

## Unit 3.2 Influences on business

### Knowledge checklist

| Topic  | Knowledge rating |
|--|------------------|
| How ICT has impacted businesses – Self-service, electronic re-ordering |                  |
| E-commerce   |                  |
| The benefits of E-commerce   |                  |
| The drawbacks of e-commerce  |                  |
| Digital communication with stakeholders                                |                  |
| Ethics   |                  |
| Benefits of being ethical  |                  |
| Drawbacks of being ethical   |                  |
| Is it better to be profit driven or ethical?                           |                  |
| Ethics and the environment   |                  |
| Ethics and sustainability  |                  |
| Interest rates   |                  |
| Meaning of high interest for borrowers and savers                      |                  |
| Meaning of low interest for borrowers and savers                       |                  |
| Unemployment   |                  |
| The impact of high unemployment levels                                 |                  |
| The impact of low unemployment levels                                  |                  |
| Exchange rates   |                  |
| SPICED WPIDEC  |                  |
| Calculating the exchange rate  |                  |
| Consumer spending – Boom – recession                                   |                  |
| Customer legislation   |                  |
| Business legislation   |                  |
| Employee legislation   |                  |
| Health and safety  |                  |
| Competition levels   |                  |
| Risk and uncertainty   |                  |