology markets - like targeting a different audience or selling in could speed up the manufacturing of products, speed up the design another country, this would expose the product to new process for new products or impact on customers' preferences. Introduction Growth Maturity Decline customers. The packaging of the product could be TIME updated to get customers' attention. ☆ Economic issues – the state of the country's economy can have an impact on whether businesses are likely to develop new products or The stages of the Product Lifecycle... What is Product Differentiation? not. In a recession, for example, people are generally struggling to As the name suggests, Product Differentiation refers to make ends meet and businesses will struggle with sales/survival -Development – This is the stage before the product is released. At what is DIFFERENT or what STANDS OUT about the they're unlikely to invest in new product development. this stage, the business will be designing and testing the product as product or service a business is launching. Businesses well as completing their market research. usually identify what is different about their product in If there is an economic **boom** then more people are employed and the development stage of the product lifecycle. have money to spend; businesses will make more sales but may O Introduction - At this stage, the product is launched onto the struggle to keep up with production of existing products to meet market. Businesses might be advertising the new product a lot at this increased demand, so they may not be able to focus as much on How can Product Differentiation be achieved? stage to increase awareness and might include introductory offers. developing new products. Businesses should try to build a strong brand Sales will increase steadily in the introduction stage (if successful). image for their goods or services. A Legal Issues - businesses need to make sure they understand Growth - If the launch of the product is a success, it will enter the · Businesses should focus on the function, cost different laws when developing new products and ensure they do not growth stage (remember not all products go through all stages of the and appearance of their products (these are break any of these laws. Laws could have an impact on the way a lifecycle, some may decline and never grow). At the growth stage, sales variables of the Design Mix Model). product is manufactured or could change the designs of some of the product will increase rapidly. To stand out, business could offer improved/better: products to ensure they meet safety standards within a particular Design mix (see above) O Maturity - At this stage, most customers have tried or bought the country. Businesses must ensure they do not break Copyright law: so Differentiation Location product. New competitors might be on the scene. Sales are at their they can't copy other people's work that already exists. They must also is about the Product Features highest, but the rate of sales growth will slow down. product itself. ensure they do not copy anyone else's product ideas that are covered Product Functions not the price by a Patent (the business might choose to patent their new ideas to O Decline - In this final stage, sales decline. If sales decline continues Better services (delivery etc.) stop others copying them too). Meeting legal obligations could cost the then the product will be withdrawn from the market. If businesses are After sales services (extended guarantees etc.) business more to produce a product but will ensure the business is aware of the Product Lifecycle though, they will be able to extend the Design/Appearance of their products less likely to break laws and therefore should avoid having legal cases life of a product before it enters the decline stage. ... or they could identify a product's USP brought against them.

What factors do businesses consider when setting a price for a new product?

Income levels of target customers (how much they're able to pay)

C How much target customers are willing to pay for products

The prices competitors are charging for similar products

The amount products cost to produce

Why is it important for businesses to consider these factors <u>before</u> setting a price?

If businesses didn't consider what customers are able/willing to spend, then the price set could be too high – this would mean the business loses out on sales. If the product was priced a lot higher than that of the business's competitors, then it would struggle to compete. If the cost of production is not considered, businesses could end up selling a product at a loss.

Methods of Advertising to attract and retain customers...

O Leaflets – these are small handouts given to customers in the street or posted to people (not specifically addressed to anyone). Businesses use these because they're cheap to make and can be kept by customers if needed (so they can be referred to for the business's phone number, for example). They are, however, often thrown away before being looked at.

Social Media – websites/apps such as Facebook, Twitter and Instagram. These are used because they're cheap to advertise and accounts are usually free to create. It is possible to target adverts and specific people. Social Media is not, however, guaranteed to be used by all target customers, particularly older age groups.

O Websites – multiple pages hosted on the Internet. Websites can be accessed by customers around the world at any time of day. They are, however, less effective if not promoted or not kept up to date.

O Newspapers – these can be either local (in one area) or national (all around the country). Advertising in newspapers can be expensive but can get a large audience. Newspapers are less effective when targeting younger customers though and adverts are easily lost with the amount of information on any single page.

O Magazines – magazine advertising can also be expensive but often magazines are based on specific topics or aimed at a specific age group/ gender, so this means it's easy for a business to target their advertising.

C Radio – Radio is likely the most expensive method of advertising out of the six methods. Adverts can grab people's attention with sound/ music, but customers can't keep any information or might miss parts. Cambridge National in Enterprise & Marketing R064 Learning Outcome 4 Knowledge Organiser

#### What is a Pricing Strategy?

A pricing strategy is a specific system used to set prices. There are lots of different pricing strategies that businesses can use, and some businesses use more than one on the same product. There are four you need to know for your exam (below). REVISE THEM!

#### Pricing Strategies...

#### Competitive Pricing is...

When a business looks at what competitors are charging when considering what price they are going to charge for their products or services. It doesn't necessarily mean they charge a lower price (though they could in order to be competitive).

#### Psychological Pricing is...

When businesses avoid using round numbers for their prices, instead choosing to end prices with figures like 99p. This gives the psychological impression that the products are not as expensive - £2999 instead of £3000, for example, is only £1 off, but appears cheaper!

#### Price Skimming is...

When businesses charge a HIGH price for a new product or service because people will be willing to pay for it as it's new and sought after. This price is then lowered over time as other products are released or the product itself becomes more common.

#### Price Penetration is...

When businesses charge a LOW price when a product or service is first launched and then increase the price over time. This encourages people to give the product or service a chance, with the hope that they'll buy it again. This is a way of changing customers' established buying habits and is used in crowded markets. Methods of Promotion...

O Discounts – these are appropriate for all products or services. They help businesses attract customers, who will buy because of a discounted price, and can encourage repeat custom if the price is discounted again at a later date.

Competitions – competitions are often used by businesses that advertise on social media. They encourage people to interact with the brand, which can attract new customers.

O Buy one get one free (BOGOF) – these are suited more to businesses that sell products, rather than services, and to businesses that sell products that people consume (use a lot of) – like groceries. These offers can be expensive for a business as they have to give away an additional product with each sale of a specific product.

✿ Free gifts/product trials – where a free gift is given with every purchase or a small 'test' product is offered to encourage customers to try a new product out.

○ Point of Sale Advertising – point of sale refers to the place a product is sold; these are usually adverts within stores or at checkouts.

Coyalty Schemes – this promotion method is used for products that people consume a lot of or buy regularly, like coffee. These schemes are mainly used to retain customers, as their loyalty will be rewarded with discounts/freebies.

#### What is customer service?

Customer service is when a business provides assistance, support or advice to the people that are buying their products or services. Good customer service will mean people are happy to return and can also lead to a good reputation, which can help to attract new customers.

#### Customer Service Techniques...

Good Product Knowledge – customers expect businesses to have staff that know the products they're selling inside out! As more and more people buy online, businesses that offer expert knowledge can compete more with online retailers. This can attract customers.

Customer Engagement – this means that the business's employees interact with customers in a polite way and make them feel special. This can help retain customers – if they're happy with the service, they'll likely return.

G After Sales Service – businesses can offer guarantees on products, maintenance and servicing. All of these additional services will help attract customers but will also mean that customers return to the business.

#### What is a Functional Area?

A Functional Area is a 'department' within a business. Each department has its own specialisms and responsibilities, known as their functional activities. Functional Areas will often work together, communicating to ensure the business runs smoothly. Cambridge National in Enterprise & Marketing R064 Learning Outcome 6 Knowledge Organiser

#### **Functional Areas / Activities**

Human Resources		Marketing	Operations			Finance
Description The Human Resources Functional Area deals with the business's employees. If you think that this function deals with the PEOPLE, then it should be easy to remember by relating the word HUMAN to PEOPLE within the business.	ea deals       Description         with the emember by E within the       This Functional Area is then responsible for developing products that meet these wants needs.         Main Activities/Responsibilities       • Carrying out Market Research         • Finding out customers' opinions       • Gathering feedback from customer         • Developing a marketing mix for the products the business offers.       • The Marketing Mix involves the 4 P PRODUCT, PRICE, PLACE and PROMOTION. The marketing function for the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting this mix right so the formation of the products on getting the product of the		Description Sometimes referred to as the 'P Department', this Functional Are for the process that turns inputs into outputs (finish goods) that o customers.	a is responsible (raw materials)	everything to do	Area is responsible for b with money in the business, nise the financial performance nnual basis.
<ul> <li>Main Activities/Responsibilities</li> <li>Recruiting employees</li> <li>Ensuring the right number of people are working within the business (no shortages, not too many employees)</li> <li>Training employees</li> <li>Performance management (giving employees targets and checking on how well they're working)</li> <li>Health and Safety within the workplace</li> <li>Ensuring the business keeps to all laws relating to employment and employees</li> </ul>			<ul> <li>Main Activities/Responsibilities</li> <li>Planning how products will be manufactured</li> <li>Producing the product or service</li> <li>Quality control</li> <li>Stock control</li> <li>Ordering stock</li> <li>Logistics (delivery of stock / finish products)</li> </ul>		<ul> <li>Main Activities/Responsibilities</li> <li>Budgets</li> <li>Organising resources</li> <li>Ordering</li> <li>Preparing financial statements which will be submitted to HMRC (HMRC is the Government department that deals with tax).</li> <li>Reporting on financial performance; if it's a company, these reports will be available for all to see.</li> </ul>	
What is the difference between function activities start-up business and a large company? In a small business start-up, all of the above funct likely to be carried out by the same person (if it's business) or a handful of people (in a partnership) dedicated teams of people to do all of the different required. In larger firms, Functional Areas will have big team working together on specific tasks within the same departments will still communicate with one anoth less likely to be shared responsibilities.	ional activities are a sole trader ). There won't be t activities ns of people all e department. The	Summary of some main activitie Checking Quality of Products Organising delivery of parts Carrying out Market Research Health and Safety	s Operations Operations Marketing Human Resources	Advertis Paying emplo	ing Products	Operations Marketing Finance Human Resources

Food Preparation and Nutrition

#### Year 11 Food Preparation and Nutrition knowledge organiser Spring Term

What's assessed: Food preparation assessment (70 marks)

Students' knowledge, skills and understanding in relation to the planning, preparation, cooking, presentation of food and application of nutrition related to the chosen task.

Students will prepare, cook and present a final menu of three dishes within a single period of no more than three hours, planning in advance how this will be achieved. **How it's assessed:** Written or electronic portfolio including: evidence of research and analysis of the chosen task

- ✓ evidence of making 3-4 dishes outside of the single 3 hour period to demonstrate technical skills. These dishes will be used to justify the choices of dishes for the final menu. There is an expectation that candidates will not simply remake the same dishes.
- ✓ evidence of planning, preparing, cooking and presenting a menu of three dishes within a single period of no more than 3 hours.
- ✓ analysis and evaluation of the nutritional, cost and sensory properties of the three dishes

Marking criteria:	
Section	Description
Section A: Researching the task (6 marks) Students will research and analyse the culinary tradition related to the task	• Relevant, concise and accurate research that shows discrimination when selecting and acquiring information to answer the task. • Detailed understanding and analysis of the dietary group, life stage or culinary tradition. • Selected a varied range of relevant dishes closely reflecting the research and chosen task
Section B: Demonstrating	Competently executes a wide range of complex technical skills/processes (eg
technical skills (18 marks) Students will make 3–4 dishes to showcase their technical skills	filleting fish or cutting vegetables with precision and accuracy eg julienne) to produce excellent quality dishes. • Selects and uses appropriate equipment confidently and accurately. • Extensive review of technical skills that leads to appropriate and justified final dishes.
Section C: Planning for the final menu (8 marks) As a result of demonstrating technical skills, students will provide explanation for the final three dishes related to eg ingredients, processes, technical skills, nutrition, food provenance, cooking methods and portion size.	Detailed review and full justification of the choice and appropriateness of the final three dishes related to the task and research eg nutrition, ingredients, cooking methods. • Detailed, realistic, logical and accurate plan including selecting appropriate techniques for the making of the final dishes. • The time plan will include accurate timings, reference to food safety, relevant and accurate dovetailing.
Section D: Making the final dishes (30 marks) Students will prepare, cook and present a menu of three dishes within a single period of no more than three hours.	Competently executes a wide range of complex technical skills and processes to an excellent standard (such as filleting fish or cutting vegetables with precision and accuracy eg julienne) in the making of the three final dishes. • Selects and uses appropriate equipment with precision and accuracy. • The three final dishes show a high level of demand, complexity and challenge. • Final three dishes include a wide range of finishing techniques such as garnishing and decoration eg piping. All dishes are accurately presented with attention to detail and finished to an excellent standard. • Excellent evidence of time management. All three dishes produced very successfully within the three hour period. The student followed the time plan closely using the correct sequence with excellent linking and application of food safety principles.

Section D: Making the final dishes (30 marks) Students will prepare, cook and present a menu of three dishes within a single period of no more than three hours.	• Competently executes a wide range of complex technical skills and processes to an excellent standard (such as filleting fish or cutting vegetables with precision and accuracy eg julienne) in the making of the three final dishes. • Selects and uses appropriate equipment with precision and accuracy. • The three final dishes show a high level of demand, complexity and challenge. • Final three dishes include a wide range of finishing techniques such as garnishing and decoration eg piping. All dishes are accurately presented with attention to detail and finished to an excellent standard. • Excellent evidence of time management. All three dishes produced very successfully within the three hour period. The student followed the time plan closely using the correct sequence with excellent linking and application of food safety principles
Section E: Analyse and evaluate (8 marks) Students will carry out sensory evaluation and record the results for all of their practical dishes. For the final dishes, students will carry out and record nutritional analysis, costing and identify improvements to their dishes.	<ul> <li>Accurate nutritional analysis data for the three final dishes which is fully explained with conclusions and recommendations. Accurate and excellent knowledge of nutrition is demonstrated.</li> <li>Detailed and appropriate sensory testing with detailed analysis and evaluation.</li> <li>Final dishes are costed with the results of this costing analysed and explained.</li> <li>Detailed, relevant and creative improvements suggested for the final dishes.</li> </ul>

# French

### French Year 11 Spring Term – Future Plans

#### <u>Jobs</u>

je suis - I am avocat - a lawyer mécanicien - a mechanic maçon - a builder patron - boss coiffeur - hairdresser serveur - waiter vendeur - sales assistant facteur - postman boucher - butcher boulanger - baker infirmier - nurse médecin - doctor veterinaire - vet pilote - pilot pompier - fireman agent de police - policeman comptable - accountant créateur de mode - fashion designer directeur d'entreprise - company director ingénieur - engineer

Jobs in French have both masculine and feminine forms. Click on the QR code:



#### Future Plans

Je voudrais... - I would like... passer mes examens - to sit my exams réussir mes examens - to pass my exams prendre un annee sabatique - to take a qap year voyager - to travel faire un apprentissage - to do an apprenticeship aller à la fac - to go to university faire du benévolat - to do charity work me marier ou me pacser avoir des enfants - to have children habiter avec mon copain/ma copine to live with my boy/girlfriend travailler en équipe - to work in a team travailler dans le commerce - to work in business

#### Work Experience

J'ai fait un stage..- I did work experience... dans un bureau - in an office dans un magasin de vetements - in a clothes shop dans un salon de coiffure - in a hairdressing salon dans un banque - in a bank J'ai aidé les clients - I helped the customers J'ai rangé les vêtements - I tidied the clothes J'ai tapé des documents - I typed documents J'ai fait des photocopies - I did photocopies J'ai lavé les cheveux des clients - I washed customers hair J'ai fait du café - I made coffee J'ai répondu au téléphone - I answered the phone J'ai envoyé des emails - I sent emails

#### <u>Helping at home and earning</u> <u>money</u>

Je fais le ménage - I do the housework Je fais la vaisselle - I do the washing up Je fais mon lit - I make my bed Je fais la cuisine - I do the cookina Je mets la table - I lay the table Je sors la poubelle - I take out the bin Je débarrasse la table - I lay the table Je garde mon petit frère - I look after my brother Je passe l'aspirateur - I do the hoovering Je range ma chambre / mes affaires - I tidy my room Je balaie le plancher - I sweep the floor J'étends la linge - I put out the washing Je tonds le gazon - I mow the lawn Je promène le chien - I walk the dog J'essuie la vaisselle - I do the drying up Je fais du babysitting - I babysit Je livre des journaux - I deliver papers Je reçois \_\_\_ livres par semaine - I get \_\_\_ pounds per week

### The Perfect Tense with avoir

To form the perfect you need to use the verb avoir in the present tense: j'ai - i have tu as - you have il / elle a - he / she has on a / nous avons - we have vous avez - you have ils /elles ont -they have You then add the past participle: -er verbs = é (j'ai joué) -re verbs = u (j'ai perdu)

-re verbs = i (j'ai fini)

The Perfect Tense with être

There are 14 verbs which use être to form the perfect tense:

The most important verb which uses être is "aller"

Je suis allé - I went



#### Oak National Academy -

Lesson on the units we cover in the Spring Term can be found on The Oak National Academy website.



