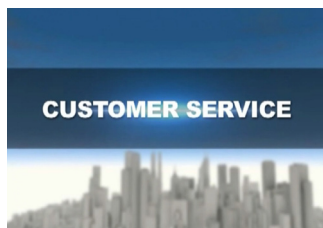




Business & Economics

Business & Economics Careers Citizenship & PHSE Geography Modern Foreign Languages Science Tourism



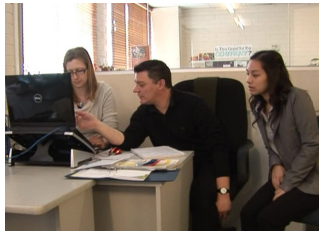
Customer Service

The quality of a customer service experience can determine whether businesses get a customer for life, or for a one-off transaction. Just about any business will tell you that the most important focus in their dealings with customers is to ensure that needs are met and expectations realised at best, and preferably exceeded. This film provides students of a range of business-related areas with a resource that explores customer service through the eyes of five individuals who are passionate about delivering excellence. There are also street interviews. It explores the importance of customer service, what is involved in providing good service, product knowledge, health and safety, dealing with customer complaints and monitoring customer service. It targets learners at senior secondary and FE levels.



External Factors Affecting Business

Many factors that affect businesses are outside of their control. These external factors include the level and ferocity of competition, the national and global economic climate, fiscal and monetary policy, the impact of technology, international trade and the European Union. This film provides an overview of those external factors and draws on the expertise of a range of interviewees, as well as some street interviews, to present an informative discussion of how external factors can impact the business landscape. It also looks at the effect of the 2009 global credit crunch, and finishes by examining how a PESTLE analysis can be used to monitor and assess external factors to help businesses make strategic decisions. It is an excellent learning resource for students of Economics and Commerce-related disciplines at senior secondary and FE levels.



Teamwork

What can be achieved by an effective team is usually considerably greater than what the individuals within that team working separately could achieve. Functional and cohesive teams are often the key to the success of a business or enterprise. This film explores various aspects of teamwork, firstly looking at different types of teams, then a brief coverage of the nine various roles within teams proposed by team management theorist, Meredith Belbin in the 1980s. Conflict within teams and developing effective teams and evaluating their performance are also examined. This resource, featuring two interviewees who offer some fascinating insights, as well as some street interviews, is ideal for students of business and related disciplines at a senior secondary or FE level.



The European Union

The EU was established under its current name in 1993, but more than 40 years before that, six European countries formed the European Coal and Steel Community, then six years on, the group changed its name to the European Economic Community. The United Kingdom joined the EEC in 1973. Today, the EU is a political and economic union with 28 member states. A central component of the EU is the European central market, which works for the free movement of goods, services, capital and labour across member states. This film examines the impact that the EU has on business, including the free movement of labour, the social chapter and single currency. There are street interviews, and three experts offer a range of commentary on various aspects of the EU in this learning resource, which is essential viewing for any student of Business, Economics and allied disciplines at a senior secondary or FE level.



Fairtrade - Who Benefits?

This video explains the Fairtrade scheme, identifying how Fairtrade benefits farmers in poorer countries and how the Fairtrade Organisation invests in farming communities. Hear from members of one such community in St Lucia, as well as consumers and retailers (ASDA) of Fairtrade products back in the UK. British students give their own views on Fairtrade and members of a Fairtrade Town are interviewed, before discussion concludes with consideration of potential disadvantages of, and the future for, the Fairtrade scheme.

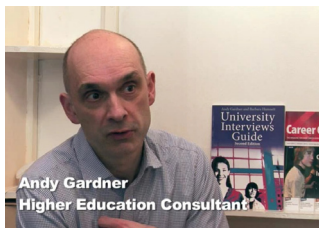
An introduction to UCAS



An Introduction to UCAS

The UCAS process can seem daunting for students. This clip explains how the process works and helps students to begin their application.

Choosing your degree subjects



Choosing Your Degree Subjects

Before a student can begin writing their personal statement, they need to be confident that they have made the right choice of degree course. This clip delivers clear and accessible advice on how to approach this decision.

Choosing your 6th form studies



Choosing Your Sixth Form Studies

This clip provides clear information and advice to help students choose subjects for 6th form study. This also includes a clear explanation of the Russell Group Facilitating List and its implications for students.

