Week	36	37	38	39	
W/C Date	25-Jun	2-Jul	9-Jul	16-Jul	
Topic	Introductory Research Project	Introductory Research Project	Introductory Research Project	Introductory Research Project	
Key Objectives	Overview of core topics	Overview of core topics	Overview of core topics	Overview of core topics	
Assessment				Submission of Research Project	
Homework					

Department **Year 9 grades 3-8 long term plan**

	Assessment weeks
	Moderation week
	Data Capture
	STAR marking
	Exit Poll

Key Skills to be Covered

WJEC THREE YEAR AWARD IN RETAIL BUSINESS – YEAR 9

UNIT ONE : CUSTOMER EXPERIENCE

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	AC1.1 Introduction to Customer Service	AC1.1 Principles of Customer Service	AC1.1 Principles of Customer Service	AC1.1 Principles of Customer Service	AC1.1 Principles of Customer Service	AC1.1 Principles of Customer Service	Consolidation		AC1.2 Customer Interaction Situations	AC1.2 Customer Interaction Situations	AC1.3 Customer Service Across Retail Channels	AC2.1 Describe Needs of Different Customers	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		
Key Objectives	What is customer service? Customer service scenarios.	Theory (PowerPoint 1), followed by EasyJet case study activity	EasyJet case study - STAR mark	Consistent and Reliable Customer Service – PowerPoint 2	Consistent and Reliable Customer Service – PowerPoint 2	Consistent and Reliable Customer Service – PowerPoint 2 Worksheet – customer service at John Lewis – STAR mark			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	PowerPoint 4 – needs and types of customers	Expectations – Customer Expectations task – STAR mark	Expectations – Customer Expectations task		
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	AC2.2 How Retail Businesses Meet Expectations	Assessment Week – Revision and Assessment	AC3.1 Design Research Tools	AC3.1 Design Research Tools	AC3.1 Design Research Tools	Research Methods		Research Methods	Research Methods	Research Methods	Consolidation of Theory	Introducing the Controlled Assessment	Introducing the Controlled Assessment	Introducing the Controlled Assessment		
Key Objectives	Worksheet - Customer Service Expectations of Today's Customer	Assessment – 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 – STAR mark		Carrying out a questionnaire/ gathering data/ tally charts	Producing graphs and presenting findings	Writing up findings – STAR mark	Revision of key terms	Structure and expectations	Mock	Mock – STAR mark		
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	Assessment Week – Revision and Assessment – STAR mark	Introducing the Controlled Assessment	Controlled Assessment : Primary Research	Controlled Assessment : Primary Research		Controlled Assessment : Primary Research	Controlled Assessment : Primary Research	CONTROLLED ASSESSMENT	CONTROLLED ASSESSMENT				
Key Objectives													
Assessment													