


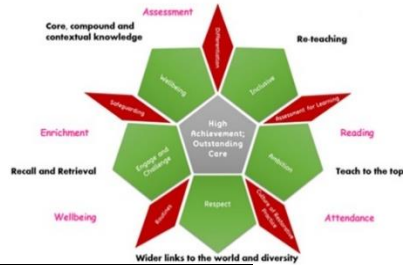


## Curriculum Overview for Business Year 11

<p><b><u>Half Term 1 &amp; 2: Operations</u></b></p> <p><b>Substantive Knowledge:</b> 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.</p> <p><b>Disciplinary Knowledge:</b> Identify, evaluate, analyse, explain, show understanding, apply knowledge on key aspects of the operation process within a business.</p>		<p>Model reading Reading out loud Skim and Scan of source information Decoding terms Etymology of key terms</p>
		<p>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</p>
		<p><b>Formative assessment</b> Knowledge checks Quiz Practice questions Seneca Revision tasks Research tasks</p> <p><b>Summative assessment</b> End of unit assessment</p>



**TENBURYHIGH**  
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