Week	36	37	38	39	
W/C Date	25-Jun	2-Jul	9-Jul	16-Jul	
Topic	AC1.1 Introduction to Customer Service	AC1.1 Principles of Customer Service	AC1.1 Principles of Customer Service	AC1.1 Principles of Customer Service	
Key Objectives	What is customer service? Customer service scenarios.	Theory (PowerPoint 1), followed by EasyJet case study activity	Consistent and Reliable Customer Service – PowerPoint 2	Consistent and Reliable Customer Service – PowerPoint 2 Worksheet – customer service at John Lewis	
Assessment					
Homework					

Department **Year 10 grades 3-8 long term plan**

	Assessment weeks
	Moderation week
	Data Capture
	STAR marking
	Exit Poll

Key Skills to be Covered

WJEC TWO YEAR AWARD IN RETAIL BUSINESS – YEAR 10

UNIT ONE : CUSTOMER EXPERIENCE

UNIT TWO : RETAIL BUSINESS

Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
W/C Date	03-Sep	10-Sep	17-Sep	24-Sep	01-Oct	08-Oct	15-Oct		29-Oct	05-Nov	12-Nov	19-Nov	26-Nov	03-Dec	10-Dec	17-Dec		
Topic	AC1.2 Customer Interaction Situations	AC1.2 Customer Interaction Situations	Consolidation	AC1.3 Customer Service Across Retail Channels	AC2.1 Describe Needs of Different Customers	AC2.1 Describe Needs of Different Customers	AC2.2 How Retail Businesses Meet Expectations		AC2.2 How Retail Businesses Meet Expectations	AC2.2 How Retail Businesses Meet Expectations	AC3.1 Design Research Tools	AC3.1 Design Research Tools	AC3.1 Design Research Tools	Research Methods	Introduction to the Controlled Assessment	Controlled Assessment : Primary Research		
Key Objectives	PowerPoint 3 – theory and questions	PowerPoint 3 – theory and questions	STAR mark	Difference between in-store and online	PowerPoint 4 – needs and types of customers	PowerPoint 4 – needs and types of customers	Expectations – Customer Expectations task		Expectations – Customer Expectations task	Worksheet - Customer Service Expectations of Today's Customer – STAR mark	PowerPoint 5 – research tools, processing and presenting information, drawing conclusions	PowerPoint 5 – research tools, processing and presenting information, drawing conclusions	PowerPoint 5 – research tools, processing and presenting information, drawing conclusions	Questionnaire design – theory and development of a questionnaire/ Carrying out a questionnaire/ gathering data/ tally charts - STAR mark				
Assessment																		
Homework																		

Week	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34
W/C Date	07-Jan	14-Jan	21-Jan	28-Jan	04-Feb	11-Feb		25-Feb	04-Mar	11-Mar	18-Mar	25-Mar	01-Apr	08-Apr		
Topic	CONTROLLED ASSESSMENT	CONTROLLED ASSESSMENT	AC1.1 Forms of Retail Business	AC1.1 Forms of Retail Business	AC1.2 Forms of Ownership for Retail Businesses	AC1.2 Forms of Ownership for Retail Businesses		AC1.3 Objectives of retail business	AC1.3 Objectives of retail business	AC2.1 The UK Business Environment	AC2.1 The UK Business Environment	AC2.2 Effect of Location Characteristics	AC2.2 Effect of Location Characteristics	AC2.3 Methods Used To Achieve Objectives		
Key Objectives			Forms of retailing – stores, online, multichannel etc – PowerPoint 1	Forms of retailing – PowerPoint 1 – STAR mark	Forms of ownership – sole trader, partnership ltd, plc, coop, not for profit – PowerPoint 2	Forms of ownership – PowerPoint 2 – STAR mark		Objectives – financial, social, business, retail specific – PowerPoint 3	Objectives– financial, social, business, retail specific – PowerPoint 3	Economic, environmental and social factors – PowerPoint 4 – STAR mark	Economic, environmental and social factors – PowerPoint 4	Locations and characteristics – urban, rural, local etc – PowerPoint 5	Locations and characteristics – PowerPoint 5 – STAR mark	Marketing initiatives, diversification, staff training etc – PowerPoint 6		
Assessment																
Homework																

Week	35	36	37	38	39	40	41	42	43	44	45	46	47
W/C Date	29-Apr	06-May	13-May	20-May		03-Jun	10-Jun	17-Jun	24-Jun	01-Jul	08-Jul	15-Jul	22-Jul
Topic	AC2.3 Methods Used To Achieve Objectives	AC3.1 Analyse Situations	AC3.2 Interpret Data	AC3.3 Review Options For Solutions To Issues		REVISION	REVISION	REVISION / EXAM					
Key Objectives	Marketing initiatives, diversification, staff training etc – PowerPoint 6 – STAR mark	Filter and synthesise information – PowerPoint 7	Manipulate and evaluate data – PowerPoint 8	Review and summarise, adv and disad/ use of supporting information – PowerPoint 9		PROVISIONAL EXAM DATE – 11th June 2019	PROVISIONAL EXAM DATE – 11th June 2019	PROVISIONAL EXAM DATE – 11th June 2019					
Assessment													