

CARSHALTON BOYS SPORTS COLLEGE

Excellence • Character • Aspiration

BUSINESS DEPARTMENT

Vocabulary Booklet

YEAR 13

OCR Cambridge Technicals Level 3 Business

Unit 2: Working in Business (LO2–LO5) • Unit 17: Responsible Business Practices • Unit 16: Principles of Project Management

Tier 2 & Tier 3 Vocabulary — Expected & Aspirational

Academic Year 2026 – 2027

For students, parents and carers

*Revised: Unit 2 LO1 (business protocols) is now introduced in Year 12 Summer Term 2 — see the Year 12 companion booklet, Section 7.
This booklet covers Unit 2 LO2–LO5, plus Units 17 and 16 in full.*

A Note for Students, Parents and Carers

Welcome to the Year 13 Business vocabulary booklet, covering the continuation of Unit 2: Working in Business, Unit 17: Responsible Business Practices, and Unit 16: Principles of Project Management. This is the companion document to your classroom teaching and Scheme of Work, and it is one of the most important revision and coursework tools you will use this year.

Revised edition — please note: Unit 2's first Learning Outcome (LO1: protocols and constraints) is now introduced in Year 12 Summer Term 2, ahead of the September start of Year 13, under the department's two-teacher, partly-concurrent delivery model. That LO1 vocabulary (authority, confidentiality, security and employment protocols) is taught and tested using the Year 12 Vocabulary Booklet, Section 7. This Year 13 booklet therefore covers Unit 2's remaining Learning Outcomes — LO2 to LO5 — which are completed in the Year 13 Autumn Term, running concurrently with Unit 17. Unit 16 then follows as a standalone unit from January to Easter. Because Unit 2's external examination assesses all five Learning Outcomes, students should revise LO1 vocabulary from the Year 12 booklet alongside the LO2–LO5 vocabulary in this booklet.

Why vocabulary matters at Level 3

At Level 3, the relationship between vocabulary mastery and assessment performance is direct and well-evidenced. Unit 2's external examination rewards students who deploy precise technical terminology confidently, accurately and in appropriate context. Units 17 and 16 are assessed through Non-Examined Assessment (NEA), where moderators expect the correct professional and technical vocabulary to appear accurately throughout the portfolio. Students who write around words they do not know, or who use terms imprecisely, lose marks even when their underlying understanding is sound.

How this booklet is organised

The booklet covers the units delivered, or continuing, in Year 13:

- Unit 2 — Working in Business, LO2–LO5 (external examination). LO1 was introduced in Year 12 — see the Year 12 booklet, Section 7.
- Unit 17 — Responsible Business Practices (internally assessed NEA), delivered in the Autumn Term concurrently with the remainder of Unit 2.
- Unit 16 — Principles of Project Management (internally assessed NEA), delivered from January to Easter as a standalone unit once Unit 2 and Unit 17 are complete.

Within each unit, vocabulary is divided into two tiers:

- Tier 2 — Academic vocabulary used across many Level 3 subjects (e.g. 'prioritise', 'evaluate', 'monitor'). These words determine how academic and professional writing sounds.
- Tier 3 — Subject-specific business vocabulary with precise technical meanings (e.g. 'critical path analysis', 'corporate social responsibility', 'purchase order').

Within each tier, words are marked:

- E (Expected) — every student must know, define and use these accurately by the end of the unit.
- A (Aspirational) — stretch vocabulary for students targeting Distinction* and A/A* grades. These terms appear in the strongest examination and NEA answers.

How vocabulary will be assessed

Unit 2 is externally examined and worth a significant proportion of the Year 13 Business grade. Extended-answer questions reward confident, accurate and sustained use of subject terminology across all five Learning Outcomes, including the LO1 protocols vocabulary met back in Year 12. Units 17 and 16 are assessed through supervised NEA tasks, internally marked and externally moderated — moderators specifically look for accurate, precise use of the technical vocabulary of responsible business practice and project management throughout the portfolio.

How to Learn Vocabulary by Heart — Metacognitive Strategies

'Learning by heart' does not mean memorising blindly. It means committing words to long-term memory so that they can be retrieved fluently when you need them — in writing, under timed conditions, or when drafting a coursework portfolio. The five strategies below, used in order, will get you there.

