



Craigavon Senior High

Year 12 Subject Assessment Information 2021-2022

SUBJECT	TERM 1 September-December 2021	TRACK ONE Nov 2021	TERM 2 January- April 2022	TRACK TWO February 2022	TERM 3 April-June 2022
Mock Exams	<b>Mock Series 1</b> 18-20 October 2021 GCSE English, Maths & Sciences only		<b>Mock Series 2</b> 10-14 January 2022		
Applied Science (OCN)	<b>Topics:</b> <i>Life Processes and Living Things</i> continued. Organisms' interaction with the environment & each other; Enzymes & their role in living organisms and industrial processes.  <b>Assessment:</b> Portfolio of evidence Practical demonstration/assignment Research project		<b>Topics:</b> <i>Physical Processes</i> Understand energy transfer; Understand electricity; Understand forces and motion; Understanding waves and radiation.  <b>Key Assessment:</b> Portfolio of evidence Practical demonstration/assignment Research project		<b>Topics:</b> <i>Physical Processes</i> continued Understand energy transfer; Understand electricity; Understand forces and motion; Understanding waves and radiation.  <b>Key Assessment:</b> Portfolio of evidence Practical demonstration/assignment Research project
Business Studies (BTEC)	<b>Topic:</b> Unit 6 Recruitment, Selection and Training <b>A:</b> Know about job roles and functional areas in business <b>B:</b> Produce documentation for specific job roles <b>C:</b> Demonstrate interview skills and plan career development  <b>Assessment</b> Internally assessed. Portfolio based Unit 6 is worth 25% of final grade		<b>Topic:</b> Unit 3 Enterprise <b>A:</b> Know how trends and the current business environment may impact on a business <b>B:</b> Plan an idea for a new business  <b>Assessment</b> Internally assessed. Portfolio based		<b>Topic:</b> Unit 3 Enterprise <b>C:</b> Present a business model for a business start-up  <b>Assessment</b> Internally assessed. Portfolio based  Unit 3 is worth 25% of final grade



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Construction	<p><b>Topics:</b> Foundations, Walls, Floors, Roofs, Doors, Windows, Stairways.</p> <p><b>Assessment:</b> Internal end of unit tests</p> <p><u>Controlled Assessment</u> – Unit 4: Computer Aided Design (25%)</p>		<p><b>Topics:</b> Methods of Construction, Planning Policy, Sustainable Development, Renewable Energies, Environmental Impact.</p> <p><b>Assessment:</b> Internal end of unit tests</p> <p><u>Controlled Assessment</u> – Unit 3: The Construction Craft Project (25%)</p>		<p><b>Topics:</b> Past Paper Revision</p> <p><b>Assessment:</b> Written Examinations</p> <p>Unit 2: Sustainable Construction (30%) 1 hour 30mins</p>
Child Development	<p><b>Topics:</b> Childcare &amp; Safety Controlled Assessment</p> <p><b>Assessment:</b> Controlled Assessment Completion End of Unit Class Test</p>		<p><b>Topics:</b> Controlled Assessment Children’s Dietary Needs Development of the Child</p> <p><b>Assessment:</b> Controlled Assessment Mock Exam - Internal Exam assessing Year 12 work only</p>		<p><b>Topics:</b> Development of the Child</p> <p><b>Assessment:</b> External GCSE Exam worth 30%</p>



