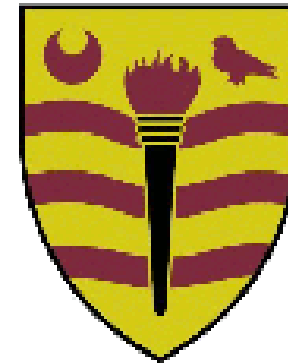


Drummond Community High School

Block 3			
Jan	1wk		Visual Displays
	2wks		Customer Needs
Feb	2wks		End of Placement
	1wk		Planning an Event
Mar	1wk		Planning an Event
	1wk		Planning an Event
	1wk		Planning an Event
	1wk		Planning an Event
Apr	3wks		Event
May	4wks		Exam Leave

Retail



National 5

The National 5 Retail course consists of three units followed by an external exam.

The four units are:

- ❖ Working in Retail (Unit 1)
- ❖ Satisfying Customer Needs (Unit 2)
- ❖ Storing, Replenishing and Displaying Stock (Unit 3)
- ❖ Planning and Implementing an Event (Unit 4)

Pupils complete a placement in John Lewis PLC in order to embed their in school learning and further their experiences.

The outcomes for each unit are assessed throughout the year. There is no final exam for this subject, it is 100% coursework.

All outcomes must be successfully passed to achieve an award.



Course Outline

Block 1			
Jun	1wk		Broughton Street Visit
	1wk		Window displays
	1wk		
Aug	1wk		Good customer service
	1wk		Bad customer service
Sep	1wk		Health and Safety at Work
	1wk		Individual Interviews
	2wks		Customer Service Techniques
	1wk		Merchandising Techniques
Oct	1wk		Group Interviews

Block 2			
Oct	1wk		Approaching customers
Oct/Nov	2wks		Replenishing stock
Nov	1wk		Risk Assessments
	1wk		Merchandising displays
	1wk		Shadowing Mentors
	1wk		Labelling and ticketing
Dec	1wk		End of Placement 1
	1wk		Reflection