Preparation for a university interview



Preparation for a University Interview

Many courses use an interview as part of the university application process. This clip provides information about the types of courses where interviews are commonplace and the possible interview formats that an applicant may face. Our experts also provide guidance for interview preparation.



Work experience - the benefits



Work Experience - The Benefits

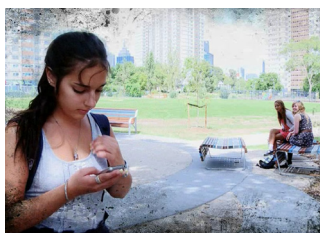
Many students undertake a work experience placement in order to broaden their understanding of the world of work and build their confidence. This clip provides advice as to how to utilise a work experience placement and at the same time enhance a university application.

Writing your personal statement



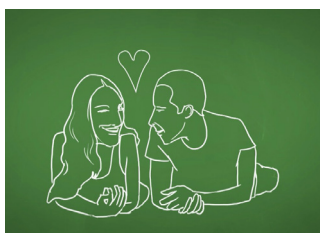
Writing Your Personal Statement

Clear and insightful advice is invaluable for a student approaching their personal statement. This clip includes guidance from, amongst others, an admissions tutor from a Russell Group university.



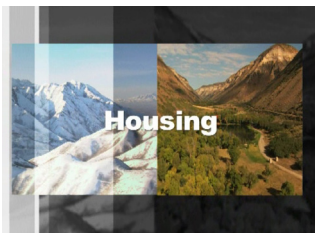
Girls & Bullying: Identify, Understand, Prevent

Bullying is the most frequently occurring form of violence in schools. Bullying by, and against, girls is as commonplace as it is among boys, but often takes different forms. Girls are usually less physical than boys – their bullying is far more commonly psychological and emotional. However, the effects can be seriously damaging – in the worst case scenarios leading to long-lasting depression, self-harm and even suicide. This program examines the nature of bullying generally, bullying directed at girls, its impact, why bullies behave the way they do and protective strategies for girls and bullying. It features renowned adolescent psychologist, Dr Michael Carr-Gregg, as well as dramatized scenarios and vox pops. It is aimed at students in lower and middle secondary levels, and makes a valuable resource to deliver some important messages about this serious issue.



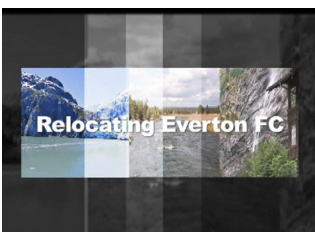
Sexual Identity

This program addresses the changes youth undergo as their sexuality and sexual identity develop during adolescence. The first half of the program discusses the complex nature of personal identity, gender, and sexual orientation. The second half looks at ways in which viewers can make informed, responsible choices about sex and examines key elements of healthy relationships like respect and open communication. Ideal for junior to middle secondary health and personal development students, the clever animated sequences and engaging, relatable young presenter are well suited for this audience. Above all, the program promotes the acceptance of diversity and highlights the importance of making decisions that are best for your health and well being.



Housing

A key human need is shelter. Providing appropriate and sustainable housing infrastructure, and access to it, is a major national focus and involves a range of businesses and other organisations, including government, at the local and national level. This film presents an informative and comprehensive coverage of some of the key aspects of housing planning and provision. It features commentary from a range of individuals involved in housing at the national and local government levels, as well as views from academic and social justice perspectives. There are also street interviews. The content covers choosing where to live, the quality of life in urban areas, renting support and shared ownership, the future of housing and homelessness. It also examines some of the issues involved in the provision of housing in Camden in inner London. It is an excellent learning resource for senior secondary and FE level students of geography.



Relocating Everton FC

In 2004, one of England's best-known football clubs, Everton, started looking to relocate from its stadium at Goodison Park in Liverpool. Two options were proposed in 2006 – one of which became the favoured option – to build a new 50,000 capacity stadium in Kirkby on the outskirts of Liverpool – at an estimated cost of one hundred and fifty million pounds. In this documentary, filmed in 2008, Ian Ross, then Head of PR at Everton, presents the reasons behind the football club's plans to relocate to the new stadium, which was to be part of a retail park complex jointly developed by supermarket giant Tesco and the Knowsley Council. It also presents views from those opposed to the relocation. Differing opinions about the impact such a project would have on the local community – a range of which are expressed in this film by local residents and Everton fans – led to a public inquiry into the proposal in 2008, which ultimately saw the proposal to relocate fail. This learning resource provides senior and FE level students of geography with an informative and engaging insight to the many complex issues and aspects involved.



