

High Tunstall College of Science Curriculum Intent

Subject: Operations

Year: 11

Half Term 2



Topic: Operations

	Business Studies	Progress		
Topic	Key ideas	R	A	G
Operations	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			

Lessons	Learning Focus	Assessment	Key Words
1 2—3 4 5	Recap and recall of Operations work to date Recap and recall of Year work—Marketing, Business activity and People Assessment—exam technique Assessment feedback	Exam questions within context to the topic.	
5 6 7—8 9	Customer service definition and how it works for different business types. Before, after and during sales. How it changes customer services differs for online business v stores. The main objectives of customer services needs to be understood and the positive affect of good product knowledge and customer engagement—in context Assessment	Knowledge test	Product knowledge, customer service, online, customer engagement, repeat customers, retain, reputation, sales, before, after, during
10 11 12 13—14 15	What consumer law is and why impact is has on business and on consumers. Examples of businesses affected by consumer law Which business is most impacted by the laws and changes to them. What other rights do consumers have? Assessment	Knowledge test Deep marked assessment linked to assessment calendar	Consumer, rights, laws, as described, fit for purpose, satisfactory quality, consumer rights act 2015, fairness
16 17 18 19 20—21 23 24	Understand that suppliers affect the business and what a supplier is How the supply chain is key for the delivery to the user. Role of procurement Procurement in context to a real business Reasons why suppliers are chosen is important and logistics which affect this. Assessment Assessment feedback	Knowledge test Exam questions from previous exam	Logistics, procurement, supply chain, costs, reliability, transportation, goods, services