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Double Award Science	<p><b>Topics:</b>  <i>Completion of Biology Unit B1: Processes &amp; Biodiversity</i>            Cells; Photosynthesis &amp; plants; Nutrition &amp; food tests; Enzymes &amp; digestion; Respiratory system, breathing &amp; respiration; Nervous system &amp; hormones; Ecological relationships &amp; energy flow;</p> <p><b>and</b>  <i>Physics Unit P2</i>            Waves; Light; Electricity; Magnetism &amp; electromagnetism; Space physics;</p> <p><b>Key Assessments:</b>            Assessed Tasks            Internal End of Unit Tests            GCSE Unit Exams:-            Biology 1 - 24/11/21            Physics 1 – 26/11/21</p>		<p><b>Topics:</b>  <i>Chemistry Unit C2</i>            Metals &amp; Reactivity series; Redox, rusting &amp; Iron; Rates of reaction; Equilibrium; Organic chemistry; Quantitative chemistry; Electrochemistry; Energy changes, Gas chemistry.</p> <p style="text-align: center;">&amp;</p> <p><i>Biology Unit B2</i>            Osmosis &amp; plant transport; Circulatory system; Reproduction, Fertility &amp; contraception; Genome, chromosomes, DNA &amp; genetics; Variation &amp; Natural Selection; Health, disease, defence mechanisms &amp; treatment.</p> <p><b>Key Assessments:</b>            Assessed Tasks            Internal End of Unit Tests</p> <p>GCSE Unit Exams:-            Chemistry 1 - 24/2/2022</p>		<p><b>Topics:</b>            completion and revision of Biology Unit B2; Chemistry Unit C2 &amp; Physics Unit P2            Revision</p> <p><b>Key Assessments:</b>            GCSE Biology Unit B2 Exam June 2022            GCSE Chemistry Unit C2 Exam June 2022            GCSE Physics Unit P2 Exam June 2022</p>



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English Language	<p><b>Topics:</b> Functional Writing Study of Non-Fiction Texts Study of Media Texts Speaking and Listening activities</p> <p><b>Key Assessments:</b> Responses to functional writing Responses to non-fiction and media texts Mock examination (October) <b>GCSE exam 30% 28th Nov'21</b></p>		<p><b>Topics:</b> Personal and Creative Writing (blogs, articles, speeches) Study of Literary Texts Study of Non-Fiction Texts Speaking and Listening activities</p> <p><b>Key Assessments:</b> Final GCSE speech 7% Final GCSE group discussion 7% Final GCSE role play 7% Personal writing responses Creative writing responses Responses to Literary and Non-Fiction texts</p>		<p><b>Topics:</b> Revision and exam technique</p> <p><b>Key Assessments:</b> Responses to Literary Texts Responses to Non-Fiction Texts Personal and Creative writing responses <b>GCSE examination 30% 10<sup>th</sup> June 2022</b></p>
English Literature	<p><b>Topics:</b> Study of Drama (Shakespeare) Study of Poetry Anthology</p> <p><b>Key Assessments:</b> Practice Controlled Assessment GCSE Controlled Assessment 20% late October/early Nov Analytical responses to poetry</p>		<p><b>Topics:</b> Study of Drama (An Inspector Calls) Study of Poetry Anthology</p> <p><b>Key Assessments:</b> Analytical responses to drama Analytical responses to poetry</p>		<p><b>Topics:</b> Revision for Unit 2 exam</p> <p><b>Key Assessments:</b> GCSE Examination 50% <b>8th June 2022</b></p>
Food & Nutrition	<p><b>Topics:</b> Unit 4 Priority Health Issues Unit 5 Individual Dietary Needs</p> <p><b>Assessment:</b> Track 1 Internal Class Test assessing all work from Year 11 &amp; 12</p>		<p><b>Topics:</b> Unit 6 Keeping Food Safe Unit 8 Being an effective consumer</p> <p><b>Assessment:</b> Internal Mock Exam - Assessing all Year 11 &amp; Year 12 Work</p>		<p><b>Topics:</b> Unit 9 Factors affecting Food Choice Unit 10 Resource Management</p> <p><b>Assessment:</b> GCSE External Exam - 2 hrs assessing all Year 11 and Year 12 work.</p>