# Geography

MSN 2020



# Landscapes and physical processes



Geography Knowledge Organiser

### 1.1.1 - Distinctive landscapes



dramatic mountain scenery. After the ice age

Deep valleys and deposition of sediment revealed

### A landscape has visible features that make up the surface of the land. Landscapes can be broken Biological -Coastlines

-Rivers

1) River flows over

rocks.

beneath.

for erosion.

gorge.

alternative types of

2) River erodes soft rock

faster creating a step

3) Further hydraulic

action and abrasion

form a plunge pool

4) Hard rock above is

undercut leaving cap

rock which collapses

5) Waterfall retreats

leaving steep sided

providing more material

-Habitats -Wildlife

Human Variable -Buildinas -Weather -Infrastructure -Senses



Honeypot site - A location which attracts a large number of tourists who, due to their numbers, place pressure on the environment and local people. Carrying capacity - The number of people which a region can support without damaging the location and environment.

Visitor pressure - tourists who, due to their numbers, place stress on the environment and local people.

Positives of visitor pressure	Negatives of visitor pressure
Employment opportunities are created to meet the demands of the tourists	Jobs are often seasonal or part time. This makes it harder to support family.
Tourism brings in money and will boost the local economy	There is overcrowding in the peak seasons
There will be upkeep of the area, making	Businesses are designed for the tourists
it a clean place to live	There can be congestion on the roads
Crime can be reduced due to higher levels of employment	Scenic walks and hikes are damaged by footpath erosion
	nvolves digging stone into the ground to cient technique is used extensively in the

Soil Inversion - A digger is used to construct a ditch drain. The soil removed from the drain is placed alongside to create a hard wearing walking surface. Grass seed mix is then sown to encourage vegetation to bind all the works

Sheep wool - The fleece is placed between the soil and the stones to prevents the stone from sinking into the soil. This creates a 'floating' path and also absorbs some water to slow surface runoff.

### 1.2.1 - Processes & landforms (Rivers)

	Erosion	
Attrition	Rocks that bash together to become smooth/smaller.	
Solution	A chemical reaction that dissolved rocks.	
Abrasion	Rocks hurled at the base of a cliff to break pieces apart.	
Hydraulic Action	Water enters cracks in the cliff, air compresses, causing the crack to expand.	
	Transportation	
Solution	Minerals dissolve in water and are carried along.	
Suspensio	<ul> <li>Sediment is carried along in the flow of the water.</li> </ul>	
Saltation	Pebbles that bounce along the sea/river bed.	
Traction	Boulders that roll along a river/sea	

Boulders that roll along a river/sea bed by the force of the flowing water

#### Deposition

When the sea or river loses energy, it drops the sand, rock particles and pebbles it has been carrying. This is called deposition.



wedges apart the rock.

Stage Three With repeated freeze-thaw cycles, the rock breaks off.

#### Weathering

Chemical Action of chemicals within water dissolving the rock.

#### Biological

Rocks that have been broken down by living organisms or plant roots.



#### Formation of floodplains and levees

When a river floods, fine silt/alluvium is deposited on the valley floor. Closer to the river's banks, the heavier materials builds up to form natural levees.



#### Formation of a meander

A meander is a curve in a river's course formed when erosion and deposition take place on opposite river banks. The two sides of the meander eventually meet and create a straight channel.

together.

Insid<u>e bend:</u> Slowest speed Deposition Slip-off slope/point bar

Outside bend: Fastest speed Erosion River cliff/undercut



#### **River long profile** Upper course

Near the source, the river is flows over steep gradient from the hill/mountains. This gives the river a lot of energy, so it will erode the riverbed vertically to form narrow valleys.

#### Middle course

Here the gradient get gentler, so the water has less energy and moves more slowly. The river will begin to erode laterally making the river wider.

#### Lower course

Near the river's mouth, the river widens further and becomes flatter. Material transported is deposited.





# 1.2.1 - Processes & landforms (Coasts)

# oft rock

#### Formation of bays and headlands Waves attack the coastline.

2) Softer rock is eroded by the sea quicker forming a bay, calm area cases deposition.

3) More resistant rock is left jutting out into the sea. This is a headland and is now more vulnerable to erosion.

### Formation of coastal landforms 4 Stack 5. Stump 1. Craek 2. Cave

1. Hydraulic action widens cracks in the cliff face over time. Abrasion forms a wave cut notch between HT and LT. 2. Further abrasion widens the wave cut notch to from a cave. 3. Caves at both sides of the headland break through to form arch 4 .Weather above/erosion below -arch collapses leaving stack. 5. Further weathering and erosion eaves a stump.

#### Types of coastline

Concordant

#### A concordant coastline occurs where the bands of differing rock types run parallel to the coast. The outer hard provides a protective barrier to erosion of the softer rocks further inland. Sometimes the outer hard rock is punctured allowing the sea to erode the softer rocks behind. This creates a cove which is a circular area of water with a relatively narrow entrance way from the sea.

#### Discordant

Discordant coastline occurs where bands of differing rock type run at right angles to the coast. The different resistance to erosion leads to the formation of headlands and bays.





1) Swash moves up the beach at the angle of the prevailing wind. 2) Backwash moves down the beach at 90° to coastline, due to gravity. 3) Zigzag movement (Longshore Drift) transports material along beach. 4) Deposition causes beach to extend, until reaching a river estuary. 5) Change in prevailing wind direction forms a hook. 6) Sheltered area behind spit encourages deposition, salt marsh forms.

#### Mass movement

Mass Movement is the downhill movement of cliff material Rockfall As the weathering processes weaken the structure of the cliff rock fragments fall away. Landslide Large blocks of the cliff slide down to the base of the cliff due to erosion weakening the base of the cliff

Slumping When soft rocks like clay become too wet from rainfall and weakened by erosion, the entire cliff face slips down in a curve, making steps in the cliff



1. The sea attacks the base of the cliff between the high and low water mark.

2. A wave-cut notch is formed by erosional processes such as abrasion and hydraulic action - this is a dent in the cliff usually at the level of high tide.

3. As the notch increases in size, the cliff becomes unstable and collapses, leading to the retreat of the cliff face.

4. The backwash carries away the eroded material, leaving a wave-cut platform.

5. The process repeats. The cliff continues to retreat.

### 1.2.2 - Rates of change

#### Climate

The rainfall map of the UK shows variations in rain. Less precipitation occurs in low land areas. East England Most precipitation occurs in upland areas. Scotland.

These differences mean.. Uplands experience more weathering, erosion and mass movement.

#### Geology

Some rock types erode faster than others (sedimentary limestone or clays erodes quicker than metamorphic granite). The direction rocks are lavered in can also affect this eq. concordant or discordant coastlines

#### Human activity

Humans can increase rates of change such as footpath erosion on cliffs or building on floodplains but humans can also put management in place is slow erosion or transport processes, like dams, groynes, river dredging & afforestation.



Clav

### 1.3.1 - Drainage basins



Condensation- when water vapour cools to form clouds Evaporation- where water is turned into

water vapour (gas) Precipitation- any water that falls from the sky (rain, snow etc) Interception- vegetation traps water

before it reaches the ground Transpiration- water is evaporated from the leaves of vegetation

Surface runoff- water runs across the ground to a river Infiltration- water seeps into the soil in the ground

Percolation- water seeps into rock deeper in the ground

Groundwater flow- water flows through the soil and rock in the ground

#### Drainage basin

Granite



Drainage Basin- is the area of land drained by a river and its tributaries Watershed- the area of high land forming the edge of a river basin Source- where a river begins Mouth- where a river meets the sea Tributary- a small river or stream that ioins a larger river Confluence- the point at which two

Main river channel- main river flow in the drainage basin

river that takes the overflow water

### 1.3.2 - River flooding

Slumping

#### Factors influencing how rivers flood:



Steep Slopes - If the land surrounding a river is steep, rainfall will run quickly across the ground as surface runoff, increasing the river's discharge



Urbanisation - Roads and pavements are built using a tarmac, an impermeable material. Rainfall flows quickly over tarmaced surfaces as it cannot infiltrate into the ground, leading to rapidly increasing discharge



Geology - If a drainage basin has impermeable rock, water is unable to percolate into the rock. As a result, the rainfall flows into the river via throughflow and surface run off



Heavy or prolonged rainfall - A high volume of rainfall will cause a river's discharge to increase rapidly, increasing the chances of the river bursting its banks



Vegetation - Trees intercept rainfall as it falls from the sky. If there is a lack of vegetation, more rainfall reaches the ground and eventually the river, seeing a large increase in discharge

Land

rivers meet

Floodplain- flat land on the sides of the
1.3.3 - Fl	ood management	Home study questions	$\Xi / 2$
	ngineering management involves using artificial d embankments which try to control rivers. They tend to	DEVELOPING	H
manage flooding, it does no	ineering management is a more natural approach to t involve building artificial structures, but takes a more naging the potential for river flooding.	Describe how tourists can have benefits and negatives to honeypot sites [3 marks] Explain why a waterfall migrates backwards the source [4 marks]	
**	<u></u>	SECURING Analyse the pattern of average precipitation (rainfall) in the UK (1.2.2) [6 marks]	
	River defences	Explain the difference between discordant and concordant coastlines [4 marks]	
Hard Engineering		MASTERING	
Channel straightening	Removing meanders, increases velocity to remove flood water.	'Urbanisation is the most significant factor in flooding' <b>To what extent</b> do you agree with this statement? [8 marks]	
Artificial Levees	Man-made banks heighten river so flood water is contained.	Sketch and annotate the formation of a spit [6 marks]	
Channel widening	Makes river wider to increase capacity for a flood.	CHALLENGE Create a spider diagram to show how all the erosional processes and landforms of rivers and coasts are linked	
Soft Engineering			
Afforestation	Planted trees soak up rainwater, reduces flood risk.	Draw out a river long profile and label where the different landforms and processes would usually occur	
Managed Flooding	Naturally let some areas flood to protect settlements.		

MSN 2020

**T2** 

Find a playlist of explaine clips by scanning or clicking the QR code

**Rural-urban links** 

Geography Knowledge Organiser

**UK** population change factors

Economic

2.2.1 - Changing population

accessible for all, so people chose to have a career, than available

children

start a family



# 2.1.1 - Rural-urban continuum



A rural-urban continuum is the gradual change from a very built up urban area (like a large city) through to rolling countryside and sparsely populated villages. There is no clear line between urban and rural, as represented by the diagram

### Service provision

As we move along the continuum from the most rural to the most urban locations, the number of services provided by each settlement increases. For example, in a small village there is likely to be a post office and a. However, in a large city there are a large number of shops, supermarkets, banks, hospitals and entertainment providers.



A sphere of influence is the area around the settlement from which people are attracted to visit or work due to the services the settlement provided. Large cities have more services so have a larger sphere of influence in the area

### Counter-urbanisation

The movement of people from urban to rural areas to live. Reasons for counter-urbanisation:

Housing - cheaper & bigger Transport - improved roads and increased Increase need for local schools car ownership Employment - more workplaces now

located on urban-rural fringe Environmental factors - less noise and air pollution

Impact of counter-urbanisation: Higher house prices - increased demand Decrease in traditional services - (village shops) residents now shop in urban areas Traffic congestion

Commuting - People often choose to live in cheaper rural areas and commute to work rather than paying higher urban prices, or just work from home

# 2.2.2 - UK towns and cities

### Egan's wheel



Egan's wheel outlines the criteria that needs to be met for a community to be sustainable. There is a social, economic and environmental focus. All of these categories must be met in order to have a sustainable community in urban and rural places.

### Greenfield development

Greenfield sites are those that have not been built on before.

They are easier and cheaper to build on as there's nothing to knock down and there's more land available.

But this isn't sustainable as it is destroying the natural environment and animal habitats.

### Brownfield development

often derelict.

already existing services.

This is a more sustainable method of development however space is often limited and it can be expensive.

### 2.1.2 - Changing rural areas

### Rural change

- Counter-urbanisation, sphere of influences and technological change has lead to: - Reduction or change in employment opportunities in rural area
- Closure of rural services like banks and post offices
- Increase in house prices rural areas, especially in accessible "commuter belt" - Increased "second" home ownership
- Some locals can no longer afford local houses
- Reduction in bus services

Some of the more remote rural areas have experienced lots of negative changes. These include depopulation and deprivation. Deprivation is often characterised by a lack of public transport, healthcare and education.



Sustainable rural community

Things that need to be considered when creating a sustainable community: Availability of jobs – encourage jobs based in rural areas by encouraging more companies to locate there

Education – ensuring local schools remain open

Healthcare - ensure all locals can access healthcare (transport links to cities) Village services – encouraging shops, pubs and post offices to remain open Transport - ensuring public transport runs regularly and can be accessed by all Internet – ensure fast and reliable broadband

# 2.2.3 - Changing retail

Retail change in the UK							
Economic factorsCultural factorsMore home delivery firmsCar dependant society, habit of bulk buying wee or monthly shopscongestion in cities, free parking in out of town centres, high city centre parking costsor monthly shops		<b>Technological factors</b> Development of high speed broadband, improved websites that can be used to compare prices, internet banking					
	Out of town centres						
Benefits		Costs					
Large free parking areas Less congestion at out of to Quick and easy access (nea	wn location Can increa	decline in city centre se congestion out of town he same chain stores at out of					

Often has the same chain stores at out of town centres - so does not support smaller independent shops. Land use conflicts in out of town areas areas in high demand from business parks and golf courses

### Internet shopping

### Benefits

Convenient and often cheaper Can buy products not available locally Can buy at any time or any location Less time consuming Traffic congestion is reduced Jobs created for those delivering products Using bank details can lead to fraud

Not everyone, (the elderly) have internet Goods might be difficult to return City centre shops might close, leads to jobs losses and decline More delivery vans = more congestion

Costs

#### while looking after a have the rights to paid leave newborn child encourages to care for a newborn, so more people to have encouraging more people to

Careers - many women now Contraception - is widely

Maternity pay - Getting paid Mothers and Fathers now

### **UK migration**

Migration within the UK Cost of housing cheaper somewhere else Change in lifestyle - retiring to a rural area Searching for work - more jobs in a cities Moving to reduce the commuting time - live closer to work

UK's ageing population

### Social/Health effects

Low birth rate and low death - OAPs have more health issues, straining NHS rate means we have more people living for longer (high - Increased demand for care - Healthcare, free public life expectancy). The UK homes and carer services now have more people aged 60+ than ever before increases demand for homes

Migration to the UK

Social

Marriage/culture - People

Healthcare - free and

are marrying later and

reducing the number of

children they can have

having a family later,

Stable government

More available jobs

Better rates of pay

Good healthcare system

Good education system

Already have family in the UK

Causes

are living longer



Economic effects - Not enough working aged population to pay taxes transport etc costs the state - More people living longer more monev

- Pension costs for government increases

Political

Mat-/Pat-ernity rights -

have children

Brownfield sites are those that have been built on before and is

Planning permission is often easy to obtain and there are



Large free Less cond network)

Often room for expansion Near suburban housing



As a result of globalisation, places around the world are now more connected than ever before. Global cities have become key globally connected places.

Although global cities are distributed widely across the world it is not an even distribution. For example;

- North America, Western Europe and South Asia have clusters of global cities Africa has very few
- India has 8
- China has 14

### Changes over time

The rate of urbanisation varies across the world. In many HICs the period of rapid urbanisation occurred back in the 1800s, whereas many LICs are experiencing it at the moment.

### 1.3.3 - Connected global cities

Global Cities are connected to each other and other places around the world by:

€	$\hat{\mathbf{U}}$
$\mathcal{P}$	€

Finance and Trade - global cities are the world's financial centres as banks locate their head offices in these cities and decisions regarding world trade are made here. This makes them very important places for the economy.



Migration and Culture - global cities attract economic migrants from all over the world. This pattern of migration results in cultural diversity which means that new languages, traditions, foods, celebrations and religions are brought to the country. For example in London over 250 languages are spoken.



Governance and Decision-Making - global cities are home to some of the most influential businesses and companies in the world where decisions made can influence the rest of the globe. For example the UN has headquarters in New York and yet employs 41,000 people worldwide.



Ideas and Information - global cities are home to many of the world's largest television and film industries, broadcasting all across the globe.