1. Look, Cover, Write, Check

The classic for a reason. Look at the word and its definition. Cover them up. Write both from memory. Uncover and check — mark every word exactly. Repeat any you got wrong. The act of effortful retrieval is what builds memory.

2. The Leitner System (Spaced Flashcards)

Make flashcards: word on one side, definition and example on the other (digital tools such as Anki or Quizlet work well). Sort into three boxes: Box 1 (don't know — review daily), Box 2 (know fairly — review every three days), Box 3 (know well — review weekly). Words you get wrong move back to Box 1. Two weeks of this system will surprise you. Spaced repetition is the single most evidence-backed vocabulary strategy available.

3. Dual Coding — Word + Diagram + Sentence

For every Tier 3 term, draw a small sketch or diagram (a Gantt chart, a stakeholder map, a risk register) and write a sentence that uses it correctly in a business context. The example column in this booklet gives you a starting point. The brain encodes images and applied examples more reliably than isolated definitions. A sketched critical path diagram next to the term is worth ten passive readings.

4. Self-Quizzing Out Loud

Close the booklet. Define the word aloud, in full sentences, without looking. Then check. If you can explain it correctly — accurately, fluently and with a business example — you know it. Speaking forces retrieval rather than recognition, which is what examination and NEA conditions demand.

5. Use the Word in Writing

After learning a set of words, write a short paragraph (80–120 words) using as many as you can in accurate business context. Bring your paragraph to your teacher for feedback. A word used correctly in extended writing is a word you own. This strategy is how Aspirational words are unlocked.

A Weekly Routine That Works

- Monday — 20 mins. Look-Cover-Write-Check on this week's new words.
- Wednesday — 20 mins. Leitner-system review of all current flashcards.
- Friday — 20 mins. Self-quiz out loud, then write one paragraph using five of the words.

Tier Markers — Expected and Aspirational

E — Expected

Every Year 13 student must know, define and accurately use these words by the end of the unit. There is no opt-out. These are the minimum requirement for Level 3 Business.

A — Aspirational

Stretch vocabulary for students targeting Distinction* and considering Business, Economics or Management at university. These terms appear in the strongest exam and NEA answers.

All students — every single Year 13 business student — are expected to master the Expected words. Aspirational words are not extra credit; they are the language of confident Level 3 Business, Economics and Management study. Every mark scheme and NEA assessment grid identifies precise terminology as a discriminator between grade boundaries.

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Unit 2 — Working in Business (continued from Year 12)

Learning Outcomes Covered in Year 13: LO2 Organising business activities • LO3 Business documents • LO4 Prioritising tasks • LO5 Communicating effectively.

LO1: Protocols and constraints (authority, confidentiality, security and employment protocols) was introduced in Year 12 Summer Term 2 and is not repeated here — see the Year 12 Vocabulary Booklet, Section 7, for that vocabulary. The Unit 2 external examination assesses all five Learning Outcomes, so both booklets should be used together when revising for the exam.

Tier 2 — Academic Vocabulary (words used across many subjects)

Word	Type	Tier	E/A	Definition	Example in Business
prioritise	verb	T2	E	To arrange tasks in order of importance or urgency so the most critical are dealt with first.	An effective assistant can prioritise a manager's inbox by urgency and importance.
delegate	verb	T2	E	To pass responsibility for a task to another person while retaining overall accountability.	The project lead delegated the venue booking to a junior team member.
liaise	verb	T2	E	To communicate and cooperate with another person, team or organisation to coordinate action.	The office manager liaised with the caterer to confirm numbers for the meeting.
deadline	noun	T2	E	The latest time or date by which a task must be completed.	Missing the invoice deadline delayed payment to the supplier.
interpret	verb	T2	A	To work out the meaning or significance of information presented in a document or data set.	Staff must interpret a purchase order correctly before processing a delivery.
coordinate	verb	T2	E	To organise different people, activities or resources so that they work together effectively.	The office coordinated three departments' diaries to find a date every manager could attend.
collate	verb	T2	A	To gather and combine information or documents into a single, ordered set.	The assistant collated feedback forms from every delegate into one summary report.
concise	adjective	T2	A	Giving information clearly and in few words, without unnecessary detail.	A concise email is more likely to be read and acted on quickly by a busy manager.

