**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 reading  Reading out loud  Skim and Scan of source information  Decoding terms  Etymology 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 Service  Automation  Robotics  Production process  Returns and recall  E-commerce  Face-to-face selling, Telesales  After-sales service  Product knowledge  Fit for purpose  As described  Consumer Law  Reputation  Satisfactory quality of goods |
| Checklist RTL | **Formative assessment**  Knowledge checks  Quiz  Practice questions  Seneca  Revision tasks  Research tasks  **Summative assessment**  End of unit assessment |
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