Shopping: Past, Present and Future

Shopping habits and experiences have been transformed over the past two or three decades and a range of factors is responsible for this. This film highlights the extent to which retail shopping has changed and the reasons for those changes. Featuring street interviews, and interviewees representing organisations involved in traditional shopfront retail business, online business and community retail activism, as well as presenting an academic perspective, this is an ideal learning resource for senior secondary and FE level students of geography, business and economics. Areas covered include shopping centres, online shopping and likely trends in the future. A case study involving the opposition to a shopping centre development in Sheringham, on the Norfolk coast, is also presented.



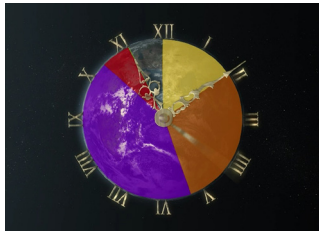
Les Fêtes en France

France's long and colourful history has provided the French people with many reasons to celebrate. In the French calendar we see religious festivals, political revolutions and relics of ancient pagan rituals right throughout the year. Filmed entirely in France, in the French language (with the option of French subtitles), this exciting program explores five of the most significant of these celebrations: Pâques, Mardi Gras, Poisson d'avril, La Fête Nationale and Noël. It addresses the importance of cultural awareness in learning a language, and enables us to recognise shared traditions as we see social interactions in diverse contexts.



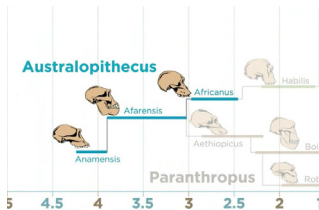
Une Journée à Paris

In this charming program we join Sophie and Pierre as they spend a day in Paris visiting some world famous monuments - the Louvre, Arc de Triomphe, Eiffel Tower and Notre Dame. They take a Batobus on the Seine and walk the renowned Champs Élysées, stopping for lunch at an outdoor cafe. Throughout the program we see simple French at work in practical situations, with the option of displaying French subtitles. Through these experiences, we learn the importance of prior knowledge when interpreting meaning and deducing meaning from context. There is a strong focus on the interdependence of language and culture.



Geological Timescale

From a giant fireball to producing prokaryota, dinosaurs and eventually mammals like us, the Earth has gone through great geological change over the last 4 billion years. To make sense of such huge timescales, this clip uses a clock to reconstruct the evolution of life on earth. Each era is explained in reference to its structure and evolutionary changes.



Hominid Chronology

After the discovery of more than 500 hominid bones, scientists have realised the evolution of humankind is not as straight forward as Darwin first suggested. This clip uses a cladogram to explain a multi-branched evolutionary line as well as give a broad understanding of the species who evolved. They include Australopithecus, Homo erectus, Homo habilis, Homo Neanderthalensis and Homo sapiens.



Radiocarbon and Other Dating Techniques

Understanding the formation of our planet is also crucial to understanding evolution. Over the years, scientists and archaeologists have used different methods to determine the age of rocks and fossils, from the basic theory of stratigraphic column to modern scientific analysis such as absolute dating techniques. Also discussed are potassium-argon dating, rubidium-strontium dating and the more recent advances in fossil dating of Electron Spin Resonance.



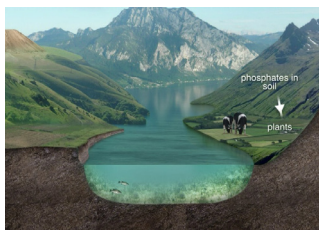
The Carbon Cycle

The carbon cycle has played a critical role in the history of our planet. Found everywhere on earth, in the oceans and the atmosphere, carbon is also crucial to the life of animals, plants and bacteria. This motion-graphics based clip outlines the carbon cycle. It explains how carbon is removed from the atmosphere, transferred from one organism to another, and returned to the atmosphere.



The Nitrogen Cycle

The continuously moving nitrogen cycle is essential to life on earth. Found in the cells of all living things, it is also the most common gas in our atmosphere. This motion-graphics based clip looks at how nitrogen is removed from the atmosphere, changed into a form that plants can absorb, is passed up the food chain, and returned to the atmosphere.