Transport Hubs - global cities are home to some of the world's largest airports which allow for the movement of people, goods and tourists across the globe. For example about 158 flights arrive at Dubai International Airport.

# 2.3.2 - Urbanisation in global cities

### London (HIC global city) Reasons for growth

### Way of Life

The UK has huge numbers of cultures and races, as well as white British people there are huge numbers of migrants from India, Pakistan, Bangladesh, Canada, USA, Kenya, Zimbabwe and other ex-British colonies

centre and a range of business specialisms finances too. It has the stock exchange. It is which attract a highly also home to large MNCs. London is also a skilled workforce.

> However London's unemployment rate was sanitation. one of the highest in the UK



Often people who live in inner-city areas experience a poor quality of life. This is

because the inner-city is typically a zone with older housing and declining industry.

London has massive problems with congestion. From the 1950s, car ownership has

grown at a very guick rate. The increasing population of the city has meant roads are

crowded and transport services such as the underground and buses struggle to cope

Some areas of a London suffers from out-migration of people and businesses, derelict

buildings, high unemployment. This was common in the inner cities of the UK in the

There is a lack of housing provision; access to services; access to open land;safety and

London houses a major world financial





Natural population change – in 1974 the fertility rate was 4, although this has now reduced to 1.8. Natural change was therefore a big factor in the 1970's and 1980s but less so now.

Reasons for growth

Migration - the pull factors for Mumbai are cheap rail travel, jobs and better education. The push factors from the surrounding countryside are poor standards of housing, healthcare and

Connections – Mumbai is the financial capital of India and home to the stock exchange. It is also home to large MNCs.

### Mumbai (NIC global city)

#### Way of Life

Mumbai is a city of contrasts. One obvious one is the difference between rich and poor. Many well education people live in expensive properties while the majority of the city live in slums and work in the informal economy (in roles such as street vendors and rubbish collectors)

In the slims there is a lack of sanitation. adequate housing and open sewers are just some of the issues that face people living in these areas. Disease often spreads guickly due to the conditions and lack of health care facilities.

### Informal sector

Wages are low = families unable to save and cannot afford to send children to school = children fail to get an education and forced to work in informal sector Informal workers don't pay tax = government does not raise income and cannot afford to invest in schools or hospitals = children fail to gain a good education and forced to work in the informal sector.

### Challenges

Reducing poverty and deprivation - with such a large proportion of people living in slums. Education opportunities for these people are being increased, in addition to improved healthcare and sanitation. Housing – the majority of people live in slums, are pavement dwellers or live in crawls (four or five story tenement buildings with shared facilities). These areas suffer from overcrowding and the risk of fire, flooding or collapse.

## Home study questions

1980s, leading to further poverty in these areas.

### DEVELOPING

Challenges

Poverty

security.

Traffic Issues

Urban decline

Define what an rural-urban continuum is [2 marks]

Explain how the spiral of deprivation leads to depopulation [4 marks]

### SECURING

**Analyse** the distribution in global cities around the world (2.3.1) [6 marks]

Explain why building on brownfield sites is more sustainable than on greenfield sites [4 marks]

### MASTERING

'The challenges associated with an NIC global city are more difficult to solve than those of HIC global cities' To what extent do you agree with this statement? [8 marks]

Decide why Europe and North America has the most significant concentration of global cities [6 marks]

### **CHALLENGE**

Link greenfield and brownfield developments to as many different elements of this module as possible

Create a spider diagram to show how Newcastle is linked to the rest of the world (a connected global city)



CLICK ME Find a playlist of explaine clips by scanning or clicking the QR code 13 Tectonic plates Constructive costnartive marini Mid-oceani





Stratovolcano characteristic High profile Narrow base Thick, slow lava Made up of layers of mainly ash Infrequent and violent eruptions

#### Feature How it is formed Found at Ocean trench Where subduction takes place Destructive Continental crust is crushed and folded Destructive Fold mountain upwards As lava cools a ridge is formed under the Ocean ridge Constructive sea Where 2 continental plates pull apart Rift vallev Constructive A large depression or crater formed by Caldera Destructive & hotspot large stratovolcanoes or supervolcanoes Cinder cone Bowl shaped crater of a shield volcano Constructive Under the ground, basic lava develops a Lava tube Constructive hard crust through which lava flows Water in the ground heated by the magma Destructive & hotspot Geysers explodes onto the surface

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Shield volcano characteristic

Frequent and gentle eruptions

Made up of layers of lava

Low profile

Wide base

Thin runny lava

# Health

- Ash clouds caused breathing problems - 19 deaths - 100s injured

### 4 Infrastructure

- The capital, Plymouth, has been covered in lavers of ash and mud - Lahars have destroyed large areas urban areas - The only airport was destroyed

### Economy

- Farmland abandoned (significant unemployment) - Prevented tourism so tourism economy suffered - Capital city is abandoned and rebuilt in the north

### Health

- 250.000 people died.
- 300,000 people were injured.
- Cholera spread through temporary camps

#### Infrastructure

- Airport and port damaged - 30,000 buildings collapsed
- Hospitals and medical centres were destroyed

### Economy

- Damage to the main clothing industry
- Tourist industry will take years to recover - Infrastructure damaged reduced trade, imports
- and exports

### Health

Tectonic boundaries

Hot spot

Pacific Plat

Island chain

- Over 220 000 deaths - 650 000 injured
- 5-6 million needing emergency aid

### Infrastructure

- 1.000s of railway lines, roads, bridges and airports were destroyed - Hospitals within 30mi of the coastline were
- destroved - Water supplies contaminated

### Economy

- Fishing industry devastated - Tourism, dropped 80%
- Reconstruction cost billions of pounds

### Vulnerability to tectonic hazards

### Physical factors

Duration - the longer a hazard lasts the more severe the impact Predictability -hazards that hit with no warning have a larger impact Volcanoes

Lava flows - Molten rock flows down the side of a volcano (Local) Lahars - Volcanic mudflows consisting of a mixture of ash and water (Local) Pyroclastic flow - Burning clouds of gas and ash (Local) Ash clouds - Ash thrown into the atmosphere (Regional/National/Global)

### **Earthouakes**

Magnitude - the stronger the hazard the more severe the impacts

Human factors

Wealth - poor people are less able to withstand disasters and recover from it Education - where populations are able to read and write, written messages can be used to spread warning or give advice about how to cope Governments - can support education and and can pass building regulations Age - children and the elderly are more vulnerable Health - healthy people are more able to cope

Population density - the more people living in the area the more that will be affected Time of the day - e.g. earthquakes in rush hours have a more devastating effect Emergency services - richer countries have well trained and well resourced response

# 3.1.1 - Tectonic processes and landforms

### MSN 2020 3.2.2 - Tectonic management

#### Earthquakes are difficult to predict but there are some monitoring techniques:

- Laser beams can detect plate movement

- A seismometer is used to pick up vibrations in the earth's crust. These can lead up to an earthquake

### Monitoring Techniques used to predict volcanic eruptions include:

- Remote sensing. Satellites monitor gas emissions and thermal imaging can work out the temperature within the volcano.

- Seismometers can pick up movements in the earth which sometimes occur before an eruption.

### Tsunami warning system:

- Following the 1960 Chilean earthquake the Pacific countries decided to set up the Pacific Tsunami Warning System (PTWS).

- This is a network of seismometers and ocean buoys that detect earthquakes and ocean movements.

- Warnings are then given to local centres, which warn local people using the TV, radio, text messages and sirens.

### Hazard planning strategies

Hazard Mapping highlights areas affected by or vulnerable to earthquakes, volcanoes and tsunamis so planning and money can be targeted at these areas New building technology can also reduce the impact of earthquakes. Often they are

#### Emergency planning:

An exclusion zone can be set up around a volcano



built to absorb the energy and withstand the earth's movement

Lava flows can be diverted

Emergency services can be trained and given the equipment needed People put together emergency kits which include first aid items, blankets etc. Compare the differences between shield volcanoes and stratovolcanoes [4 marks]

### SECURING

**DEVELOPING** 

Analyse the distribution of the 3 different plate boundaries around the world (3.1.1) [6 marks]

Explain how tsunamis impact the health and infrastructure of a country [6 marks]

### MASTERING

'Human vulnerabilities are responsible for more deaths than the physical risks associated with tectonic hazards' To what extent do you agree with this statement? [8 marks]

Explain how tectonic hazards are managed [4 marks]

Home study questions

Describe how a hot spot creates island arcs [2 marks]

### CHALLENGE

Research the responses to the 3 hazard case studies (Montserrat, Haiti and SE Asia) and add these to the space below

Explain how tsunamis are a secondary effect of earthquakes



Т5 **Climate Change during the Quaternary Period** 50° SCAN ME 40° ature Weather, climate 30 Temper 20 Glacia and ecosystems 10° 400.000 300,000 200.000 Years Ago Over a long period of time (the last 400,000 years) there have been natural cycles of cooling and warming. The periods of time the average global temperature was below 15°C are known as glacials, and periods of warmth are known as interalacials.

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### Evidence for climate change

**5.1.1** - Climate change evidence

Ice cores from the Antarctic show the amount of CO<sub>2</sub> and methane in the atmosphere have changed over the last 420,000 years

Historical records, such as diary extracts



Measurements by the met office show temperature has increased by 區 0.6°C over the past 100 years.

# 5.1.2 - Climate change causes



High pressure & droughts

As the air cools in the outer atmosphere it becomes heavier and starts to sink. This

surface it starts to warm again and the cycle continues. High pressure can produce a

air moves back to the ground. This is called high pressure. As the air reaches the

hazard called a drought - a long period of no available water due to intense heat.

### Greenhouse effect

terolacials

Today



The greenhouse effect is natural but humans have worsened the impacts. Carbon Dioxide and Methane are greenhouse gases which trap heat in the atmosphere. As more gases build up more heat is stored, warming the planet.

### 5.2.1 - Weather hazards

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1. At the equator insolation heats the Earth which heats the air above

2. Hot air rises creating low pressure - as it rises it travels north and south

3. This air eventually cools and sinks at about 30° north/south of the equator - this creates high pressure

4. This air then returns to the equator (known as the intertropical convergence zone ITCZ)

#### Low pressure & tropical storms

Warm air rises because it is less dense. When it reaches the edge of the atmosphere it cannot rise any further and moves north and south. The edge of the atmosphere is cold and so the air cools too. Low pressure can create a hazard called a tropical storm, which is also known as a hurricane, cyclone or typhoon

#### Tropical storm causes (CYCLONE PAM 2015)

Occurred near the island chain of Vanuatu in the South Pacific Tropical storms can only form over large/deep oceans Ocean temperatures of at least 27°c Water depth of at least 50 meters Gentle winds in the atmosphere to draw air up from water surface

#### Tropical storm effects (CYCLONE PAM 2015)

11 people died 90000 homeless Hospitals and schools destroyed Widespread destruction of fruits, vegetables, root crops and livestock Stormsurge flooded coastal areas and contaminated freshwater supplies

#### Tropical storm responses (CYCLONE PAM 2015)

Emergency aid sent by Australia, Fiji, New Zealand and UK 153 temporary school built Repairs to infrastructure to provide safe drinking water Blankets & tents given to those made homeless 28 schools used as evacuation centres



Tropical storm cross section

100.000

hurricane winds and rain

warm moist air

A hosepipe ban was introduced Homes were destroyed by wildfires Hydroelectric power dams stopped producing electricity Crops could not be grown and 17,000 agriculture jobs were lost Fish died as high temps caused an oxygen decrease

#### Drought responses (California 2012)

Drought causes (CALIFORNIA 2012)

Drought effects (CALIFORNIA 2012)

a heat wave.

The jet stream was further north that normal,

pushing low pressure systems north and allowing

high pressure systems to sit over the state creating

12,500 water metres installed in homes 400,000 water saving toilets installed 3.2 million square feet of turf removed. 50% of Orange County's water supply is now imported from other areas.



# 5.2.2 - UK weather variations

Weather - the conditions of the atmosphere over a short period of time, often a day Climate - the weather of a place averaged over a period of time, often 30 years

### Factors affecting Climate in the UK



Microclimate

Physical features - hills, trees can block the wind and sun. Water cools the air Shelter - Buildings, trees and hills can shelter from the wind Surface (albedo) - dark surfaces heat up quicker than light surfaces Buildings - Buildings store up heat and redirect wind direction Aspect - locations facing south have sun all day, the north doesn't receive sunlight

# 5.3.2 - Ecosystem processes

### Savanna characteristics

Grasses and trees - The savanna is a grassland with scattered trees and shrubs. Rainy and dry seasons - Savannas have two distinct seasons in regards to precipitation. There is a rainy season in the summer with around 15 to 25 inches of rain and a dry season in the winter when only a couple of inches of rain may fall. Large herds of animals - There are often large herds of grazing animals on the savanna that thrive on the abundance of grass and trees.

Warm - The savanna stays pretty warm all year.

### Nutrient cycle

Nutrients are cycled guicky during the dry All most all rain falls during the rainy season in the tropical heat. Wildfires are common and nutrients are returned to the stores this water for the dry season. Little soil when vegetation burns.

season. Vegetation guickly absorbs and water is lost by transpiration due to waxy leaves and low surface area of the plants.

Water cycle

<u>co</u> ,	<b>A</b>	
(CO, )	Carbon cycle	

Majority of carbon is stored in vegetation with a lesser amount in soil. During dry seasons, wildfires can burn vegetation, releasing CO<sub>2</sub> into the atmosphere.

Key services Preventing Soil Erosion Carbon Storage Provisioning Goods (food, fuel)

### Small scale ecosystem: sand dunes

Sand Dunes are a build up of sand around vegetation. This requires loose sand and prevailing winds which blow on-shore. They are formed through a processes known as succession. As plants die and decompose it nourishes the soil making it better quality and now more fragile plants will start to grow.

# 5.3.1 - Ecosystems



Large scale ecosystems are known as biomes.

Climate - the most important factor in determining their distribution Rainfall - the amount and patterns determine the distribution of biomes Temperature - when rainfall is reliable and distributed evenly temperature becomes the most important factor

#### Other factors can also have an influence e.g.

Tropical rainforests are located either side of the equator where hot and wet conditions allow continuous growth of plants

Turbines Offshore sub

Array cable ci Export cable

Project area

10 km

## 5.4.1 - Human uses

Gwvnt v Môr offshore wind farm Offshore wind farms are located in the sea close to the shoreline as winds are stronger, unobstructed and do not impose on cities/population as much. Gwynt y Môr is located 15km off the north coast of Wales

The demand for renewable energy is increasing as non-renewables such as coal and gas are depleting



Produces power for 400,000 homes

Creates 100+ jobs



heritage and tourism Locals are opposed as it spoils the natural

Helps with global climate change efforts beauty

## 5.3.2 - Ecosystem processes

### Tropical rainforest characteristics

in option i annot o					
Shrub layer. It is dark and gloomy with very Under canopy. It is the second level up. The for larger plants and trees to die Canopy. This is where the upper parts of me typically about 65 to 130 feet (20 to 40 met Emergents. These are the tops of the tallest higher, and so are able to get more light the	ere is limited sunlight. Saplings wait here nost of the trees are found. The canopy is tres) tall. st trees in the rainforest. These are much				
hot, damp conditions on the forest floor	Water cycle The roots of plants take up water from the ground and the rain is intercepted as it				
allow for the rapid decomposition of dead plant material. This provides plentiful nutrients that are easily absorbed by plant roots.falls - much of it at the canopy level. As th rainforest heats up, the water evaporates into the atmosphere and forms clouds to make the next day's rain.					
💿 Carbon cycle	Key services				
Rainforests contain about 40 to 50% of the carbon in the biomass, and very little in the soil due to the rapid nutrient cycling	5 5 1 7				

### Biodiversity

Biodiversity is the variety of plant and animal life in a particular habitat, a high level of which is considered to be important and desirable. The tropical rainforest has a higher level of biodiversity than savannah

Advantages:

Disadvantages:

rainforest communities.

and for rearing cattle.

the forest is cleared.

# 5.4.2 - Human impacts

#### Tropical rainforest uses

#### Savanna uses

Small-scale farming provides food for

Raw materials, eg fuel (firewood)

Large areas of grassland have been

Animals have been hunted for their

Loss of fertile soils that make farming

possible are quickly washed away when

valuable body parts or for sport.

turned into farmlands for growing crops

#### Advantages:

Infrastructure, hospitals and education can be improved Raw materials, eg tropical hardwoods

such as ebony and mahogany, can be sold for a good price abroad.

Large-scale farming brings money into the country and provides food and jobs. Small-scale farming provides food for rainforest communities.

#### **Disadvantages:**

Land clearance for farming. transportation and mining can lead to deforestation.