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French	<p><b>Topics</b>  <b>Context 2</b>  <b>Home and local area</b>  <b>Community</b> involvement  <b>Social and global issues</b> (health and lifestyle, anti-social behaviour, caring for others and caring for the environment, etc.)</p> <p><b>Related grammatical structures including Perfect/Past tense</b></p> <p><b>Assessment</b></p> <ul style="list-style-type: none"> <li>Assessed homework tasks</li> <li>Weekly vocabulary tests</li> <li>Weekly practice of all 4 skills.</li> <li>End of unit tests</li> </ul>		<p><b>Topics:</b>  <b>Context 2</b>  <b>Travel and Tourism</b> (holidays, transport, weather, activities, etc)  <b>Context 3</b>  <b>School life</b> (subjects, uniform, regulations, etc.)  <b>Extra-curricular activities</b>, school trips/visits, etc.  Grammatical structures  <b>Future tense</b>  <b>Assessment</b></p> <ul style="list-style-type: none"> <li>Assessed homework tasks</li> <li>Weekly vocabulary tests</li> <li>End of unit tests</li> </ul> <p>Weekly practice of all four skills</p> <p>Mock Exam: all four skills</p>		<p><b>Topics:</b>  <b>Context 3</b>  <b>Money management/</b> part time job/ work experience.    <b>Future plans/</b> career/marriage/travel, etc.</p> <p><b>Recap on all topics from Context 1</b></p> <p><b>Assessment</b></p> <ul style="list-style-type: none"> <li>Assessed homework tasks</li> <li>Weekly vocabulary tests</li> <li>Regular practice and preparation for final exams</li> <li>End of unit tests</li> </ul> <p>External GCSE Assessments  Each skill 25% of overall grade</p>
Geography	<p><b>Unit 1: Understanding Our Natural World</b>  Theme A: River Environments  Theme B: Coastal Environments  Theme C: Our Changing Weather and Climate</p> <p><b>Assessment</b>  End of Unit/Theme class tests</p>		<p><b>Unit 1: Understanding Our Natural World</b>  Theme D: The Restless Earth  <b>Unit 2: Living in Our World</b>  Theme D: Managing Our Environment</p> <p><b>Assessment</b>  <b>MOCK GCSE:</b> Unit 1(Themes A-C) and Unit 2 (Themes A-C)</p>		<p>Revision of Unit 1 and Unit 2 work</p> <p><b>Assessment</b>  <b>GCSE external examinations</b> - Unit 1 (40%); Unit 2 (40%).</p>



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Health & Social Care (CCEA)	<p><b>Topics:</b> Identifying Needs of Service User Groups Meeting Service User Groups Needs Controlled Assessment</p> <p><b>Assessment:</b> Controlled Assessment - 50%</p>		<p><b>Topics:</b> Identifying Needs of Service User Groups Meeting Service User Groups Needs Controlled Assessment</p> <p><b>Assessment:</b> Internal Mock Exam assessing all Year 11 work.</p>		<p><b>Topics:</b> Unit 4 Major Life Events and Sources of Support Revision of Year 11 Work</p> <p><b>Assessment:</b> GCSE External Exam - 50% All of Year 11 work and Unit 4 to be assessed.</p>
History	<p><b>Changing Relations Revision</b> (Before, During and After World War Two)</p> <p><b>Assessment</b> Class Test - Relations before (Oct) Class Test - Relations during (Nov)</p> <p>International Relations Overview - Berlin, Hungary and Czechoslovakia</p>		<p><b>Germany, 1933 - 45 Revision</b></p> <p><b>Assessment</b> Mock Paper on Changing Relations (Jan) Mock Paper on Changing Relations and Germany (April)</p> <p>International Relations Overview - Korea, Cuba, Vietnam and Detente</p>		<p><b>Revision of Changing Relations and Germany</b></p> <p><b>Assessment</b> External GCSE exam 60% (May)</p> <p>International Relations Overview - The War on Terror</p>
Information Technology (BTEC)	<p><b>LAC &amp; LAD - Website Development</b> - Learners will have created website - now they must analyse and evaluate and submit in report format.</p> <p>Portfolio based - total 50% of grade.</p>		<p><b>Unit 3 - Digital Portfolio</b> - Learners will plan and create a website based on themselves and work they have completed.</p> <p>Portfolio based</p>		<p><b>Unit 3 - Digital Portfolio - LAC</b> - Learners will submit after evaluation of Digital Portfolio (25%)</p>



