**Curriculum Overview for Business**

**Year 11**

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| **Half Term 1 & 2: Operations****Substantive Knowledge:**Students will look at how Businesses Operate, consider different methods of production, quality control and assurance, the sales process before thinking about customer service and meeting customer expectations.**Disciplinary Knowledge:**Identify, evaluate, analyse, explain, show understanding, apply knowledge on key aspects of the operation process within a business. | Books | Model readingReading out loudSkim and Scan of source informationDecoding termsEtymology of key terms |
| Speech | Methods of Production, Job Production, Batch Production, Flow Production, Quality, Supply Chain, Procurement, Logistics, Stock Control, Computerised Stock Control, Business Departments, Stakeholders, The Sales Process, Customer Engagement, Retail Sales, Online Sales, High Value Sales, Customer ServiceAutomationRoboticsProduction processReturns and recallE-commerceFace-to-face selling, TelesalesAfter-sales serviceProduct knowledgeFit for purposeAs describedConsumer LawReputationSatisfactory quality of goods |
| Checklist RTL | **Formative assessment**Knowledge checksQuizPractice questionsSenecaRevision tasksResearch tasks**Summative assessment**End of unit assessment |
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