Tier 3 — Subject-Specific Vocabulary (the language of a business professional)

Word	Type	Tier	E/A	Definition	Example in Business
meeting agenda	noun	T3	E	A document listing the topics to be discussed at a meeting, usually circulated in advance.	Circulating the meeting agenda beforehand allowed attendees to prepare properly.
minutes	noun	T3	E	A written record of what was discussed and decided during a meeting.	The minutes recorded three action points to be completed before the next meeting.
action points	noun	T3	E	Specific tasks agreed during a meeting, each usually assigned to a named person and a deadline.	The action points from the minutes were circulated the same afternoon so no task was forgotten.
itinerary	noun	T3	E	A detailed plan of a journey, including timings, locations and travel arrangements.	The travel itinerary included flight times, hotel details and the meeting schedule.
budget variance	noun	T3	A	The difference between a planned (budgeted) figure and the actual amount spent or earned.	A negative budget variance on travel costs triggered a review of expense claims.
invoice	noun	T3	E	A formal document requesting payment for goods or services provided.	The supplier's invoice specified payment terms of thirty days.
purchase order	noun	T3	E	A formal document issued by a buyer to a supplier, confirming details of goods or services ordered.	No stock could be delivered until the purchase order had been authorised.
document version control	noun	T3	A	The practice of tracking and labelling successive drafts of a document so the most current version is always clear.	Document version control prevented two colleagues from working on outdated copies of the same report.

Word	Type	Tier	E/A	Definition	Example in Business
business correspondence	noun	T3	A	Written communication, such as letters and emails, conducted for business purposes.	Professional business correspondence must be accurate, clear and appropriately formal.
memorandum (memo)	noun	T3	A	A short, formal written message circulated internally within an organisation.	A memo was circulated to all staff confirming the new office opening hours.
task prioritisation matrix	noun	T3	A	A tool used to rank tasks according to their urgency and importance.	A task prioritisation matrix helped the team decide which client query to handle first.
urgent versus important	noun	T3	A	A distinction used in task management between tasks needing immediate action and tasks that matter most to long-term goals.	Understanding urgent versus important prevented the assistant from being distracted by low-value emails.
communication channel	noun	T3	E	The medium through which a message is sent, such as email, telephone or face-to-face.	Choosing the right communication channel for a complaint affects how quickly it is resolved.
register	noun	T3	A	The level of formality used in spoken or written communication, matched to audience and purpose.	A formal register is expected when writing to an external client for the first time.

Unit 17 — Responsible Business Practices

Learning Outcomes Covered: LO1 Operating responsibly • LO2 Adopting responsible practices • LO3 Reviewing impact • LO4 Difficulties and consequences.

Delivered in the Year 13 Autumn Term, running concurrently with the remainder of Unit 2 (LO2–LO5); both units are completed by January.

Tier 2 — Academic Vocabulary (words used across many subjects)

Word	Type	Tier	E/A	Definition	Example in Business
dilemma	noun	T2	E	A situation requiring a difficult choice between two or more competing courses of action.	Discovering a supplier's poor labour practices created an ethical dilemma for the buyer.
legislation	noun	T2	E	Laws passed by government that organisations are legally required to follow.	Employment legislation sets out the minimum standards a business must meet for its staff.
transparency	noun	T2	A	Openness in the way an organisation shares information about its decisions and practices.	Publishing supplier audits online is one way a business demonstrates transparency.
accountability	noun	T2	A	The obligation of an organisation or individual to explain and take responsibility for their actions.	The board was held accountable for the factory's poor safety record.
sustainability	noun	T2	E	The capacity to operate in a way that meets present needs without damaging future resources.	Reducing packaging waste is one part of the firm's sustainability strategy.
integrity	noun	T2	A	The quality of being honest and having strong, consistently applied moral principles.	Refusing a bribe from a supplier demonstrated the manager's integrity.
compliance	noun	T2	E	The act of conforming to rules, laws, standards or regulations.	Regular audits check the factory's compliance with safety regulations.
exploitation	noun	T2	A	The unfair or unethical use of people or resources for one's own benefit.	Reports of exploitation in the supply chain damaged the brand's reputation.