Loss of fertile soils that make farming possible are quickly washed away when the forest is cleared.

Loss of animal habitat occurs when trees are cut down. Hence, deforestation can result in endangering animals and plant life, or even causing them to become extinct







### MSN 2020 5.4.3 - Ecosystem management

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### Tropical rainforest management



Agro-forestry - growing new trees alongside crops



Eco-tourism - encouraging small groups of sustainable tourism. Money made is used to

protect the ecosystem and uses local tour guides and companies.

Debt-swaps – HICs cancel debts which LICs have, if they protect their rainforests from over-exploitation



Crop rotation - growing different crops and giving the land time to rest between planting to allow soil to recover nutrients

Afforestation - planting more trees to protect the soil

Drought-resistant crops -Planting genetically modified crops which can withstand long periods of water shortage





### Home study questions

### DEVELOPING

Describe the economic effects of a low pressure hazard [3 marks]

Give three ways that humans have influenced the carbon cycle [3 marks]

### SECURING

Analyse the pattern of temperature change over the last 450 million years (5.1.1) [6 marks]

Explain how low pressure systems forms [3 marks]

### MASTERING

Discuss how sustainable the use of one ecosystem is [8 marks]

Explain the factors that influence changes in weather for the UK [6 marks]

### CHALLENGE

Decide how deforestation would affect the nutrient, water and carbon cycles in the tropical rainforest - present your decision as a paragraph or concept map

Evaluate how successful you think management strategies for the savanna ecosystems are



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# **Development and**

# resource issues



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# 6.2.1 - Uneven development

### Tourism

As a result of globalisation the tourist industry has grown rapidly. It now accounts for 1-in-11 jobs worldwide. It is increasingly becoming important for low and middle income countries. Rapid growth is due to:

Early retirement & higher life expectancy mean people can spend time travelling People earn more so have more disposable income

Modern aircraft make is cheaper and quicker

The internet allows people to research destinations



Mass tourism Where tens of thousands of people going to the same resort often at the same time of year

Enclave tourism Where tourists pay one price and get all travel. accommodation, food and drink in one place

Cruise holidays Cruise ships sell all

### Advantages of tourism in LICs

Employs thousands directly and hundreds Many tourist development are partly of thousands indirectly, bringing billions to the economy

Tourism is encouraging new skills and improving language skills of locals

New services such as transport can be used by tourists and locals

New national parks are being created to protect wildlife and encourage tourism



### **Disadvantages of tourism in LICs**

owned by foreign companies. Some profits leak (send) overseas Jobs are seasonal, many people lose their jobs in the wet or winter season The growth of sex tourism can become

an issue in some countries

The arrival of tourists can cause a decline in local cultures, for example loss of language or religious traditions

## 6.1.1 - Measuring development

### Measures of development

Gross domestic product (GDP) - the total value of all goods and services produced within a country

Gross National Income (GNI) - (per capita) average wage per person *Å* Employment structure - the type of work people do (for example,

primary, secondary, tertiary)

Poverty - the % of the population that earn less than \$1.90 a day

### Ð Limitations of these measures



### Development continuum

A development gap exists between richer and poorer countries. The "Brandt" line splits the world into more developed "global north" countries and less developed "global south" countries.

Less developed		More d	eveloped
<b>o</b>	<b>O</b>	O	<b></b>
LIC	Lower middle	Upper middle	HIC

However, the Brandt line is a bit too simplistic. In reality there is a "development continuum". This is a sliding scale from super rich countries to the very poor. The World Bank splits countries into 4 categories based on their Gross National Income (GNI): HICs with GNI of \$12,736 or above

Upper Middle Countries with GNI between \$4126 and \$12735 Lower middle countries with GNI of \$1046 to \$4125 LICs with GNI of \$1045 or less

# 6.2.2 - Managing development

### Aid

Aid is the transfer of resources from a richer country to a poorer country. Different types of aid include:

Bilateral aid – between two countries

Multilateral aid - money donated by richer countries via organisations such as the UN

Short term emergency aid - immediate relief following a natural disaster Long term development aid – a sustained programme of aid which aims to improve the standard of living

Debt abolition - when richer countries cancel debt owed by poorer countries Aid from non-governmental organisations (NGO's) - given through charities such as Oxfam.

Advantages of aid for LICs	Disadvantages of aid for LICs
Emergency aid saves lives and reduces misery	Aid can increase dependency on the donor country
Development aid can lead to long term improvements and increase standards of	Profits from the large projects can go to multinationals and donor countries
living	Aid doesn't always reach the people who
Assistance in developing natural resources benefits global economy	need it and can be kept by corrupt officials
Aid for industrial development creates jobs and aid for agriculture increases food supply	Aid can be spent on prestige projects in urban areas rather than in the areas of real need
Provision of medical training and supplies improves health	Aid can be used as a weapon to exert political pressure on the receiving country

# 6.2.1 - Uneven development

### Causes of uneven development

Trade involves buying goods from other countries (imports) and selling them (exports) HICs generally export valuable goods such as electronics, cars and financial products. They import cheaper primary products like tea, sugar and coffee. LICS do the opposite. This means they earn little and remain in poverty

The prices of these products go up and down but HICs tend to have the biggest influence over them. LICs lose out when the price drops, but have little control over it. Increasing this trade and changing the balance of imports/exports is essential for LICs to develop. Some HICs impose tariffs (import costs) and quotas (a limit to the amount of imports) which also affects LICs.

### Multinational corporations (MNCs)

MNCs have grown as a result of globalisation. Often they are free to decide where they locate many aspects of their company. The headquarters if usually found in a global city such as London. However, other parts of the company can be located around the world. Factors like government incentives, location of raw materials, labour costs and reduced costs for buildings and land make a difference.



Advantages of MNCs in LICs	Disadvantages of MNCs in LICs		
Created jobs and improved local skills	Investment could be transferred to other countries quickly		
Pays higher wages than most local			
Companies	They has large demand for energy/water		
Helped attract more MNCs	They have reputation for workers abuse		
Contributes to tax which helped pay for schools, hospitals etc.	They might undermine national culture		

# 6.3.1 - Water demand



Economic development - The more developed a nation the more water used Increased need by agriculture - irrigating crops

Industrial growth - As more MNCs invest in NICs and LICs the more water needed Consumerism - HICs use appliances like dishwashers and washing machines

### Water footprint - a measure of humanity's use of fresh water and/or polluted

We don't just use water to drink and for hygiene reasons. 70% of our water is used to produce food (crops & animals). Industries use water in 'cooling processes'. Water is need in thing like clothing - fabrics have to be grown.

#### Water security - the capacity to safeguard the sustainable availability and access to drinking water

The UK generally have excellent access to water all year round. Some places don't, where water isn't clean or alway available. Sometimes it's too expensive to transport or access (economic scarcity) or it's not available due to droughts (physical scarcity).



# 6.3.2 - Water sustainability



Dams: Dams block the flow of a river, creating a large reservoir to the rear which can be used all year round. Dams can be expensive to build, and the reservoir may flood local settlements and ecosystems.

Water transfers: When water is transferred to from an area that has a surplus of water to an area that is experiencing a shortage. This may be conducted within a country, but it can also be conducted from one country to another. For example, Lesotho transfers water to areas of South Africa experiencing physical water scarcity.

Desalination plants: Desalination is the process by which salt is extracted from water. At these plants, salt is removed from seawater to make it safe to drink. Such plants are extremely expensive to run.

Water conservation: This is when an attempt is made to actually use less water in the first instance. For example, many toilets have dual-flush systems to reduce the amount of water used. In addition, meters may be installed within households so residents can check their water usage

### **Over-abstraction of groundwater**

India is a country that is over extracting its groundwater (the water table is 4m lower than in 2000)

### **Reasons for this**

Some states like Gujarat have a long dry season

Surface stores (like reservoirs) are often polluted

Cheap electricity has encouraged farmers to dig deeper wells

### Solutions

The government can build more dams (this is an example of top down development) Farmers could be encouraged to conserve water e.g. rainwater harvesting (this is bottom up development)

## 6.4.3 - Managing UK development

### Positive multiplier effect

Regional inequality can be reduced by investment in deprived areas of the UK. Various strategies have been used in the past which usually includes investing in infrastructure in an area which is deprived to try and promote a **positive multiplier** effect. However, when industries close there is also a negative multiplier effect.

### **National strategies**

Giving power to local authorities e.g. regional mayors (Manchester/Leeds)

The creation of the "Northern Powerhouse" which is a proposal to boost economic growth in the North of UK, this would attract investment and create skilled jobs in the area

The improvement of transport links to the Newcastle Enterprise Package -Northern places in the UK. This improves accessibility, attract new investment and therefore may create a positive multiplier effect (eq. HS2)

Relocation of major business and offices, Development Fund supporting the sometimes head offices in other parts of the UK, such as Manchester. This encourages other businesses to invest in the areas



### Local strategies (Newcastle)

supporting new business

Newcastle Science City - a partnership between Newcastle University, Newcastle City Council and the European Regional innovation and technology sectors

The Millennium Bridge - crossing the river Tyne

# 6.4.1 - NIC regional development



poverty (over 30% of people) South has the least levels of poverty (less than 10%)

The east generally has lower levels of poverty (around 15%)

### Physical reasons

Northern India is more mountainous and drv. so it has poor soil and climate to grow crops. The south has a more humid climate with rains.



Kerala (in the south) funds education and encourages families to have fewer children = better quality of life (less pressure on resources)

Political reasons

Kashmir (in the north) has seen conflicts/wars and is in a mountainous area = not very populated, poor access, dry climate. Maharashtra (in the east) has the capital city and attracts lots of industries like manufacturing and has ports for trade

# Home study questions

### **DEVELOPING**

Outline the measures of economic development [3 marks]

Give three reasons why LICs receive less money from international trade [3 marks]

### SECURING

Analyse the pattern of global water usage (water footprint) (6.3.1) [6 marks]

Describe what a water footprint is [2 marks]

### MASTERING

Evaluate which factor/reason (social, economic or political) is the most significant cause of UK regional inequality [8 marks]

Decided whether foreign aid is overall a good or bad thing for LIC development [8 marks]

### **CHALLENGE**

Create a concept map to show how MNCs and tourism are linked and how these are also linked to uneven development in LICs/NICs

Research how the High Speed railway 2 (HS2) project will have benefits for the north of England



### India had a caste system (some

people had more rights than others). Although it's illegal now it still has an impact on people today with types of jobs people can do.

Girls and women are discriminated against particularly in rural areas

### UK's regional patterns

6.4.2 - UK regional development

There is a north-south divide in the UK for development. The divide recognises the social and economic differences between Southern parts of the UK (more developed) and the rest of the UK (less developed).



#### With the largest markets located in the south-east, which also includes good access to European markets, companies have greatest potential to maximise profits by locating in the south.



With over 20 million people of the UK's population living within a one hour commute of London, many businesses prefer to locate themselves close to their customers, and within commuting distance of their staff. Many universities are in the south of the UK, including Oxford and Cambridge, which provide many workers - who employers may perceive as being most skilled and desirable.





Many large companies have headquarters (HQ) in the south-east. making it easier to make crucial decisions. Even though government policy has tried to encourage investment in other parts of the UK it is still more convenient for other smaller businesses to start up where there is already infrastructure to support.



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Literacy rates



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Child labour

It is estimated that there is currently 168 million child workers and 73 million of these

are children under the age of ten. Sub-Saharan Africa has the highest number of child

7.2.1 - Development issues in Africa and Asia

### 7.1.1 - Measuring development 7.2.1 - Development issues in Africa and Asia

development indicators and measures a country's progress across a range of factors:

Gross national income (GNI) - The average income in a country per person

Measures of social development		Changing birth ra	tes and death rates	
Life expectancy - The average age a person is expected to live	Higher birth rates	Lower birth rates	Higher death rates	Lower death rates
Literacy rates - % of people in a population that can read or write Infant mortality rate - Number of babies per 100 live births who die under the age of 1 Average number of people per doctor Average food (calorie) consumption Number of homeless people Deaths from unsafe water and sanitation Measures of gender development Gender equality is ways in which a country can be measured through social development. So a comparison between genders is useful, such as: Fertility rate – The average number of births to a woman in her lifetime	Children provide labour on farms (E) Large families are seen as a sign of virility (S) Women may lack education and stay at home to raise a family rather than work (S) A high infant	People tend to marry later and therefore have reduced child -bearing years ( <b>S</b> ) Women are educated and often follow careers which delay starting families ( <b>P</b> ) The high cost of	HIV, Ebola and other difficult to control diseases are having an impact on death rates in LICs (S) In HICs, the increasingly higher proportion of elderly people in ageing societies is leading to an increase in	Better healthcare and vaccination programmes are more available to people (P) Less physically demanding jobs put less stress on people physically (S) People are educated about health and
Male/female literacy rates Male/Female life expectancy Male/female food consumption Male/female employment rate Gender development index (GDI) - measures gender inequalities in three key aspects: reproductive health, empowerment and economic status	mortality rate encourages larger families to ensure survival of some children <b>(S)</b>	living means it is expensive to raise children <b>(E)</b> Couples prefer to spend money on holidays & cars <b>(E)</b>	death rates (S)	Water supplies are more reliable and cleaner (P)
		Populatio	n structure	
Human development index (HDI) A measure of the development in a country taking into account wealth, education and average life expectancy. The human development index (HDI) is calculated from four	Narrow peak = Lower life expectancy	Stage 2 - LIC	Stage 3 - NIC	Wide peak = Higher life expectancy



# 7.2.2 - Health issues in Africa

#### High infant mortality rate (IMR)

Neonatal infection - a high rate of infection from the process of delivering the baby

10% of early childhood deaths are caused by diarrhoea The lack of skilled birth attendants leads to many children dying

Lack of vaccinations and mosquito nets to stop diseases

# Malaria

### Human immunodeficiency virus (HIV)

HIV is disease which attacks the body's immune system. Over 70% of people who have HIV live in Africa. Infection rates are higher in urban areas

within 24 hours of being born

Emotional impact on relatives and families, as well as on the individual (S)

Cost involved in treating the disease, eg. drugs means that most people go without treatment (E)(S)

Those infected will not eventually be able to work, lowering the productivity and potential wealth of a country (E)(P)

Leads to fewer jobs and less wealth in a country (E)

Children may be left without parents and brought up by their grandparents (S)

on by parasites in mosquitoes.

die (S)

Adults are too weak to work which leads to a loss of productivity (E)

People remain poor and do not have a lot to eat (S)(E)

A country's limited resources are used up in health care rather than in education or improving services (E)(P)

Tourists may be less likely to visit a country so there is less revenue (E)

workers mainly working on farms farming products such as cocoa and cotton. Poverty - parents need money or their parents have died No (free) education - have to pay or no formal education AIDS - Disease means a lot of middle-aged people are too ill or have died - so children are the only option

### Primary education challenges

In 2010 there were 4.98 million children in child labour, whereas by 2011 there were 4.35 million child labourers. The lack of education is a key cause of child labour. Out of the 62% of India's children that do not attend school, 62% of those are girls. The reasons for this include:

Poor quality of school buildings, facilities and teaching.

Attitude to women in society: many families still have an oppressive attitude towards women

Many girls are expected to marry young through arranged marriages.

The fear that sexual harassment of girls may bring dishonour to the girl's family.

### Responses to child labour

The International Labour Organisation (ILO) - It collects data from different countries and uses this data to set targets which can be used to monitor progress. The ILO then makes recommendation to individual governments as to how this can be achieved in their country which frequently include:

Improving access to education for all children so that they can succeed in life Creating more trade unions to prevent and protect against child labour Improving social security systems so that the poorest in society are supported rather than them relying on their children (sick pay & unemployment benefits)

#### International refugee movements

Forced migrants are those we call refugees and asylum seekers. They have been pushed out of their homes but there aren't pull factors attracting them to somewhere Refugee - Someone who has fled their home due to serious risk to life or liberty Asylum seeker - Someone who has applied to another country for protection/support as a refugee

#### **Causes of forced migration**

Lack of food/water - often causes by droughts or blights (plant diseases) Natural disasters -flooding, earthquakes, tsunamis etc.

