

Business, Administration and Finance resource list

Level 1

Books

Brilliant Interview: What Employers Want to Hear and How to Say It Published by: Prentice Hall, 2007 ISBN: 978-0273714903	Jay, R
Communication for work Published by: Heinemann Education, 1998 ISBN: 978-0435455422	Carysforth, C
CVs and Job Applications (One Step Ahead) Published by: Oxford University Press, 2004 ISBN: 978-0198606147	Leigh, J
The Ethical Careers Guide Published by: New Internationalist Publications Ltd, 2006 ISBN: 978-1904456391	
How to Succeed at Interviews Published by: How To Books Ltd, 2008 ISBN: 978-1845282592	Yeung, Dr. R
Managing Customer Service Published by: Gower Publishing Ltd, 1998 ISBN: 978-0566080050	Hayes, J; Dredge, F
Model Business Letters, E-Mails and Other Business Documents Published by: Financial Times/Prentice Hall, 2003 ISBN: 978-0273675242	Taylor, S
Money Matters: Financial Capability for KS3 and KS4 Published by: Chalkface Project, 2003 ISBN: 978-1860255083	Barton, A
Monitoring, Measuring and Managing Customer Service Published by: Jossey Bass, 2000 ISBN: 978-0787951399	Goodman, G
Personal Finance for Dummies Published by: John Wiley & Sons, 2006 ISBN: 978-0470038321	Tyson, E
Successful Interview Skills: How to Present Yourself with Confidence Published by: Kogan Page Ltd, 2006 ISBN: 978-0749445089	Corfield, R.
Team Roles at Work Published by: Butterworth-Heinemann Ltd, 1996	Belbin, M. R

ISBN: 978-0750626750

You Want to Study What?!: A Guide to Some of the More Unusual Degree Courses in Higher Education, v. 1
 Published by: Trotman & Co Ltd, 2003
 ISBN: 978-0856608933

Ellis, D

CDs, CD-ROMs and DVDs

Cavendish Films (2007). *Expert's Guide: Interview Skills – Advanced DVD & CD*. ASIN: B000PMGS54.

Cavendish Films (2007). *Expert's Guide: Interview Skills – Essential DVD*. ASIN: B000PI3UXQ.

Cerebellum Corp (2002). *Standard Deviants: Get That Job DVD (Region 1)*. ASIN: B0000694VZ.

Focus Multimedia Ltd (2007). *Teaching-you Job Interview Skills CD-ROM*. ASIN: B000QSD1FM.

Risk and reward CD-ROM – www.pfeg.com

The BBC's Learning Zone frequently features programmes on Customer Service – information can be found at www.bbc.co.uk/education/lzone

Journals and Magazines

- Money supplement from The Sunday Times
- Philip Allan Updates. Business Review Magazine.
- Trailblazers Magazine

Websites

Ask CEeRIC: Consumer Education Resource and Information Centre	www.askcedric.org.uk
BBC GCSE Bitesize	www.bbc.co.uk/gcsebitesize/business
BBC: Dragons' Den	www.bbc.co.uk/dragonsden
Biz/ed	www.bized.co.uk
British Chambers of Commerce	www.britishchambers.org.uk
Cabinet Office: Charter Mark	www.cabinetoffice.gov.uk/
Careers A-Z	www.careersa-z.co.uk
Careers Wales Online/Gyrfa Cymru Ar-Lein	www.careerswales.com
Changemakers	www.changemakers.org.uk
Connexions	www.connexions-direct.com
Cooltests.com	www.cooltests.com
Directgov	www.direct.gov.uk
Directgov jobs and skills search	www.worktrain.gov.uk
Directgov	www.direct.gov.uk
Do-it	www.do-it.org.uk
Edward de Bono and Robert Heller's Thinking Managers	www.thinkingmanagers.com
Enterprise Educators UK	www.enterprise.ac.uk
Enterprise Nation	www.enterprisenation.com
Fifteen	www.fifteen.net
FunderFinder	www.funderfinder.org.uk
Growing Business	www.growingbusiness.co.uk

Guardian Jobs Advice	http://jobsadvice.guardian.co.uk/
Health & Safety Executive	www.hse.gov.uk
Health and Safety for Beginners	www.healthandsafetytips.co.uk
Innocent Drinks	www.innocentdrinks.co.uk
Inside Careers	www.insidecareers.co.uk
Institute of Customer Service	www.instituteofcustomerservice.com
learnirect	www.learnirect.co.uk
Learning and Skills Council	www.lsc.gov.uk
Make Your Mark	www.makeyourmark.org.uk
Management Resources	www.management-resources.org
Money Matters To Me	www.moneymatterstome.co.uk
Moneysupermarket	www.moneysupermarket.com
MySkillsProfile	www.myskillsprofile.com
Personal Finance Education Group	www.pfeg.org
Prospects	www.prospects.ac.uk
Riverford Organic Vegetables	www.riverford.co.uk/franchising
Shell Livewire	www.shell-livewire.org
SmallBusiness.co.uk	www.smallbusiness.co.uk
Social Enterprise Coalition	www.socialenterprise.org.uk
Start Business	www.startbusiness.co.uk
Startups	www.startups.co.uk
TeacherNet	www.teachernet.gov.uk
Team Technology	www.teamtechnology.co.uk
Ten3 Business e-Coach	www.1000ventures.com
TESconnect Resources	www.tes.co.uk/resources
The British Franchise Association	www.thebfa.org
The Prince's Trust	www.princes-trust.org
The Royal Bank of Scotland	www.rbs.co.uk
topjobs	www.topjobs.co.uk
Towards a better future: the works of Manfred Davidmann	www.solhaam.org/
tutor2u	www.tutor2u.net
UnLtd	www.unltd.org.uk
Vinspired	www.vinspired.com
workthing	www.workthing.com