

Business Studies Curriculum Maps 2020-2021

Key Stage 4

Year	Autumn 1	Autumn 2	Spring 1	Spring 2	Summer 1	Summer 2
10 WJEC LEVEL 1 / 2 AWARD in RETAIL BUSINESS	Unit 1 Customer Experience <ul style="list-style-type: none"> Principles of customer service Retail channels Types of retail customers Situations in retail 	Unit 1 Customer Experience <ul style="list-style-type: none"> Be able to investigate the quality of customer experience in retail businesses: Controlled assessment 	Unit 2 Retail Business <ul style="list-style-type: none"> Forms of retailing Forms of ownership Business objectives Suggest objectives of retail businesses 	Unit 2 Retail Business <ul style="list-style-type: none"> UK Business environment Locations Suggest methods used by retail businesses to achieve objectives 	Unit 2 Retail Business <ul style="list-style-type: none"> Interpreting data Reviewing data and making suggestions for businesses Revision of Unit 2 	Unit 2 Retail Business <ul style="list-style-type: none"> Exam Introduce Unit 3 Retail Operations Introductory exercises
11 WJEC LEVEL 1 / 2 AWARD in RETAIL BUSINESS	Unit 3 Retail Operations <ul style="list-style-type: none"> Know how retail operations are organised Rights of retail employees Responsibilities of retail employees Effects of legislation on retail operations 	Unit 3 Retail Operations <ul style="list-style-type: none"> Understand interaction between customers and retail activities Assess methods used by retail businesses to encourage sales Explain how technology is used to interact with customers Explain the effects of seasonality on retail operations 	Unit 3 Retail Operations <ul style="list-style-type: none"> Describe activities of retail functional areas Describe rights of retail employees Summarise responsibilities of retail employees Describe effects of legislation on retail operations 	Unit 3 Retail Operations <ul style="list-style-type: none"> Understand how retail businesses prepare for changes in the retail environment Explain the effects of seasonality on retail operations Explain measures retail businesses use to prepare for unplanned situations in daily retail operations 	Unit 3 Retail Operations <ul style="list-style-type: none"> Be able to propose changes to retail store operations Identify issues to resolve Suggest actions in response to issues Be able to propose changes to retail store operations 	Unit 3 Retail Operations <ul style="list-style-type: none"> Controlled assessment No exam Final submission of Unit 3 to exam board