War & conflict - either between countries or civil war (inside one country) Persecution - risk to life or liberty due to politics, sexual orientation, religion, ethnicity

#### **Responses to forced migration**

#### National governments in Europe

Average length of schooling in years

- Germany and Sweden see the refugees as victims and have welcomed them to their countries and help them to integrate into their societies

- Austria is trying to limit the number of refugees to 80 a day

- The UK has agreed to accept 20,000 refugees from Syria by 2020 and it will accept more unaccompanied Syrian child refugees

#### International agreements

With an increasing numbers of migrants from Asia and Africa reaching Europe illegally the following changes have been made:

- In 2016 border controls were temporarily introduced to 7 Schengen countries - An EU naval operation has been put into place to monitor the Mediterranean Sea to prevent human smuggling and trafficking

- EU member states agreed to provide task forces of national experts and support teams to work in hotspots such as Greece and Italy to expedite refugee screening



















# 7.2.2 - Health issues in Africa

### Health issues responses

Ē Investment in medical care and treatment in hospitals (HIV/Mal)

Health campaigns (adverts) about risks and prevention (HIV/Mal)

Free condoms (HIV) and mosquito nets for beds (Mal)

UN's AIDS Fast Track programme - leading education & funding (HIV) UN's 'roll-back malaria' programme which leads a worldwide

government response (Mal) The 'Roll Back Malaria' initiative had over 500 partners working

together to provide a co-ordinated response to the disease. One of the UN's Millennium Development Goals is that the incidence of the disease should have reduced by 2015. Today the UN fast track strategy is aiming to end the epidemic by 2030 through contraception, education and medication.

#### Top-down approach

Decisions are made at governmental level Decisions are made by the local and usually involve a high cost. decisions have no say as to what is done. help themselves.

₽Ę

communities that they will affect. They try Communities likely to be affected by the to help communities by helping them to

are that they may be part of a strategic are that they are small scale and so cost plan which aims to develop the infrastructure of the country. However, the usually meet the needs of the local frequently lead the country into debt and community better. the jobs that are created are often not for the local community.

The advantages of these types of schemes The advantages of these types of schemes much less, are more sustainable and

Bottom-up approach

# Home study questions

### **DEVELOPING**

Describe the economic effects of a low pressure hazard [3 marks]

**Explain** why using HDI is better than GDP or GNI for measuring development [4 marks]

### SECURING

Analyse the differences between the stage 2 and stage 3 population pyramids (7.2.1) [6 marks]

Explain why infant mortality rate (IMR) is an important factor to judge development [3 marks]

### MASTERING

Evaluate how successful the responses have been in stopping international refugee movements into Europe [8 marks]

Discuss why poverty and poor development often leads to more child labour [6 marks]

### CHALLENGE

Discuss how diseases like HIV and malaria can have significant impacts on a country's social and economic development. Record your discussion as a paragraph or spider diagram

Evaluate whether top-down or bottom-up approaches are better for improving the health development of LICs



Graphic Design

# Year 11 Graphic design Knowledge organiser Spring Term

### Topic: Unit 4 - graphic design portfolio

Knowledge: students learn what a portfolio is and show good examples, explore career paths in graphic design and present their best work in their own portfolio.

Skills: Analysis of the work of others, presentation skills, being discerning of quality design, being critical of their own work.

### 101

Grading descriptors	Example		
Pass: Describes relevant opportunities in the graphic design industry and how work is presented	Learners will describe a range (more than three) of examples of working in graphic industries, different types of presentation methods and promotional formats, and ways to present and promote their work. There will be little evidence of how examples of working in the graphic design sector and		
Merit: Describes relevant opportunities in the	presentation formats are linked. Learners will describe a range (more than three)		
graphic design industry and how work is presented, and makes some links between them	of examples of working in graphic industries, different types of presentation methods and promotional formats, and ways to present and promote their work.		
	There will be some evidence of how examples of working in the graphic design sector and presentation formats are linked.		
Distinction: Describes relevant opportunities in the graphic design industry and how work is presented and <u>explains how they are linked</u>	Learners will describe a range (more than three) of examples of working in graphic industries, different types of presentation methods and promotional formats, and ways to present and promote their work.		
	There will be an explanation of how examples of working in the graphic design sector and presentation formats are linked.		

### Different types of Presentation methods

### A digital portfolio could take different forms:

a showreel,	
presentation, (e.g. powerpoint)	
interactive app,	
website,	4
a cloud drive	

or folders on a USB drive

Blogs and social media



Graphic designers often present their work in a Portfolio. A portfolio is a collection of your best work that is used to show to clients to demonstrate your ability and styles. For unit 4 you must compile all of the best work produced in year 10 and 11 and review your skills as a graphic designer.

### LO2

Delivery and assessment In this LO the learner must produce a graphic design portfolio and demonstrate the following skills:

### Breadth of work

Learners must have a minimum of six completed pieces and/or experimental pieces to demonstrate their breadth of work and intentions as a graphic designer. Breadth would be indicated by a range of disciplines (eg typography, advertising, packaging) or by examples of ideas or interpretations of themes. Work may be selected from earlier units to be used if relevant to learner's intentions.

#### Editing and selection

Learners should review their work, including experimental work, edit it by making adjustments to size, shape or resolution/finish, and make selections for the portfolio. These should be made on the basis of the effective presentation of graphic design skills.

#### Selection of format

Learners should select and use the most appropriate format in which to display their work/intentions. eg digital/physical, interactive/static.

#### **Presentation skills**

**Reasons for choice** 

Learners should demonstrate skill in the effective presentation of their portfolio. Learners will not be credited for quantity of work but for the careful consideration and presentation of the work they have edited and selected

### Learners will record why they have chosen specific pieces of work to include within the portfolio and what these show in relation to their graphic design practice.

### LO3

The learner must evaluate:

creative responses presentation skills

- strengths and weaknesses
- technical skills

.......

upon their design work.

A lester CO



Follow this link or scan the QR code to a video with great tips on how to design your portfolio.

### https://youtu.be/A22TQsr7Aew







Health and Fitness



Health	Component	Definition	Sporting Example	Test	Sport/ Skill	Component	Definition	Sporting Example	Test
Component Of Fitness	Muscular Endurance	The ability of a muscle group to repeat a movement for a prolonged period.	Push Ups in Circuit Training	Sit Up Test	Component Of Fitness	Agility	The ability to change the position of the body quickly and to control the movement of the whole body	Rugby player dodging a defender	Illinois Agility Run
187	Flexibility	Range of movement around a joint.	Splits in Gymnastics	Sit and Reach		Balance	The ability to retain the centre of mass over the body above the base of support	Handstand in Gymnastics	Standing Stork
	Body	Describes the percentage of fat, bone, muscle	Endomorph- sumo wrestling Mesomorph- swimming	Skinfold Caliper Test		Coordination	The ability to use two or more body parts together	Batsman striking the ball in cricket	Hand Wall Toss Test
FARAH	Composition	and water in the body.	Ectomorph- marathon running		onsExp	Power	The ability to undertake strength performances quickly	The jump phase of the Long	Standing Long Jump
100	Muscular	The amount of force a muscle can exert against a	Weightlifting	Hand Grip Dynamometer	0		Strength x Speed =	Jump	otanong Long damp
	Strength	resistance.	Togranung		AN YO	Reaction Time	The time in between stimulus and the onset of movement	A sprinter responding to the start gun	Ruler Drop
43	Cardiovascular Endurance	The ability to exercise the whole body for prolonged periods. This involves the cardio (heart) and vascular (blood vessels).	Running at the end of a netball match	12 minute cooper run	9	Speed	The rate at which an individual is able to perform movement.	Running the 100m	30 metre sprint

**F** – FREQUENCY how often you train how hard you train INTENSITY how long you train T - TIMEtype of activity you do T - TYPE

> You can be fit and not healthy

because you might not have

social and

mental health.

To be healthy you have to be

fit because you

physical side.

need to have the

Healthy

Fitness

Health and Fitness

Fitness

Healthy

Definitions

Health - a state of

complete physical

mental and social well

being, not merely the

Fitness - the ability to

meet the demands of

the environment.

absence of disease.

- S SPECIFICITY
- P PROGRESSION
- 0 OVERLOAD
- **R** REVERSIBILITY
- T TEDIUM
- SPECIFICITY- making the training specific to the needs of the sport or individual.
- PROGRESSION- gradually increasing the training that you are doing.
- OVERLOAD- doing more training
- REVERSIBILITY- any training gains can be lost if training does not continue.









Diet and Energy Balance		Macronutr	rients		
Balanced diet - Eating the right foods in the right properly Varied diet - If we don't eat a variety of foods in nutrients we need to make up a balanced diet		Carbohydrates Function: • Provide us with energy in both aerobic and anaerobic activities • Eaten in large quantities compared to other macronutrients Found in: • Bread, rice, pasta, potatoes	Fats Function: • Provide us w energy, is st the body and lead to weigh • Should be the smallest per- of macronuth the diet Found in: • Butter, oil, f meats, fried	ored in d can ht gain ne centage rients in atty end can be energy • May be used by athlete for growt and repair of muscles Found in: • Cheese, milk, egg:	
Take Indiana Indiana	• Water	Vitamins & Minera	rients Water		
Energy Balance       The energy balance makes sure the calories we take in is equal to the number of calories we expend.         If we take in more calories, we will gain weight       If we take in too little calories, we will lose weight         If we take in too little calories, we will lose weight       We need to have a balance so we have the correct nutrients for energy         Optimum Weight       Dietary Manipulation		<ul> <li>Vitamins and minerals keep our body healthy and can improve your immune system,</li> <li>Vitamins are found in fresh fruit and vegetables</li> <li>Minerals are found in vegetables and meat</li> </ul>		-	
Bone Structure Same people have larger and Haw fall you are will all easi your weight .	Protein should be consumed as soon as possible after exercise; this increases protein synthesis and therefore muscle growth.	Vitamin D: Found in dai and helps the body abso	eh calcium	ibre	
wider benas effort will make them become Important for centect eports and excert each as basetfoll and high jump such as roomy and for theil	This is used by performers such as sprinters, shot putters and power lifters Carbohydrate loading: This strategy involves eating foods high in carbohydrates 1 to 4	Calcium: Found in milk and other dairy products and helps keep our bones strong		<ul> <li>Fibre aids the digestive syst and is found in foods such as cereals, vegetables and nuts</li> </ul>	
Sex Note tend to be heavier than feenlas. This provides mer with an advertage in activities that reasons speed and power. Females and relies weight experistly such of athletics and reginy and power before the second and more summaries reportely such of athletics and reginy	days before an event. These increases glycogen stores in the muscle. This is used by endurance athletes such as marathon runners Hydration: Water prevents dehydration, dehydration causes: dizziness, fatigue, heat stroke, muscle cramps, nausea and the thickening of blood. Water should be consumed before during and after exercise			AR	



Muscular Strength Test: Hand Grip Dynamo Protocol: Grip the dynam hand up and bring down	mometer in one				Agility Test: Illinois Agility Test Protocol: Start lying down ai course as quick as possible (:			
Advantages	Disadva	ntages			Advantages	Disadva	antages	
Simple and easy to compl		<ul> <li>Only one size of dynamometer which may affect reading.</li> <li>Focuses solely on forearm strength.</li> </ul>			Simple and easy to complete		tion dependant / Timing errors.	
Muscular Endurance Test: 1 minute sit up tes Protocol: Complete as n Advantages		Test: 1 minu /press ups as Disadvanta	possibl	-	Speed Test: 30m Sprint Test Protocol: Start from statione in the quickest possible time crosses the line.			
Simple test to complete     Difficu		Difficult to	o assess whether each repetition is				Disadvantages	
Minimal equipment neede	ed.	performed measure la		<ul> <li>Difficult to accurately ps.</li> </ul>	Quick test to complete.     Minimal equipment needed and performed anywhere with a flat		Running surfaces/weather affect the results.     Inaccuracies with stopwatc	
Test: Sit and Reach Test Protocol: Sit with legs st Reach forward without I	raight out in fro	No jerking mo	Disad • Can (	-	Power Test: Vertical jump Test Protocol: Stand next to wall feet are flat on the ground. S as possible. Measure distance	standing ju	mp to reach as high	
	for comparison		<ul> <li>Only measures flexibility of lower back and hamstrings.</li> </ul>		Advantages		Disadvantages	
Cardiovascular Fitness	the second	ance)			Quick and easy to perform.     Easy to complete with large groups of the second s	ups.	Technique plays are large r completion.	
Test: 12 min Cooper Ru Protocol: Continuously r for 12 minutes. Distance recorded.	run/swim	Advantages • Minimal equipr needed • Test can be self administered.		Disadvantages <ul> <li>Inaccuracy of heart rate measurements</li> <li>Motivation dependant</li> </ul>	Reliability /Validity Validity relates to whether to measure. Reliability is a question of we that the procedure is correct	hether the	test is accurate. It is impo	
Test: Harvard Step Test Protocol: Step continuo Measure heart rate at 1, 2 and 3 minutes after exercise.	usly for 5 minut	Sin	antages nple test mplete		Results can be improved: • By using experienced teste • Ensuring performers have t • Repeatedly test to avoid hu	rs & calibra	ating equipment evel of motivation to comp	



que plays are large role in successful tion.

sures what it sets out to

curate. It is important to ensure Lindividuals.

- ment
- tivation to complete each test





### Warm up and cool down

#### Warming up should include:

- gradual pulse raising activity
- stretching
- skill based practices/familiarisation
- mental preparation
- Increase amount of oxygen and blood to the working muscles
- Increase in mobility through full range of movement at the joints

- Dynamic movements
- The speed of muscle contraction

### Cooling down should include:

- Low intensity exercises
- maintain elevated breathing and heart rate, eg walk, jog
- gradual reduction in intensity
- stretching

### The benefits of warming up:

- effect on body temperature
- range of movement increased
- psychological preparation
- practice of movement skills through the whole range of movement
- Injury prevention.
- Increased blood flow and O2 to the muscles

### The benefits of cooling down:

- allowing the body to recover
- the removal of lactic acid/CO2/waste products
- Prevent delayed onset of muscle soreness (DOMS) the pain felt in the muscles the day after exercise.
- Lowers heart rate
- Circulation of blood and O2
- Lowers body trmperature
- Aids recovery by stretching muscles

Types of training						
<b>Circuit training</b> A series of exercise stations whereby periods of work are interspersed with periods of rest. The content/demand of the circuit can be altered in order to improve different components of fitness.	Continuous training Sustained exercise at a constant rate (steady state) without rests, involving aerobic demand for a minimum of 20 minutes, eg running, swimming, rowing, cycling. It improves cardio- vascular fitness. Sometimes referred to as a steady state training. Appropriate to marathon runners.	Fartlek training Swedish for 'speed play'. Periods of fast work with intermittent periods of slower work. Varying speed, terrain and work:rest ratios. Often used in running; sprint, jog, walk, jog, sprint, etc.	High intensity interval training (HITT) Alternating periods of short intense anaerobic exercise with less intense recovery periods			
Weight training The use of weights/resistance to cause adaptation of the muscles. Chose appropriate weight/exercise depending on fitness aim, eg strength/power training or muscular endurance	Weight training One rep max: The maximal amount that can be lifted in one repetition by a muscle/group of muscles (with the correct technique). Repetitions: The number of times an individual action is performed. A set is a group of repetitions.	Interval training Periods of training/work that are followed by periods of rest or low intensity exercise.	Plyometric training Use of plyometric exercises eg bounding, depth jumping, to increase power. It includes an eccentric contraction (lengthening of the muscle) followed by larger concentric contraction (shortening of the muscle).			

### PARQ

A PARQ is a Physical Activity Readiness Questionnaire:

- One of these should be completed by anyone who is wishing to undertake a new physical training programme.
- It is a self-screening/ assessment tool to indicate any potential reasons why someone may not be suited to training, or particular activities.
- It looks at medical and injury history.
- It is designed to try and help highlight any possible underlying health issues.
- May also look at emotional, mental and social factors affecting the participant, especially those which might impact on them performing regular exercise in public spaces or gyms.
- It asks the participant for general health information, usually around diet, alcohol consumption, smoking history.
- Typically used by personal trainers or sports coaches to help determine the suitability and safeness of a client or player taking part in a training programme.

Health and social care

LO2: Understand the impact of discriminatory practices on individuals in health, social care and child care environments.

### **Discriminatory Practice:**

Discrimination: when people judge others based on their differences and use the differences to create disadvantage or oppression. Keywords.

### What is discriminatory practice?

 Discriminatory practice involves treating someone unfairly or less favourably compared to others.

• Can take many forms; excluding someone form activities, physical abuse or verbal abuse.

### **Direct & Indirect Discrimination:**

Direct: intentionally putting someone at a disadvantage or treating them unfairly based on their differences. i.e. A woman told she cannot have a job because she is female is a victim of sex discrimination.

Indirect: When a policy, practice or rule applies to everyone, but can have a detrimental effect on some people. i.e. If a job advert said male applicants must be clean shaven, this would discriminate against me whose religious beliefs prevent them from shaving their beards.

