

High Tunstall College of Science Curriculum Intent

Subject: Operations

Year: 11

Half Term 1



Topic: Operations

Business Studies		Progress		
Topic	Key ideas	R	A	G
Operations	You will know the main methods of production and differentiate between the methods			
	What quality is and how quality is used in business to ensure safety and correct products are sold			
	You can explain the key factors of location and what influences a location decision			
	Understanding of selling methods and how e-commerce has emerged in business			
	You should be able to explain how customer service needs to be measured and monitored by a business, and how they must focus on customer engagement and how it impacts the business.			
	You need to understand why and how consumers are protected by law and can affect business activity daily. How the laws affect different situations.			
	Working with suppliers and how the supplier has influence as a stakeholder			

Week	Learning Focus	Assessment	Key Words
1—2	The role of operations. What is job, batch and flow production. How does the flow of production influence a business? What added value is and how it is key for a successful business	Knowledge test Deep marked assessment linked to assessment calendar	Job, Batch, Flow, Manufacture, Operations, Labour, Output, Goods, Services, Premises, Materials
3	Quality and how it can help a business' success and how a business can chose assurance or control. Pros and cons of each with examples.	Knowledge test	Mystery shopper, checks, observations, trials, feedback, assurance, control, defects, quality
4	The main issues which impact the location choice for a business. How the correct location can support a business' success.	Knowledge test	Proximity, suppliers, market, infrastructure, brownfield, greenfield, raw materials, footloose, infrastructure
5—6	All sales processes understood and pros and cons of each learnt. You can explain what the difference are between face to face, e-commerce and telesales. You can state when they should be used for different businesses.	Knowledge test	E-commerce, website, technical, click and collect, customer service, departments, marketing, finance
7—8	Customer service definition and how it works for different business types. How it changes for online business v stores. The main objectives of customer services needs to be understood and the positive affect of good product knowledge	Knowledge test	Product knowledge, customer service, online, customer engagement, repeat customers, retain, reputation, sales, before, after, during
9—10	What consumer law is and why impact is has on business and on consumers. Which business is most impacted by the laws and changes to them. What other rights do consumers have?	Knowledge test Deep marked assessment linked to assessment calendar	Consumer, rights, laws, as described, fit for purpose, satisfactory quality, consumer rights act 2015
11—12	Understand that suppliers affect the business and how the supply chain is key for the delivery to the user. Reasons why suppliers are chosen is important and logistics which affect this.	Knowledge test	Logistics, procurement, supply chain, costs, reliability, transportation, goods