Year 10   Business
Learning Programme 3

The LORIC skill focus for this LP is: RESILIENCE
The values for this LP are RESPECT and JUSTICE
Respect - treat others how you would wish to be treated yourself.
Justice - our College rules are fair and reasonable

What will I be learning about in this Learning Programme?
Students will learn the different types of customers and their expectations. They will be able to identify and explain the key features and principles of customer service and apply this to controlled assessment tasks.

Where have I seen this learning before?
Students may have seen this before through own experience of visiting retail stores. The majority will be knew knowledge.

What could I use it for?
Students will use this knowledge in their controlled assessment tasks and will apply the knowledge to a given retail business

Literacy Non-Negotiables:
• Capital letters must be used at the start of sentences and for the first letter of proper nouns
• Full stops must be used at the end of a sentence
• Question marks must be used at the end of a question
• Apostrophes should only be used for possession or omission
• Days of the week and months must be spelled correctly
• Key words must be spelled correctly
• Vocabulary to be taught using the Frayer model

In LP3.1, I will know:	05/01/26 - (WK 2)	Frayer Model Words	Homework
Ignition Activity: 'Secrets of the Sales' how to identify and explain the different types of customers how to explain the expectations of the different types of customers		Existing Customers	Seneca tasks for Unit 1 (Exam)

In LP3.2, I will know:	12/01/26 - (WK 1)	Frayer Model Words	Homework
how to apply the knowledge learnt to my controlled assessment tasks		Additional Needs	

In LP3.3, I will know:	19/01/26 - (WK 2)	Frayer Model Words	Homework
how to explain and analyse how retail businesses attempt to meet customer expectations in the physical store how to explain and analyse how retail businesses attempt to meet customer expectations on the online store		Customer Expectations	Seneca tasks for Unit 1 (Exam)

PRT Task 1

In LP3.4, I will know:	26/01/26 - (WK 1)	Frayer Model Words	
how to apply the knowledge learnt to my controlled assessment tasks

Extended Task. | | Mystery Shopper | |

In LP3.5, I will know:	02/02/26 - (WK 2)	Frayer Model Words	Homework
how to identify the key features and principles of good customer service how to explain the key features and principles of good customer service		Customer Service	Seneca tasks for Unit 1 (Exam)

In LP3.6, I will know:	09/02/26 - (WK 1)	Frayer Model Words	Homework
how to apply the knowledge learnt to my controlled assessment tasks		Rapport	

LP3 RLW, I will:	23/02/26 - (WK 2)	Frayer Model Words	Homework
review my learning, recalling and applying key knowledge, and focus on closing any gaps in my knowledge.			

PRT Task 2

In LP3.7, I will know:	02/03/26 - (WK 1)	Frayer Model Words	Homework
how to evaluate the customer experience for a given business how to apply this to my controlled assessment task

Extended Task. | | Evaluate | Seneca tasks for Unit 1 (Exam) |

Resources to support learning:
Teams, client brief, Retail Business Text Book

FFET Award Challenge for this Learning Programme:
To identify a business you have experienced good or bad customer service with and explain what happened. Explain how it made you feel.