### **Basis of discrimination**

### Race:

Refers to a group that is considered to have distinct characteristics based on their skin colour, nationality or ethnic origin. Discrimination on the basis of race is called racism.

### **Religion**:

A system of beliefs and values. Religious belies can be extremely important to people and influence the way they live their life. Discrimination may include; religious needs not being met i.e. No Kosher food available to a Jewish resident in a care home.

Sexual Orientation: Discrimination due to someone's sexuality, if they are bisexual, gay or lesbian. Known as homophobia.

### Gender: Refers to whether someone is male. female or transgender. This is known as sexism.

### Discrimination

Age:

Sometimes people are discriminated

against because of their age. There are

still negative perceptions about being

older, frail or confused, despite being and ageing society. This is known as ageism.

The NHS, emergency services and local authorities as people to classify their race as; White, Black, Asian, Mixed Race, Chinese/any other ethnic group. Data is monitored and can be used to look at use of services by different ethnic groups or monitor the effectiveness of equal opportunities policy.

### Culture:

refers to a group of people in society ho share the same customs – language, dress, beliefs and values. Traveller communities are often victims of discrimination as they are different.

### **Disability**:

Defined as a physical or mental impairment that has a substantial longterm negative effect on a person ability to do normal daily activities. Discrimination on this basis is called disabilism.

### Social Class:

Usually defined by economic group or educational status. People are grouped in hierarchical social categories – some people make judgment about others because of their social class.

### ABUSE

### **Types of Abuse:**

The term 'abuse' refers to a wide range of negative and harmful ways of behaving.

### Types of abuse in health, social care and child care environments:



2.1. Terms you need to be familiar with:

•**Prejudice** - when someone has a negative attitude towards or an unfair dislike of an individual or group of people. It is often based on poorly informed opinion or inaccurate information. i.e. Racial prejudice or people being punished because of their sexual orientation.

•Stereotyping - making judgements about a person or groups of people based on prejudices. Making unfair assumptions that people with certain characteristics are the same. i.e. Midwives are always women or girls better behaved than boys.

•Labelling - to identify people negatively as part of a particular group. Making the assumption they are all the same. i.e. All old people are frail and need looking after.

•Bullying – threatening, intimidating, humiliating or frightening others. It is repeated behaviour intended to physically or psychologically hurt. It is more likely to occur in a situation where someone is in a position of power, like a manager or when an individual is dependant on a care worker or relative

### Who is affected?

There are three main groups of individuals who can be affected by discriminatory practice in health, social care and child care.

Individuals requiring care & support	Family, friends, relatives of individuals	Practitioners
Patients Clients People with disabilities Babies Children Young adults Older Adults	Parents Grandparents Sons & daughters Step-family members Best friends Neighbours	Nurse GP Physiotherapist Midwife Health visitor Social worker Care assistant Counsellor Nursery assistant

Being discriminated against can have a negative impact on an individual in all areas of PIES and this can lead to health problems and social exclusion.

### **Disempowerment:**

Those that have suffered discrimination can feel disempowered. They can feel a lack of control in their life, especially if they are in a residential care environment as they are dependent on the carer who may be abusing them.

### Low Self-Esteem & Low Confidence:

Discrimination can destroy self-esteem and self-confidence leaving an individual feeling worthless.

### Poor Health and Well-being:

A persons health and well-being may be affected, they may become withdrawn and isolate themselves to avoid the situation., as they may be frightened of more discrimination. Or ill treatment.

Health problems can develop including; high blood pressure and anxiety. If an individual is already ill, their condition may deteriorate or their recovery be delayed.

Physical abuse can have serious and in some cases fatal consequences.

Effects are interrelated and don't occur in isolation. i.e. If a nurse experiences bullying in the work place, it can lead to a loss of concentration when completing tasks as they are worried and stressed. The nurse may become withdrawn socially and not want to go to work or become agitated or aggressive with colleagues or patients. This may reduce confidence causing more emotional effects like the nurse becoming frustrated and having low self-esteem.

### **Unfair Treatment:**

Individuals may not receive the care that they are entitled to and instead have to struggle to manage their daily lives to may not achieve their potential as they are not receiving the support they should be. They may feel marginalised and excluded from taking part in things due to discrimination making them feel unwanted.

### Effects on mental health:

Examples include depression, anxiety, self harming, developing and eating disorder, behaviour changes; such as becoming aggressive, becoming uncooperative, withdrawn or socially isolated.

### LO1 and LO2 Exam Tips:

- Make sure you can define equality and diversity.
- Make sure you know the six rights choices, confidentiality, protection form abuse and harm, equal and fair treatment, consultation and right to life. (you have to be able to name them correctly!)
- If you are asked to identify the values for health and social care services, you must always include 'maintaining' or 'promoting' miss the word and you lose the mark!
- Make sure you can give examples of applying the values of care they are mostly
  interchangeable but you won't get marks for repeating them. For example. Providing food that
  meets cultural and religious needs is an example of a care setting supporting an individual's
  rights and beliefs and also value diversity it should only be used for one.
- If a question asks you to describe 'ways' then you must write about two or three ways correctly to achieve the higher marks. If you only describe one, you're limited to half marks.
- Make sure you can give examples of the type of help and support advocates support groups and informal carers can provide for individuals.
- Effects can be physical, emotional, intellectual or social and are interrelated (they affect each other). For example, a child who experiences bullying may be cut and bruised as a result of an attack (physical effect). This can cause them to lose concentration and not achieve their potential in lessons (intellectual effect) due to being scared and stressed (emotional effect). This in turn may make them not want to attend school (social effects).

# History

## GCSE History- Knowledge Organiser - Conflict and Upheaval 1337 - 1381 - Key Question 1 - English Society

The Feudal System was used to control

England. The King owned all land and

shared it with his Lords in return for

loyalty. They could then share it with

Villeins were given jobs on the land in

Most people lived rurally and worked in agriculture. There were only 2 towns in

There were roads left by the Romans

which could be used to travel but this still

took time as all travel was by foot or horse

Most of England's wealth came from the Wool

Trade. It had large areas of agricultural land

dedicated to the raising of sheep. It also had

large numbers of people working as weavers to

turn the wool into wool which could be used to

return for money.

back.

England: London and York.

produce cloth and clothing.

knights for loyalty and resources and the

	Key Terms
Feudal System	The system of sharing land to share control and power
Rural	Countryside and villages
Agriculture	Farming
Monarchy	The King or Queen and Royal family
Villeins	Peasants - Farm workers who did not own any land
Cottars	The poorest type of villein
Clergy	People who worked for the church e.g. priests and monks
Catholicism	The only type of Christianity in the 14 <sup>th</sup> Century – Catholics were led by the Pope
Lollardy	Lollards challenged the Catholic Church by asking for an English Bible
Monopoly	Having full control over something
Flanders	A country in Europe where modern Belgium is. It was very rich and based around trade
Wool Trade	The buying and selling of sheep wool

# <u>Society</u>









King Edward III used the wool trade to create an alliance with Flanders. He granted Flanders a monopoly over English wool meaning they were the only people who could sell it. This was good for England as it gave them a rich ally but bad for the wool trade as it meant they could not sell their own wool!

## Church



What was England like in the 14<sup>th</sup> Century?

England was a Catholic country focused on Christianity. The Church controlled peoples beliefs and how they behaved (Bad behaviour made it more likely that your soul would not enter heaven).

The church was also the largest employer as it owned large areas of land for farming and the wool trade.



Priests carried out a number of duties in the community as did monks and nuns. The Pope was the head of the Church and more powerful than any monarchy as he was God's representative on Earth.

### Women



Women were seen as the property of men. Your father owned you and made all decisions for you until you were married and then your ownership transferred to your husband. The only women not controlled in this way were nuns who gave their lives to work for the Church.



Poor women worked alongside the men as farm labourers as well as looking after their families and homes. Rich women were taught to read and write as a symbol of their wealth and their lives revolved around having children to produce heirs for their husbands. Interactive Media The target audience is the set of people who media products are aimed at.

Location

Interests

Gende

If a local cake shop is only able to deliver cakes up to 10 miles away, the target audience's location would be people who live within 10 miles of the shop. Products may have a target audience that is local, national or international.



Audiences are often segmented by the highest level of education they have achieved such as GCSEs, A Levels or degrees. Some publications may specifically aim at an audience with specialist knowledge in an area. Ethnic groups are defined as a group of people who have common culture, country, religion or language. Media products may focus on a particular ethnicity. It is important not to offend or alienate anyone which the content of a media product.

By understanding the hobbies and interests of an audience, media producers can identify what engages them. For instance, an outdoor adventure company has established that most of their customers enjoy horse riding, this is something they might promote on a leaflet.

Age groups may be clearly defined, such as 18-24, or use descriptive terms such as 'teenagers' or 'retired people'.

Media products may be aimed more towards one gender than another. It is important that advertising and designs do not stereotype gender roles even if the target audience for a product is more likely to be one gender.

more towards important that ot stereotype et audience for e one gender.

Ethnicity

Age

Target audience Segment Occupation Ethnicity Education

Keywords

- Interests
- Age groups
- Gender

### R094: Components of visual identity



### R094: Concept sketch

A concept sketch is a series of simple freehand drawings or sketches that are used to develop an idea. This may also include some annotations with brief explanations of colour ot the design itself.

Concept sketches are a good way to get basic ideas down on paper. As multiple ideas are created side by side. It is also a good way to compare and consider different potential ideas and select those that can be developed further.

# Features of a concept sketch

- Sketches are brief, usually just outlining the ideas.
- These give the feel of the idea rather than any detailed response to the brief.
- Commonly drawn in pencil or pen to quickly create multiple concepts.

# Example of a concept sketch for a logo design



### Keywords

- Concept sketch
- Drawing
- Sketch
- Idea
- Develop

Assessment support A concept sketch is great for showing how you have developed elements of the identity or final graphic. For instance, you may create a concept sketch to show how you developed a logo. All these sketches should be photographed or scanned and added to your report or evidence folder.

You may create concept sketches to show the development of your ideas for your visualisation diagram.

### R094: Concepts of graphic design



### R093: Health and safety

During all phases of a media production, any health and safety risks and hazards must be considered. Workers need to be mindful of hazards whether they are working at a computer, using photographic equipment or working on a film or television production.

A location recce is a visit to a location that might be used for photography, filming or recording. The purpose of the visit is:

- To check the safety of the site, that the site is accessible and that permission to use the site can be obtained
- Check sound issues—for example, is there any background noise such as heavy traffic
- Check lighting issues—for example, a large building may block the sun from reaching the location, additional lighting will be required
- Check facilities, such as toilets and parking areas
- Decide which shots and camera movement will work with the location

Detailed notes will be made and a series of photographs will be taken to show the potential location from all angles and times of day from reference. This provides information on the suitability of the location and helps to establish if there are any issues with safety and access that need to be incorporated into a risk assessment.

Anywhere where media people work, including where crew, actors or the public will be affected, must have a risk assessment. This is a document that identifies potential risks, their likelihood, the harm associated with the risk and how each risk will be

### **Risk Assessment**

Site Name				nber			
Project	Stay With Me - Music Video		teo Name Jade Clarke				
Location	Outside, school	Outside, school site and lames' house-		Assistants			
Date Assessed						-	
What hazards have been identified?	What are the potential injuries or damage? Severity (1, 2 or 3)	What measures have been taken to prevent injury or damage?	Number of people at risk	mea	additional asures or tions are quired?	Who is responsible for action?	R
Using a longboard	2. falling off board	Using someone with experience to use this prop	1			Daniel, the main character	14

# Keywords

- Recce
- Health and safety
- Risk assessment

# Location recce



# **Risk** assessment



QR codes

### R093: Health and safety

During all phases of a media production, any health and safety risks and hazards must be considered. Workers need to be mindful of hazards whether they are working at a computer, using photographic equipment or working on a film or television production.





Keywords

Health and Safety

### R093: How style, content and layout are linked to the purpose

A media product usually has a purpose or reason for its development. Some media products will have more than one purpose. The purpose is closely linked to the type of media product.

### Advertise

There are a wide range of media products with this purpose including print adverts such as billboards, posters and leaflets, TV/radio advertising as well as online banner advertising on websites and social media.

Entertain

Most people spend a large amount of time each day being entertained by media products including TV shows, films, radio broadcasts, books, apps and computer games.



L Educate Many media products aim to educate. Textbooks combine text, images and photos and are suited to independent study and revision. eLearning products are able to add interaction and video to the learning experience. Apps and games are able to teach through play.

# Influence

Media products often aim to influence behaviour. This may be used as part of advertising. It may also be used by governments or schools to promote healthy or safe behaviours. Posters are often used to display information such as

display information such as your location on a map in a theme park. Information leaflets on health or financial products also help to inform.

# Keywords

# Purpose

# Advertise

Entertain

# Educate

# Inform

Influence

### R094: Mood board

Mood boards

Creating mood

boards

A mood board is a collection of images, text and colours that generate ideas for the look and feel of the product. They can be digital, 9created on a computer), or physical.

A mood board is unlikely to include images used in the final product, but instead is there to give an idea for the theme, based on the client brief.

A Mood board is a key part of the planning process and should be created when planning the visual identity for the graphic product.

When gathering content for the mood board, aim for a good variety of images, text that illustrates the typography and colours that will give a clear idea of the intended colour palette for the visual identity and digital graphic.

When creating your mood board, use all available space and fill the page. If creating a digital mood board, Photoshop, Affinity Photo, Word and PowerPoint are all examples of appropriate software for achieving this.

A physical mood board may also contain examples of textures and fabric. A digital mood board may contain photos of these.

If you produce a physical mood board, you will need to take a photo of it or scan it to submit it to the exam board.

Physical mood board

Digital mood board



Mood board

- Colour
- Physical
- Digital

Assessment support A mood board will probably be the first planning document you create as it helps to give a feel for the visual identity of all other planning documents you will make. A mood board will include graphics and photos that give a feel for the visual identity, not ones that you will use in the final product.









### R093: Properties of image files

When using image files, you must consider where it will be used as this will alter the technical requirement of the image. For instance, and image used in a printed magazine will need a very high resolution.

Resolution is the number of pixels in a given area. It is measured as dots per inch (DPI) for print images and photographs and pixels per inch (PPI) for screen images. The higher the PPI/DPI the higher the quality image Printed documents such as books and posters typically use a resolution of 300 DPI. This means that there will be 300 printed dots in 1 inch of the printed document. Web pages typically use images with a resolution of 72 DPI.

This is the measurement of an image in pixels. It is calculated by multiplying the pixel width by the pixel height. In this example, the image measures 500 wide and 300 pixels high so it has 15,000 pixels in total. A 10 megapixel camera will have 10 million pixels in one photo.



Pixel dimensions

Vector images are made up of shapes such as lines, curves and fills. Files are small in size and can be made bigger of smaller without affecting the quality of the image. They are commonly used for icons, logos, diagrams, animations and illustrations. SVG images are vector images.





Raster GIF, IPEG, PNG

Vector

images

Bitmap images, also known as raster images are made of small squares called pixels. File sizes tend to be larger. Images can be made smaller on the screen but if they are enlarged, they will become pixelated or blurry. Bitmap images are widely used in photographs. JPG and TIFF all use bitmap images.

Bitmap images

# Keywords

- Resolution
- Dots per inch (DPI)
- Pixels per inch (PPI)
- Pixel dimensions
- Static file format
  - JPG
- PNG
- SVG
- TIFF
- Vector
- Bitmap

QR codes
# R094: Visual identity design style

A visual identity gives customers or users a feeling and perception of the brand, product or service. It helps to visually communicate the values and personality of the brand with audiences or customers.

Business type and brand values

A visual identity design style should reflect the type of business or organisation that is represents. It should help to communicate the values and core principles of the brand.





# Comparison of visual identity

Kids Zone offer holiday clubs to young children. They wanted to create a visual identity that communicated feelings of fun, activity and creativity. They made use of bright colours as these would be attractive and appealing to children. The typeface chosen uses a playful decorative font.

By contrast, Royal Swan wanted a visual identity that showed an elegant and refined hotel.

They made use of a gold colour on the swan to suggest luxury. A contrasting dark blue colour was chosen to help give reassurance and trust I the brand. The chosen logo uses simple lines to help give a feeling of a clean, elegant design that is memorable. The choice of a serif typeface for the title helps to communicate a traditional atmosphere, whilst the use of the sans-serif typeface for the strapline 'Boutique Hotel' suggests a modern twist.

# Brand positioning

The brand's position in the marketplace can also be reflected in the visual identity in the visual

design style. The style will change depending on whether a brand positions itself as an economy, mid-range or luxury brand .