Tier 3 — Subject-Specific Vocabulary (the language of a business professional)

Word	Type	Tier	E/A	Definition	Example in Business
corporate social responsibility (CSR)	noun	T3	E	A business's voluntary commitment to operate ethically and contribute positively to society.	The firm's CSR programme funds environmental restoration projects near its factories.
business ethics	noun	T3	E	Moral principles applied to decisions and conduct in a business context.	Business ethics guided the decision to withdraw a misleading advertisement voluntarily.
tax avoidance	noun	T3	E	The legal use of tax rules to minimise the amount of tax a business pays.	Tax avoidance is legal, but aggressive schemes can still damage a company's reputation.
tax evasion	noun	T3	E	The illegal act of not paying tax that is legally owed.	Tax evasion is a criminal offence, unlike the legal minimisation of tax avoidance.
greenwashing	noun	T3	A	The practice of making misleading claims about the environmental benefits of a product or business.	Critics accused the airline of greenwashing after its vague 'carbon neutral' claims.
Human Development Index (HDI)	noun	T3	A	A composite measure of a country's life expectancy, education and income used to assess wellbeing.	A supplier's home country HDI can indicate the social conditions workers face.
Corruption Perceptions Index	noun	T3	A	An annual ranking of countries by perceived levels of public sector corruption.	The business considered the Corruption Perceptions Index before opening in a new market.
triple bottom line	noun	T3	A	A framework for measuring business success across profit, people and planet, not profit	The triple bottom line approach led the firm to report on its social and environmental

Word	Type	Tier	E/A	Definition	Example in Business
				alone.	impact.
ethical sourcing	noun	T3	E	The practice of ensuring goods and materials are obtained in a socially and environmentally responsible way.	Ethical sourcing policies require suppliers to pay workers a fair, living wage.
environmental impact assessment	noun	T3	A	A formal evaluation of the likely effects a business activity will have on the environment.	An environmental impact assessment was required before construction of the new warehouse.
stakeholder theory	noun	T3	A	The idea that a business should be managed in the interests of all stakeholders, not shareholders alone.	Stakeholder theory was used to justify the decision to prioritise staff welfare over short-term profit.
whistleblowing	noun	T3	E	The act of an employee reporting wrongdoing within their own organisation.	Whistleblowing exposed the company's breach of environmental regulations.
fair trade	noun	T3	E	A trading partnership that ensures producers in developing countries receive a fair price and conditions.	Fair trade certification reassures customers that cocoa farmers were paid fairly.
code of conduct	noun	T3	E	A formal set of principles guiding the ethical behaviour expected of an organisation's staff.	The supplier's code of conduct prohibits the use of child labour.
supply chain ethics	noun	T3	A	The consideration of moral standards and responsible practice at every stage of a supply chain.	Supply chain ethics were questioned after reports of unsafe factory conditions overseas.
reputational damage	noun	T3	E	Harm done to the public perception and trust in an organisation, often following unethical conduct.	The scandal caused significant reputational damage that took years to repair.

Unit 16 — Principles of Project Management

Learning Outcomes Covered: LO1 Stages of project management • LO2 Skills project managers need • LO3 Monitoring projects • LO4 Preparing project plans.

Delivered from January to Easter in Year 13, as a standalone unit once Unit 2 and Unit 17 have both been completed.

Tier 2 — Academic Vocabulary (words used across many subjects)