The Phosphorus Cycle

Phosphorous is an essential nutrient for all plant and animal life inhabiting the earth, including marine and fresh water environments. The key steps of the phosphorous cycle: weathering and erosion of phosphorus rich rock; how phosphates move into and up the food chain; and through sedimentation, turn back into solid form, are explained in this motion-graphics based clip.



The Water Cycle (Advanced)

Water is one of our planet's most important substances. It sustains all living organisms and enables many crucial biological, chemical and physical processes to occur. This motion-graphics based clip explains the processes involved in the water cycle including: evaporation, transpiration and sublimation; condensation and precipitation; infiltration and percolation; surface run-off; and plant uptake.



The Water Cycle (Basic)

When scientists search for life on other planets, the first thing they look for is the presence of water. On earth, water exists naturally in solid, liquid and gas states, and is essential to all forms of life. This motion-graphics based clip takes the viewer through the keys stages of the water cycle including: evaporation and transpiration; condensation, precipitation, and surface run-off.



Employability in Travel and Tourism

The travel and tourism industry is a major employer – both in the UK and abroad. There are many career options and pathways available. This film looks at employment and employability within the industry. Drawing on the expertise of five interviewees from different professions and organisations, as well as street interviews, it explores career opportunities in the industry, the human resources function, recruitment and selection, training, appraisals and employee rights and responsibilities. It is an ideal resource for any prospective employee in the travel and tourism industry.



Impacts of Travel and Tourism

The tourism industry impacts heavily on local areas and communities in a number of key ways. Economically, both domestic and international tourism can bring many benefits, although in some cases when you scratch the surface, it can also serve to deprive a local community of economic gain. Tourism also has socio-cultural and environmental impacts, which can be destructive to local areas. This film presents a range of tourism impacts and highlights the importance of awareness of, and sensitivity to, the detrimental effects that poorly managed tourism can have. It also looks at sustainable tourism and strategies to minimise negative impacts. Three interviewees from organisations within the travel and tourism industry that aim to promote sustainable strategies provide some informative and thought-provoking commentary. There are also street interviews. This resource will be of great benefit to students of Travel and Tourism and related areas of study, at the senior secondary and FE level.



Legislation and Regulation in Travel and Tourism

Every industry works within legal and regulatory frameworks. Some are general in nature and affect every sector and workplace; others are designed with the specific nature of different industries in mind. This film examines legislation and regulation in the travel and tourism industry. It features five experts from various travel and tourism-related organisations, including the Civil Aviation Authority, ABTA and the Federation of Tour Operators. Comment is also provided from an academic and legal perspective. Areas covered include regulation, consumer and employment protection, health and safety and disability discrimination. This resource provides learners of tourism and travel related disciplines with an insightful and informative overview of key areas impacted by legislation and regulation.



Technology in Travel and Tourism

As in any industry, technology has made a significant difference to the approach and behaviour of both customers and providers of travel and tourism products and services. This film is aimed at students of Travel and Tourism at FE level, and explores various ways in which technology has changed, and continues to change, this important industry, which is a critical contributor to the UK economy. It explores the role of technology, impacts of technology, customers and information, and finishes with a case study of Lo-Q, a UK company involved in developing technological systems that aim to minimise queuing in theme parks. For students of Travel and Tourism at senior secondary and FE levels, this resource provides an excellent overview of some of the more important ways in which technology has transformed an industry.



The UK as a Destination

Travel and tourism is a vital industry to the UK. Each year millions of domestic and international visitors visit a wide range of destinations within the country. Visit Britain is the national tourism agency, which is responsible for promoting the country to both international and domestic visitors - be it for leisure or business. According to the organisation, the UK is the sixth most visited place in the world. In this informative film, Jenny McGee from Visit Britain explains a number of aspects to the organisation's work. Street interviews also feature. Areas covered include the various sources of information available to people when planning domestic or international visits, gateways to the UK, key destinations within Britain that attract visitors, domestic and inbound tourism. For students of travel and tourism-related disciplines, this film is a valuable learning resource.



Travel and Tourism Business Environments

Many factors make up the environment in which businesses and industry operate. This film explores a range of these factors applying to the travel and tourism industry. A range of interviewees from business, industry peak bodies and universities provide a comprehensive and informative overview of the types of business ownership, business functions, external pressures and industry reports, business opportunities and growth, and planning. Street interviews are also featured. It is an ideal learning resource for students of tourism and travel at the senior secondary and FE level.