Notice the visual identity of a brand of baked beans in a supermarket. A standard font, simple graphics and white background all help to give the feeling of an economy brand.

By contrast, a luxury brand of beans may have a stylish label that has been well designed.



# Keywords

- Values
- Position
- Economy
- Mid-range
- Luxury brand

# During the assessment:

As you develop your product's visual identity, you will need to justify your design choices. Justifying means that you have fully explained your reasons for doing something.

You may do this by annotating designs and/or producing a report.

An advantage of creating a report is that all your evidence will be in one place.

It's a good idea to make a report at the start of the product so that you have somewhere to put everything.

# R094: Purpose of a visual identity

A visual identity gives customers or users a feeling and perception of the brand, product or service. It helps to visually communicate the values and personality of the brand with audiences or customers.

Brands with a strong visual identity have an emotional connection with users and customers. The visual identity helps to establish a brand, make it stand out and develop brand loyalty over time.

A strong visual or brand identity is important to help customers recognise the brand. A brand's visual identity, including logos, colours, fonts and tone of voice, will be used throughout all of a brand's media products, from their company letterhead to their billboard poster or website. Companies usually have a set of brand guidelines to achieve this. Consistent use of this house style creates familiarity and ensures that the audience or customer recognises and remembers a brand.



# Keywords

- Visual identity
- Brand
- Loyalty
- Brand guidelines
- House style

# During the assessment:

As you develop your product's visual identity, you will need to justify your design choices. Justifying means that you have fully explained your reasons for doing something.

You may do this by annotating designs and/or producing a report.

An advantage of creating a report is that all your evidence will be in one place.

It's a good idea to make a report at the start of the product so that you have somewhere to put everything.

A mind map or spider diagram is a way to plan out thoughts and ideas in an organised way. A mind map can be created digitally or be hand drawn.

# Purpose of a mind map

- The purpose of a mind map is to outline ideas quickly
- A mind map also shows the connections between different ideas
- Mind maps can be made digitally or hand drawn.
- Digital mind maps can be made on dedicated software (these can also be shared within a design team)

# Content of a mind map

- A mind map consists of the main or central idea in the middle
- Nodes are connected to the main idea using lines called branches
- Sub-nodes are connected to the nodes to help organise ideas
- Each node or sub-node includes text and/or images



- Mind map
- Digitally
- Hand drawn
- Central idea
- Node
- Branches
- Sub-nodes







A mood board is a planning document that assembles a range of materials in order to reflect the potential style of a media product.

# Purpose of a mood board

- Develop feeling and style of a product before it is made.
- Giving ideas for the later planning stages
- Refer to when producing the final media product
- Gain feedback from a client or design team

# Content of a mood board

# Physical mood board

Produced on a large piece of paper or card and contain materials such as photographs, pages cut out from a magazine, fabrics , examples of typography and colour swatches/

# Digital mood board

A digital mood board may include digital images, graphics, text, videos and audio files.

Digital mood boards are made in a wide range of software.





A visualisation diagram is a rough sketch of a media product. The purpose of a visualisation diagram is to give a representation of how a film product will look including content, layout, font and colour.



A good visualisation diagram should contain enough detail that a graphic designer could create the product using it.

# Sketches of the content



# Layout and positioning of assets

Where are the graphics going to go on your product?

# Annotations

Labels around your diagram which provide extra information

# Specific features

Typical features e.g. magazine cover visualisation diagram would show a front

n ;	<u>Keywords</u> • Visualisation • Sketches
am ail uld it.	<ul> <li>Layout/position</li> <li>Annotation</li> <li>Features</li> </ul>
	Visualisation diagrams are used for: Brochures or leaflets
- 1	Magazines or book covers
	Posters
	DVD/Blu-ray covers
	Comic pages Web pages
n	Game screens/characters/environments
	Print averts
	QR codes
vide	
ont	

A wireframe is a planning document that shows the layout and functionality of interactive products such as apps or websites. It also shows how different webpages or screens link to one another.

- •The specific content used for text, images and video will likely be dynamic (it will change)
- •Images are usually indicated by a box with an X inside it
- •Text is usually indicated using lines or dummy text
- •Buttons and text boxes are indicated with squares







Work plans are used to plan out the different elements that need to be completed within a Keywords project. In media there are 3 phases: pre-production (planning), production (creating) and Workplan post-production (editing and reviewing) Phases Components of a workplan Pre-production Production Milestones Resources Post-production Resources include the hardware, Milestones are the dates when key software and people required to Resources parts of the project are complete complete the project Timescales Milestones Timescales Tasks Tasks The time given to each activity and Tasks are the main phase of the Dependencies . task in the project project such as pre-production Activities Subtasks contingencies Workflow Activities Tasks are broken down into activities. This is the order in which activities They are smaller parts of a task. are completed. Contingencies Contingencies are a back up plan when problems occur. This is spare time A workplan can be created on Excel or X allocated for the unexpected. dedicated workplan software. 2013 2012 Number and name of the action III IV 111 A. Preparatory Actions

Experimental data collection campaign during a winter season A.1 A.2 Project Requirements Analysis **B. Implementation actions** B.1 System design **B.2** System implementation **B.3** System integration **B.4** Pilot realization



# Music

# JS Bach: Badinerie

# eduqas

#### Form and structure:

The piece is in **Binary** form (**AB**). Section A is 16 bars long. Section B is 24 bars long. Each section is repeated (**AABB**).

#### **Dynamics:**

Mostly *forte* throughout, although no markings appear on the score.

On some recordings, **terraced dynamics** (sudden changes) are included.

#### **Background details:**

Composed by Johann Sebastian Bach (1685 – 1750), one of the main composers of the Baroque era in music.

Badinerie is the last of seven movements from a larger piece called **Orchestral Suite No.2**.

The piece was composed between 1738-1739.

#### Tonality:

Section A begins in B minor (tonic) and ends in F\* minor (dominant minor).

Section B begins in F<sup>#</sup> minor (dominant minor) and ends in B minor (tonic).

Section A modulates from B minor through A major before arriving at F<sup>#</sup> minor.

Section B modulates from F<sup>#</sup> minor through **E minor**, **D major**, **G major** and **D major** before arriving at B minor.

#### Harmony:

**Diatonic**; mixture of root position and inverted chords; uses V7 chords and a Neapolitan sixth chord.

Imperfect and perfect cadences are clearly presented throughout. Both sections end with a **perfect cadence**.

#### Metre and rhythm:

Simple duple time – 2/4 – with two crotchet beats in every bar.

Uses **ostinato rhythms** which form the basis of two short musical ideas (X and Y), consisting almost totally of **quavers and semi-quavers**.

#### Instrumentation:

#### Flute, string orchestra and harpsichord.

The score has five parts (flute, violin 1, violin 2, viola and cello). The harpsichord player reads from the cello line and plays the notes with their left hand whilst filling in the chords with their right hand.

#### Melody:

The movement is based on two musical motifs.



Both motifs begin with an **anacrusis**. Motif X is entirely **disjunct** whilst motif Y **combines disjunct and conjunct** movement.

Typical **ornaments and compositional devices** of the period are used including **trills, appoggiaturas** and **sequences**.

#### Texture:

Homophonic: melody and accompaniment.

The flute and cello provide the main musical material; however, the 1<sup>st</sup> violin participates occasionally.

The 2<sup>nd</sup> violin and viola provide harmony with less busy musical lines.

#### Tempo:

The tempo is **Allegro** (quick, lively, bright), although not marked on the score.

# **Toto: Africa**

### Soft rock

#### Form and structure:

The piece is in strophic or verse-chorus form.

Intro	Verse 1 / Verse 2	Chorus 1 / Chorus 2	Link 1 / Link 2	Instrumental	Chorus 3	Outro
1 - 4	5 - 39 / 14 - 39	40 - 57	58 - 65	66 - 82	40 - 92	93 - 96
4 bars	35 bars / 26 bars	18 bars	8 bars	17 bars	22 bars	4 bars

#### Metre and rhythm:

Simple duple time – 2/2 (split common time) – with two minim beats in every bar.

Uses distinctive **ostinato rhythms** for both riffs, consisting almost totally of **quavers**, with constant use of **syncopation**.

**Vocal rhythm** looks complex but follows the natural rhythm of the lyrics.

#### **Background details:**

Composed by band members David Paich and Jeff Porcaro.

Recorded by the American rock band Toto in **1981** for their fourth studio album entitled **Toto IV**.

Released in **1982** and reached number one in America on 5 February **1983**.

Genre: soft rock.

#### Instrumentation:

Rock band: drum kit with additional percussion, lead and bass guitars, synthesisers, male lead vocals and male backing vocals.

### Harmony:

Diatonic; mixture of root position and inverted chords.

**Riff a** can be heard during the intro, verses, link sections, instrumental and outro. This riff uses a three-chord pattern: **A** – **G**<sup>\*</sup>**m** – **C**<sup>\*</sup>**m**.



Choruses use a standard chord pattern: vi (F''m) - IV (D) - I (A) - V (E).

The **harmonic rhythm** (the rate of chord change) is mostly once per bar.

#### **Dynamics:**

Most of the song is *mezzo-forte* (moderately loud) whilst the choruses are *forte*.

#### Melody:

Mostly conjunct (moving in step) with a wide vocal range.

Riff b uses the pentatonic scale (interpreted through E major):



Vocal improvisations occur towards the end of the song.

#### Texture:

Homophonic: melody and accompaniment.

#### Tonality:

The majority of the song is in **B major** whilst the choruses are all in **A major**.

#### Tempo:

The tempo is moderately fast.

# eduqas



Each section in the music is usually labelled with a capital letter, i.e. A, B, C, and so on.

Binary: A B	Strophic: A A A	32 bar song: A A B A	Terna	ary: A	BA	
Theme and Variation:	Minuet and Trio:	Rondo:	12 ba A rep			leba
	I: A B : I:C D : IA B	ABACA	patter		chui	uai
Main theme						
Variation 1			1	1	1	1
Variation 2			1	1	1	1
Variation 3			13.7	11/	1	

#### Some structural sections:

etc.

Introduction (Intro) - Opening of a piece which introduces the main ideas.

Outro - Last part of a piece used in 'pop' music. Coda - Final section of a piece of music. Bridge - Piece of music that links two other sections together.

Break - Section that offers a contrast or 'break' from the rest of the piece/song.

Verse - Section of a song which has the same music but different lyrics when repeated. Chorus - Section of a song which has the same

music and lyrics when repeated. Middle 8 - Eight bars in the middle of a song

which provide a contrast.

#### Some structural devices:

**Regular phrasing** - Melody divided up into balanced, symmetrical phrases.

Irregular phrasing - Melody divided up into unbalanced phrases.

**Riff** - Catchy idea in 'pop' music which is repeated. **Fill** - Idea that fills in the 'gaps' at the end of phrases.

Ostinato - Continuously repeated phrase or idea. Call and response - Short musical idea followed by an answering phrase.

Loop - An idea continuously repeated by technical means.

Repetition - When an idea is repeated. Contrast - A change in the music which offers a difference in the musical elements to provide

contrast to the initial material.

# **HARMONY** is...created through chords in music.

### CONSONANT HARMONY:

when the notes sound 'good' together.

DISSONANT HARMONY: when the notes 'clash'.

### DIATONIC HARMONY

is based on the major / minor scale system - triads are built on every note of the scale:



CHROMATIC HARMONY Chromatic harmony is far more complex and includes accidentals not belonging to the home key.

Every one of the 7 notes, (or DEGREES) of the scale is given a name:

> 7<sup>th</sup> note: LEADING NOTE 6<sup>th</sup> note: SUBMEDIANT

wjec eduqas

сбас

5<sup>th</sup> note: DOMINANT

4th note: SUBDOMINANT

3<sup>rd</sup> note: MEDIANT

2<sup>nd</sup> note: SUPERTONIC

1<sup>st</sup> note: TONIC

A CADENCE is a progression of two chords, found at the end of a musical phrase.

PERFECT CADENCE: Uses chords V → I Sounds complete and always stops on the tonic chord. Both chords are major: IMPERFECT CADENCE: Lands on chord V, e.g. 1 → V; ii → V; V → V; vi → V Sounds incomplete. The 2<sup>rd</sup> chord is always chord V of the key, which is major. The chord before may be major or minor. PLAGAL CADENCE: Uses chords IV → 1 Sounds complete and finishes on chord I. Both chords are major. It is sometimes known as the 'Amen' cadence because it is often found at the end of a hymn. INTERRUPTED CADENCE: Uses chords V → vi Sounds incomplete. In a major key, it involves a major chord moving to a minor chord. It is sometimes known as a 'surprise' cadence, because it seems as if chord V will resolve to chord I, but it does not - stopping instead on a minor chord.

# **MELODY** is...

a line of musical notes with varying pitches that is satisfying to listen to.

### Anacrusis:

a note (or notes) that come before the first strong beat in a piece. Sometimes called the 'up-beat' or 'pick-up'.

#### Motif:

a short melodic or rhythmic idea.

### Leitmotif:

a recurrent musical idea representing a person, place, feeling or idea.

#### Countermelody:

a 2<sup>nd</sup> melody played at the same time as the main theme.

#### Pitch:

whether the musical notes are high, middle-sounding or low.

#### Range:

the distance from the lowest sounding note to the highest sounding note in a piece of music.

#### **Ornaments:**

used to 'decorate' the music, e.g. trill, mordent, turn.

#### Chromatic:

when the tune moves in semitones (like a chromatic scale).

#### Pentatonic:

a musical scale based on S notes.

# Intervals:





Major 7th

Perfect 8th

(Octave)





#### Question and answer phrases:

an initial idea (the questioning phrase) balanced by a 2<sup>nd</sup> idea (the answering phrase).

#### Theme:

the main musical idea in a piece of music.

# Sequence:

repetition of a musical idea at a higher or lower pitch.

Imitation: when a musical idea is copied in another part.

Repetition: when musical ideas are repeated.

Contrast: when there is some type of difference in the music.

#### Fonfare: a musical 'announcement', based on the pitches of a chord.

Blue notes: the flattened notes in a Blues scale.

#### Types of scales: Major, Minor, (up to 4 sharps and flats), Pentatonic, Blues.

# Useful terms and their meanings

Conjunct: Stepwise movement in a melody (scalic).

#### Disjunct: When the melodic movement

includes lots of leaps or intervals. Arpeggio / broken chord: When the notes of a chord are played separately and in succession.

Anticipation note: When a note of the next chord is played early, preparing for the intended pitch in the chord. Triadic: Musical movement that uses the notes of a triad.

Pentatonic melody: Melody based on a 5-note scale.





# MUSICAL STYLES

# **AOS 1: Musical Forms and Devices**



BAROQUE ERA (1600 - 1750)

# AOS 2: Music for Ensemble



JAZZ AND BLUES



CLASSICAL ERA (1750 - 1810)



MUSICAL THEATRE



ROMANTIC ERA (1810 - 1910)





CHAMBER MUSIC

# AOS 3: Film Music

Music to accompany film or television scenes - appreciating how musical elements are used to create the mood and atmosphere through engaging with the story.

# **AOS 4: Popular Music**

Rock Pop Soul Fusion

Hip-Hop Ballad Reggae Minimalism Bhangra

-







the way the time values and patterns of notes are organised and used.





# SONORITY...

# is all about the quality of sounds in music – the types of voices, instruments and technology and how they are used.

### Percussion: Timpani, Drum Kit, Snare Drum, Cymbal, Hand Held Percussion, Glockenspiel, Xylophone, Tabla, Dhol

Rim shot	- when the rim and head of the
	drum are hit at the same time.
Drum roll	- beats played in a rapid succession.

### Brass: Trumpet, French Horn, Trombone, Tuba

Muted – when mutes are used to 'dampen' the sound.

### Woodwind: Flute, Oboe, Clarinet, Saxophone, Bassoon

<ul> <li>joining notes 'smoothly'.</li> </ul>
<ul> <li>notes are separated, sounding 'defined'.</li> </ul>

# Voices: Soprano, Alto, Tenor, Bass

A cappella	- without accompaniment.
Humming	- vocal sound made with closed mouth.
Syllabic	- one note for each syllable.
Melismatic	<ul> <li>each syllable has a number of notes.</li> </ul>
Vibrato	<ul> <li>rapid, slight variation in pitch.</li> </ul>
Falsetto	- male voice in a higher range than usual.
Belt	- lower, more powerful part of voice range.
Rap	- words spoken in a rhythmical way.
Seat	- jazz singing no words or nonsense words

### cat - jazz singing, no words or nonsense wor

Backing vocals - singers providing extra harmonies.