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Learning for Life and Work	<p><b>Topic:</b> <b>Local and Global Citizenship</b></p> <ol style="list-style-type: none"> <li>Diversity and Inclusion</li> <li>Rights and Responsibilities</li> <li>Government and civil society</li> <li>Democratic institutions</li> <li>Democracy and active participation</li> <li>The role of NGOs</li> </ol> <p><b>Assessment:</b> Internal End of Unit Tests GCSE examination May 2022</p>		<p><b>Topic:</b></p> <ol style="list-style-type: none"> <li>Revision of Personal Development, Employability and Local and Global Citizenship</li> <li>Past Papers</li> </ol> <p><b>Assessment:</b> Internal End of Unit Tests GCSE examination May 2022</p>		<p>GCSE examinations May 2022</p> <ol style="list-style-type: none"> <li>Personal Development</li> <li>Employability</li> <li>Local and Global Citizenship</li> </ol>
Mathematics GCSE	<p><b>Topics:</b> <b>Unit 6</b> Probability <b>Unit 7</b> Fractions, Decimals and Percentages, Estimation, Ratio, Best Buys and Exchange Rates, Binary, Standard Form, Negative Indices, Exact Calculations</p> <p><b>Module Revision</b> Unit 1-5 (from Year 11)</p> <p><b>Assessment</b> Internal end of unit tests External CCEA module based on Unit 1-5 worth 45% of GCSE grade Monday 29<sup>th</sup> November 2021</p> <p><b>Topics:</b></p>		<p><b>Topics:</b> <b>Unit 8</b> Bearings and Maps, Polygons, Similar and Congruent Shapes</p> <p><b>Unit 9</b> Patterns and Sequences, Trail and Improvement, Change the Subject, Inequalities, Graphs</p> <p><b>Unit 10</b> Transformations, Constructions, Conversions</p> <p><b>Assessment</b> Internal end of unit tests</p>		<p><b>Topics:</b> <b>Unit 6-10</b> Course completion, preparation and revision for GCSE external modules</p> <p><b>Units 1-5</b> Preparation for resit of November module (optional)</p> <p><b>Assessment</b> External CCEA module worth 55% of GCSE grade based on unit 6-10 Optional resit of November module worth 45% of GCSE grade based on unit 1-5</p>



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Mathematics OCN NI Level 1 Certificate in Essential Skills - Application of Number	<p><b>Unit 1</b> Number</p> <p><b>Unit 2</b> Shape, Space and Measure</p> <p><b>Unit 3</b> Statistics and Probability</p> <p><b>Assessment</b> Internal end of unit test External OCN examination</p>		<p><b>Topics:</b> <b>Unit 1</b> Number</p> <p><b>Unit 2</b> Shape, Space and Measure</p> <p><b>Unit 3</b> Statistics and Probability</p> <p><b>Assessment</b> Internal end of unit test Resit of External OCN Level 1 examination</p>		<p><b>Topics:</b> <b>Unit 1</b> Number</p> <p><b>Unit 2</b> Shape, Space and Measure</p> <p><b>Unit 3</b> Statistics and Probability</p> <p><b>Assessment</b> Internal end of unit test Resit of External OCN Level 1 examination External OCN Level 2 examination (dependent on previous pass at Level 1)</p>
Motor Vehicle and Road User Studies (GCSE)	<p><b>Topics:</b> Practical Moped Riding: - Daily Checks. - Right Turn &amp; Emergency Stop. - Figure of Eight &amp; Skills Test. Controlled Assessment: Investigative Study on Speeding: - Introduction and Methods Sections. Recap Theory Topics in Year 11 - Units 1 (Highway Code); and Units 2&amp;3. Unit 4 - Motoring Mathematics.</p> <p><b>Assessment:</b> Assessed Tasks Internal End of Unit Test</p>		<p><b>Topics:</b> Practical Moped Riding: - Left Turn &amp; Passing Stationary Vehicle - Stopping &amp; Dismounting</p> <p>Controlled Assessment: Investigative Study on Speeding: - Results Section - Conclusions and Recommendations</p> <p>Theory Topics: Unit 5 - Collision Procedures Unit 6 - Motor Vehicle Technology</p> <p><b>Assessment:</b> <b>Submission of written Controlled Assessment Task (25% of GCSE)</b></p> <p><b>Practical Moped Assessment (25% of GCSE)</b></p>		<p><b>Topics</b> Revision of all units, Past Paper Practice and Exam Technique.</p> <p><b>Assessment:</b> <b>GCSE Written Examination 1 hour 45min (50% of GCSE)</b></p>





