

Year 10 Business Learning Programme 2

Vocabulary to be taught using the frayer model

Loric for LP1 is Organisation

The values we are learning about are compassion and honesty

Compassion - sympathy and concern for the suffering or misfortunes of others

Honesty - being truthful and refraining from cheating or lying

What will I be learning about in this Learning Programme?

During this LP you will continue working on your Unit 2 controlled assessment.

Where have I seen this learning before?

You will use knowledge gained from LP1 on customer service and apply it to your given business

What could I use it for?

You will use this knowledge again when completing the controlled assessment tasks and in the exam at the end of year 11

Customer service, customer expectations, revenue, profit

In LP2.1, I will know :	20/10/25 - (WK 2)	Behaviour to support the values: STEPS/SLANT	Homework
how to understand the purpose of a mystery shopper; how to undertake mystery shopper research.		I will show honesty by accepting the consequences for my mistakes.	Homework tasks are located in the Knowledge Organisers
In LP2.2, I will know :	03/11/25 - (WK 1)	Behaviour to support the values: STEPS/SLANT	Homework
how to create graphs; how to input data onto graphs; how to analyse data and its impact.		I will show compassion by giving encouragement to others.	Homework tasks are located in the Knowledge Organisers
LP2 RLW, I will:	10/11/25 - (WK 2)	Behaviour to support the values: STEPS/SLANT	Homework
review my learning, recalling and applying key knowledge, focus on closing any gaps in my knowledge and prepare effectively for the upcoming assessments.			
In LP2.3, I will know :	17/11/25 - (WK 1)	Behaviour to support the values: STEPS/SLANT	Homework
how to understand what a customer service profile is; how to apply the different situations a business interacts with customers in the store and online. Extended Task		I will show honesty by listening to and accepting the views of others.	Homework tasks are located in the Knowledge Organisers
In LP2.4, I will know :	24/11/25 - (WK 2)	Behaviour to support the values: STEPS/SLANT	Homework
how to apply knowledge to controlled assessment tasks.		I will show compassion by asking someone how they are.	Homework tasks are located in the Knowledge Organisers
In LP2.5, I will know :	01/12/25 - (WK 1)	Behaviour to support the values: STEPS/SLANT	Homework
how to explain why customer service is important to a chosen business.		I will show honesty by telling the truth about things.	Homework tasks are located in the Knowledge Organisers
In LP2.6, I will know :	08/12/25 - (WK 2)	Behaviour to support the values: STEPS/SLANT	Homework
how to explain how a business adapts its customer service Extended Task		I will show compassion by actively listening and engaging with others.	Homework tasks are located in the Knowledge Organisers
In LP2.7, I will know :	15/12/25 - (WK 1)	Behaviour to support the values: STEPS/SLANT	Homework
how to apply knowledge to controlled assessment tasks.		I will show honesty by being true to myself.	Homework tasks are located in the Knowledge Organisers
Resources to support learning:			
Teams			
FFET Award Challenge for this Learning Programme:			
Create a fact file about how businesses provide excellent customer service and the benefits of them doing this			

PRT Task 1

PRT Task 2