# Strings: Violin, Viola, Cello, Double Bass, Harp

Pizzicato	- 'plucked'.
Double stoppin	g – one instrument playing 2 notes
	at the same time.
Tremolo	<ul> <li>rapid bowing to give a dramatic effect.</li> </ul>
Divisi	- 2 parts in the same musical line.
Arco	- 'bowed'.
Mutes	- used to 'dampen' the sound.

# Guitars: Classical / Spanish, Electric + Bass guitars, Sitar, Saranga, Tumbi

Distortion	- effect which 'distorts' notes.
Hammer-on	<ul> <li>finger brought down sharply on a string.</li> </ul>
5lap bass	<ul> <li>bouncing strings against the fret board.</li> </ul>
Pitch bend	<ul> <li>altering pitch of a note very slightly.</li> </ul>

### Keyboards: Piano, Organ, Harpsichord







# **TEXTURE** is...

the way that the melody, chords and musical ideas have been woven together to achieve different effects - the 'layers' of music and how they relate to each other.



A single melodic line with no harmonies or other melodies. It may be sung or played by more than one voice or instrument.

# Homophonic

A chordal style, or a melody plus chords, which sometimes provide a rhythmic contrast.

# Polyphonic



A more complex style which presents the melody (or melodies) in imitation or in counterpoint. Unison: When all parts are playing the same music at the same pitch

Chordal: When parts move together creating a succession of chords

Drone: Constantly repeated or sustained note(s)

Stob chords: Short, 'staccato' chords that add impact and 'punch' to the music

Imitation: When one part 'copies' another

Counter-melody: A new melody, combined with the theme

Descant: A decorative (higher) line added to the main tune

Round: A short (vocal) canon

Conon: When the melody is repeated exactly after the first, with some overlapping

Alberti Bass: A type of accompaniment figure that uses broken chords

Walking bass: A steady, continuous, mainly stepwise bass line

2-part texture: Music written for 2-part voices or instruments

л+л

3-part texture: Music written for 3-part voices or instruments



4-port texture: Music written for 4-part voices or instruments

> ת+ת ת+ת

# TODATLY is... the key of the music - it depends eduques on the types of scales used.

You must know the key signatures in all the major and minor keys up to four flats and four sharps. These scales are what the music is based on.

order of sharps	order of flats
	1.2. 4. 4
6 # # #	* * * * *

FCGDAEB

order of flats

order of sharps -

# THE PENTATONIC SCALE

This type of scale is made up of five notes within the range of an octave.



# MODULATION is when the music changes key.

Modulation to the dominant is when the music moves from the tonic to the dominant key. The dominant key is based on chord V of the original key, e.g. from C major to G major.

Modulation to the relative minor key is when the music moves from the tonic major key to the relative minor key. The relative minor key is the minor key which shares the key signature with the home key, e.g. the relative minor of C major is A minor.

Modulation to the relative major key is when the music changes from the tonic minor key to the relative major key. The relative major key is the major key which shares the key signature with the home key, e.g. the relative major of A minor is C major.

Key signature	Major keys	Minor keys
No flats or sharps	C major	A minor
1 sharp (F#)	G major	E minor
2 sharps (F#, C#)	D major	B minor
3 sharps (F#, C#, G#)	A major	F# minor
4 sharps (F#, C#, G#, D#)	E major	C# minor
1 flat (B <sup>5</sup> )	F major	D minor
2 flats (Bb, Eb)	Bi major	G minor
3 flats (Bb, Eb, Ab)	Eb major	C minor
4 flats (Bb, Eb, Ab, Db)	Ab major	Fminor

# Performing Arts

# COMPONENT 3 BTEC TECH PERFORMING ARTS (ACTING)

Devise a performance in response to a stimulus provided by the exam board. Both parts of the task (written and performance) will be completed under supervision. There is a 12 week window for all parts to be completed. The component is marked out of 60.

# **Assessment objectives**

**AO1** - Understand how to respond to a brief. Discuss and practically <u>EXPLORE</u> the stimulus considering: target audience, performance space, planning and managing resources, running time and style of work.

Develop ideas considering: structure of work, style and genre used, skills required, creative intentions.

Work effectively as a member of the group making an individual contribution and responding to the contribution of others.

AO2 – Select and develop skills and techniques in response to a brief. Demonstrate <u>HOW</u> to select and develop skills and techniques that are needed for the performer and whole group and take part in the rehearsal process.

**AO3** – Apply skills and techniques in a workshop performance in response to a brief

Contribute to a workshop performance using: vocal, physical and interpretative skills. (18 marks)

AO4 – Evaluate the development process and outcome in response to a brief Evaluate the process and performance. Consider: the brief, stimulus and contribution from other group members. Reflect on: selection of skills used, individual strengths/areas for improvement, overall and individual contribution to the group, impact of the groups work.

# **Key vocabulary**

Target audience – who you will perform to and why

Performance space – choosing where the performance will take place if not on the stage and why

Running time – length of the performance Style of work – genre or practitioner who will influence your work

Vocal skills – ability to adapt voice to suit a character

Physical skills – movement, gestures, body language, facial expressions Interpretative skills – presenting yourself to the audience and creating emotion Commitment –how much effort you put in

individually and as a group

Rehearsal – practicing the performance Blocking – deciding where an actor should stand

Performance – Showing of the piece of work to the target audience

Evaluate – identify strengths and areas for improvement of both the rehearsal and performance

Characterisation - creating a character through your movement and dynamic choices

# PE







Visual guidance		Mechanical guidance	6		
Explanation: Visual guidance is when the perf videos, pictures and Demonstrations Pictures must be clear Demonstrations must be seen more than Demonstrations must be clearly visible	ormer is shown the skill e.g. once 4 be of good quality so poor movement is not copied	technique. • Using a harness when lea • Using floats to develop	arning backward somersaul leg strength when swimmin		
When would you use it: Is good for beginner mental image of what the movement should b	And the second sec		ant to use mechanical guida	ers of all abilities and skill level nee when the activity is dangera	
It is also good when it is not possible to hear Advantages • Can copy the movement • Can be done with large groups	verbal guidance e.g., during play Disadvantages If demonstration is poor incorrect movement learnt Time consuming Videos are expensive Complex movements are difficult to recognise	Advantages • Can get a feel for the m • Build's confidence • Reduces danger		sadvantages The feeling is not actually the skill unaided Performer can become depend Incorrect feel can lead to inco Cannot be used in large groups	ent on the support prect movement being learned
Verbal guidance		Summary			
<ul> <li>correct technique</li> <li>Information must be clear so it is unders</li> <li>Information must be concise (not confus</li> <li>Performer must be able to hear the info</li> </ul>	ng) mation perienced performers who know what the movement should an.	No.		é	
Advantages  Instructions can be given quickly  Can be used during a performance  No equipment is required	<ul> <li>Disadvantages</li> <li>Some movements are difficult to explain</li> <li>Relies on the coach's communication skills being good enough for the performer to understand</li> </ul>	Visual Guidance	Verbal Guidance	Manual Guidance	Mechanical Guidance
Manual auidance		A coach is giving visual guidance to a	Jose Mourinha gives verbal guidance to ar	Manual guidance is given to a novice	A performer is using manual guidance
Explanation: Manual guidance is where the co them get into the correct position		novice basketball player on how to grip the ball He can see how the skill should be	elite athlete. He give him instructions quickly on how to improve technique Because the athlete	perform a serve The performer gats a feeling for the motion	(harness) to practice a trampolining routine It's the first time the performer has attempted the routine
When would you use it: This can be used wi useful for beginners	th performers of all abilities and skill levels it is particularly	performed and can copy it	experienced, he understands and	confidence to perform the skill in a	so it reduces the dange
Advantages Can get a feel for the movement Build's confidence Can help break down the movement into phases	Disadvantages The feeling is not actually the same as actually doing the skill unaided Performer can become dependent on the support Incorrect feel can lead to incorrect movement being learned Can only be used 1 on 1	It is a clear demonstration so the performer uses the correct technique	makes sense of the information Instructions are concise and easy to understand	game	It develops the confidence of the performer as he can safely get a feeling for the movements involved



Type of Feedback	Explanation	Application
Intrinsic	Intrinsic feedback is within the performer They understand how the movement feels from feedback from the muscles It is important so performers can spot their own errors Intrinsic feedback should be developed so the performer is not reliant on others	Used by experienced performers as the skill is well learnt and they can make amendments to their own performance based on their internal feedback E.g. When a gymnast is performing a somersault, they will be able to use internal feedback from their muscles to readjust their body to successfully perform the skill
Extrinsic	Extrinsic feedback is feedback from outside the performer Extrinsic is important as someone watching the skill can observe and explain what needs to be done to correct it	Used by less experienced performers as they are unlikely to detect their own errors E.g. When a gymnast is performing a somersault the may land falling backwards. A coach may tell them to stay tucked for longer, which will enable them to land on their feet
Concurrent	Concurrent feedback is given during a game	Used by experienced and less experienced athletes and can be intrinsic or extrinsic E.g. A gymnast may alter their body position during a somersault to perform it correctly (intrinsic) A coach may tell the performer to paint their toes during a somersault, this will aid performance (extrinsic)
Terminal	Terminal feedback is given after the performance This may be due to the rules or the skill not being suitable. Feedback should be given as soon as possible after the performance	E.g. A Symnast performs a practice somersault. The coach would give feedback on how to improve the skill. The gymnast then performs again

lity and experience of a performer and the type of skill will the type of feedback given!

# ve feedback is used to:

- Provide information about the skill being performed
- Help improve performance or the skill
- Reinforce good practice

# effective it must:

- Be shot and concise (you can only process small amounts of information) Be given as soon as possible
- (while it is still fresh in their memory)
- Be relevant to the performer (specific to them not the whole group)

Summary			
Intrinsic Feedback	Extrinsic Feedback	Concurrent Feedback	
An experienced performer uses intrinsic feedback from their muscles to adjust their body position to perform the skill successfully	A less experienced performer gets extrinsic feedback from their coach to explain how their performance can be improved	A coach gives concurrent feedback during a game of basketball	Team GB cycling team analyse data and performance after a race so feedback can be given to improve performance



#### Component 2 Mental Rehearsal Mental Preparation Mental preparation or mental rehearsal is a technique used by elite performers. It involves mentally practicing a skill before actually doing it. Can build Mental Rehearsal confidence To can be used to (mentally see develop a skill Why? success) Help focus the mind on the task Reduce anxiety (keep you relaxed) Mental Rehearsal Example 2 Explanation Example 1 One of the reasons why we warm-up is to Before a gymnastics performance they will Before participating in the bobsleigh, the Warm-up mentally prepare, this can be done by mental imagine performing the actual routine. driver will mentally go through the race, rehearsal going through the various skills and visualising every bend and turn down the visualising the whole routine track before actually racing The performer goes through a skill or sequence of events they are about to perform in their mind This helps them clarify the skill they are about to perform, so they are confident they are ready to perform Although mental rehearsal is completed before If awarded a free kick in football the During a free throw in netball the During an performer will see themselves completing the start of a performance as part of their performer will imagine themselves event warm-up. It can also be used during a break or the skill and where the ball is going to go successfully completing the shot before before they take it during the performance taking it During a match when play is paused

# **Sports Studies**



# Year 11 CNAT Sport Spring Knowledge Organiser

# **Outdoor Activities:**

- Canoeing
- Rock Climbing
- Skiing
- Orienteering
- Water Sports
- Trekking
- Caving
- Cycling
- Snow boarding
- Gliding
- Gorge Walking
- Paragliding
- High ropes















# Year 11 CNAT Sport Spring Knowledge Organiser

# 5 benefits of participating in outdoor activities?

- Increased confidence
- Enjoyment and challenge
- Improved health & fitness
- Greater environment awareness
- Increased motivation
- Opportunity to socialise

# How/why participating in outdoor activities can help develop skills:

- Social Skills
- Team building skills
- Decision making skills
- Planning and organisation skills
- Problem solving skills
- Communication skills

# What you need to consider when planning a an Outdoor Adventure Trip:

- Health & Safety
- Personnel (The number of people that are qualified to lead the trip/activity to the ration of participants)
- Adventure Activities Licensing Authority
- Clothing & Equipment

- Location
- Supplies
- Emergency procedure
- Contingency plan
- Shelter
- Timing

# What hazards do you need to consider when planning an Outdoor Adventure Trip:

- Inappropriate Supervision
- Faulty equipment or incorrect equipment
- Change in weather conditions (Unforeseen)
- Illness or Injury
- Poor organisation
- Getting lost
- Unstable terrain
- Animal and insects

# Travel & Tourism

# Travel & Tourism - Component 2 Knowledge Organiser



# **Travel & Tourism - Component 2 Knowledge Organiser**

# Safetu

Gal The Health and Safety at Work Act (1974) places a responsibility upon employers and employees to ensure the safety of ourselves and others.

Hotels must have evacuation procedures in every bedroom and coach drivers must remind customers to wear seat belts.

### Advice

Customers will look to you for advice. You are considered the expert Examples might be.

- A train manager might be asked which side to sit on for the best views
- A hotel receptionist is asked how to get to a venue by a customer who missed their coach

# Specific Needs

Some customers have special needs. It may be because of a disability. They may need help to an easy access room or a wheelchair to take them to and from their transport They may need an induction loop to help them hear in public areas, or an escort because they are partially sighted. They might have a dietary issue.



# Products and Services

- Make sure you know what products and services your organisation offers and what the benefits of them are
- Learn about your competitors' products and services so that they can emphasise to your customers what your organisation offers that your competitors don't
- The customer expects the product or service they purchased delivers what your organised promised
- Remember your 3P's (Product, Process and Personal Behaviour)
- It is not just about the flight and hotel that is booked, it is about the personal service you're providing. Are you knowledgeable, friendly and responding appropriately to what they have to say? ⊙⊻ഥ

# Assistance

People might require assistance with different things (<del>4</del>) such as

- Baggage in Their holiday destination
- Elderly customers climbing stairs and many more

# Security

Bag checks are now more prominent than ever before due to recent terrorist activities. There is a increase in CCTV, security guards and body and baggage searches. If you are working in the industry, we need to be extra vigilant and reporting anything suspicious

### Accurate Information

Customers expect accurate  $\Phi$ information They need to know that the product/ service meets their needs and how. Examples might be.

Can you give me directions to ...? At what time is the next show startina? What is the weather forecast

for this afternoon?



# Needs of different types of Customer

# Special Requests

Special requests may also increase a customers enjoyment e.g. a bottle of champagne in a bridal suite for a honeymoon couple or a birthday cake arranged for a child's birthday.

# Health

The customers rely on you to be kept safe, secure and healthy whilst in your  $\Im$ care

You need to alert customers to overseas health requirements. These are usually available from the FCO

SARS, Avian Flu, Swine Flu and Coronavirus has had restrictions on travel, each time this information was shared through the WHO (World Health Organisation)

# Travel & Tourism - Component 2 Knowledge Organiser

### Verbal Requests

- Verbal requests might be face to face
- They might also be over the telephone
- Staff must listen carefully to what the customer is saying or asking and be prepared to respond helpfully,

knowledgeably and clearly.



# Responding to Customer Needs

### Written Requests

Much communication in Travel and Tourism is doing via email or websites. However some customers still prefer to communicate by letter and written booking form

- The style and sometimes the information can differ depending on method of communication
- Make sure that dates are correct
- Make sure you sign the letter off correctly e.g. yours sincerely, yours faithfully.

# Recognising unstated needs

Sometimes a customer doesn't realise they have a need, so it is our job to identify those unstated needs. Some examples might include. A family with children booking a holiday at a travel agent might want a kids club option.

Cabin crew reminding someone to fasten their seatbelt

A cruise ship waiter noticing someone not eating their meal because they are in fact vegetarian and are too shy to request a change

# **Booking Forms**

Many tour operators are now offering online booking forms. We must make sure that they are...

- Easy to read
- Ask all the questions which the organisation needs to be answered.
- Provide the information the customer needs
- Is clear and unambiguous

# **Exceeding Expectations**

- Anticipate the customers needs before they ask for it.
- Personalise the experience for the customer, get to know them
- Solve problems imaginatively.
- Think of the halo effect, you might bend down to talk to a child, so that they can be at your eye level. You might ask them the name of the toy they're holding. The child will enjoy this experience and other people will be impressed by what you are doing.







# Meeting Expectations

- Your customer has been convinced to buy your product or service.
- You have given them expectations of what that product or service will provide.
- They will also have expectations based on previous customer service experiences and what their culture and ethnicity expects.
- Customers expect the information you provide them to be timely and accurate
- · They expect their journey to be punctual.
- They expect their room to be clean
- They expect their family to be looked after (if applicable)



Exploring expectations of different types of customers in the travel and tourism sector