Word	Type	Tier	E/A	Definition	Example in Business
feasibility	noun	T2	E	The extent to which a plan or project is practically achievable given available resources.	A feasibility study assessed whether the new product launch was realistic within budget.
monitor	verb	T2	E	To observe and check the progress of a project or task on an ongoing basis.	The project manager monitored progress weekly against the original schedule.
schedule	noun	T2	E	A plan setting out the timing and sequence of tasks needed to complete a project.	Delays in delivery pushed the whole project schedule back by two weeks.
milestone	noun	T2	E	A significant point or event marking progress within a project's timeline.	Completing the prototype was a key milestone in the product development project.
scope	noun	T2	E	The defined boundaries of what a project will and will not include.	Adding new features midway through the project caused scope to expand beyond the original plan.
stakeholder	noun	T2	E	A person or group with an interest in, or affected by, the outcome of a project.	The project sponsor is usually the most influential stakeholder in a project.
risk	noun	T2	E	The possibility that an event will occur and negatively affect a project's objectives.	Losing a key supplier was identified as a major risk to the project timeline.
evaluate	verb	T2	A	To judge the value, success or effectiveness of a project once it is complete.	The team evaluated the project against its original objectives during the closure phase.
contingency	noun	T2	A	A backup plan or reserve of resources set aside to deal with unexpected problems.	A contingency of ten per cent was added to the budget to cover unforeseen costs.
resource allocation	noun	T2	A	The process of assigning available resources — people, time, money — to project tasks.	Poor resource allocation left one team overworked while another had spare capacity.

Tier 3 — Subject-Specific Vocabulary (the language of a business professional)

Word	Type	Tier	E/A	Definition	Example in Business
feasibility study	noun	T3	E	A formal assessment of whether a proposed project is practically and financially viable.	The feasibility study concluded that the project could be delivered within the six-month deadline.
project initiation	noun	T3	E	The first stage of a project, in which its purpose, objectives and viability are formally established.	Project initiation ended with a signed project brief authorising work to begin.
project brief	noun	T3	E	A document setting out a project's purpose, objectives, scope and key requirements.	The project brief specified the budget, deadline and expected deliverables.
project sponsor	noun	T3	E	The senior individual who provides resources, authority and support for a project.	The project sponsor approved the additional budget needed to meet the deadline.
Gantt chart	noun	T3	E	A bar chart used to plan and track the schedule of tasks within a project over time.	The Gantt chart showed which tasks could run in parallel and which depended on others finishing first.
critical path analysis	noun	T3	A	A technique identifying the sequence of essential tasks that determines the shortest possible project duration.	Critical path analysis revealed that a delay in the design stage would delay the entire launch.
work breakdown structure	noun	T3	A	A hierarchical breakdown of a project into smaller, manageable tasks and sub-tasks.	The work breakdown structure split the office move into packing, transport and

Word	Type	Tier	E/A	Definition	Example in Business
					setup phases.
risk register	noun	T3	E	A document recording identified project risks, their likelihood, impact and planned response.	The risk register flagged supplier delay as a high-likelihood, high-impact risk.
contingency plan	noun	T3	E	A predetermined plan of action to be taken if a specific risk occurs.	The contingency plan for supplier failure was to source materials from a backup supplier.
project vision statement	noun	T3	A	A brief, clear statement describing what a project aims to achieve and why it matters.	The project vision statement helped the team stay focused on the client's core goal.
conflict resolution	noun	T3	E	The process of resolving a disagreement between individuals or groups working on a project.	Conflict resolution skills were needed when two team members disagreed over the schedule.
project closure	noun	T3	E	The final stage of a project, involving formal sign-off, evaluation and release of resources.	Project closure included a final review meeting and a lessons-learned report.
lessons learned review	noun	T3	A	A structured review conducted at project closure to capture what worked well and what did not.	The lessons learned review recommended earlier supplier engagement on future projects.
quality assurance	noun	T3	A	Planned activities designed to ensure a project's outputs meet required standards.	Quality assurance checks were built into every stage of the manufacturing project.
dependency	noun	T3	A	A relationship in which one task cannot start or finish until another is completed.	A dependency between design approval and manufacturing meant any delay had a knock-on effect.

End of Year 13 Vocabulary Booklet

This booklet should be kept and used as the foundation for revision and NEA preparation throughout Year 13. A digital copy is available on Google Classroom. Because Unit 2's LO1 vocabulary was introduced in Year 12 Summer Term 2, students revising for the Unit 2 examination should use this booklet alongside Section 7 of the Year 12 Vocabulary Booklet, so that all five Learning Outcomes are covered.

Students who maintain the Leitner-system routine throughout the year enter the Unit 2 examination, and submit their Unit 16 and Unit 17 NEA portfolios, with a deep, fluent business vocabulary that will carry them through to strong final outcomes.