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Physical Education (GCSE)	<p><b>Topics:</b></p> <p>Unit 6 - Health Unit 7 - The Active Leisure Industry Practical - Fitness, Volleyball</p> <p><b>Assessment:</b></p> <p>End of unit tests Practical performance</p>		<p><b>Topics:</b></p> <p>Nervous system / Health Sports Analysis</p> <p><b>Assessment:</b></p> <p>Oral sports analysis End of unit tests</p>		<p><b>Topics</b></p> <p>Knowledge on how to develop performance Exam Preparation Final practical performances</p> <p><b>Assessment</b></p> <p>Practical performance Practice past papers Oral Sports Analysis</p>
Personal Success and Wellbeing (OCN)	<p><b>Topic:</b></p> <ol style="list-style-type: none"> <li>1. Drugs and Substance Abuse</li> <li>2. Managing Finances</li> </ol> <p><b>Assessment:</b></p> <p>Portfolio of Evidence</p>		<p><b>Topic:</b></p> <ol style="list-style-type: none"> <li>3. The Responsibilities of Parenting</li> <li>4. Managing Risk</li> </ol> <p><b>Assessment:</b></p> <p>Portfolio of Evidence</p>		<p><b>Topic:</b></p> <ol style="list-style-type: none"> <li>5. Prejudice and Discrimination</li> </ol> <p><b>Assessment:</b></p> <p>Portfolio of Evidence</p>
Preparation for Adult Life (CCEA)	<p><b>Topic:</b></p> <ol style="list-style-type: none"> <li>1. Maintaining Healthy Relationships</li> <li>2. Responsibilities of Parenting</li> </ol> <p><b>Assessment:</b></p> <p>Portfolio of Evidence</p>		<p><b>Topic:</b></p> <ol style="list-style-type: none"> <li>3. Preparation for Work</li> <li>4. Diversity and Social Inclusion</li> </ol> <p><b>Assessment:</b></p> <p>Portfolio of Evidence</p>		<p><b>Topic:</b></p> <ol style="list-style-type: none"> <li>5. Democracy and Democratic Participation</li> <li>6. Equality and Social Justice</li> </ol> <p><b>Assessment:</b></p> <p>Portfolio of Evidence</p>



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Religious Studies (CCEA)	<p><b><u>CONTENT - Year 12 Unit- 'Introduction to Christian Ethics'</u></b>            Unit 2 - Matters of Life &amp; Death            - Abortion, Euthanasia &amp; Capital Punishment</p> <p><b><u>ASSESSMENT</u></b>            Internal Class Tests            Internal End of Unit Test            Internal Mock Exam 1 (Oct. 2021)</p>		<p><b><u>CONTENT - Year 11 Unit- 'Christianity Through a Study of the Gospel of Matthew'</u></b>  <b><u>N.B. RECAP OF UNITS IN PREPARATION FOR THE EXAM</u></b>            Unit 1 - Jesus' Identity            Unit 2 - Jesus' Miracles (Lockdown)            Unit 3 - Jesus' Parables (Lockdown)            Unit 4 - Jesus' Death &amp; Resurrection (Lockdown)            Unit 5 - Christian Discipleship</p> <p><b><u>ASSESSMENT</u></b>            External Controlled Assessment (10%) on Year 12 Content (Feb. 2022)            Internal Class Tests            Internal End of Unit Tests            Internal Mock Exam 2 (Jan. 2021)</p>		<p><b><u>CONTENT- Year 11 Unit- 'Christianity Through a Study of the Gospel of Matthew'</u></b>            Revision of Year 11 Course Contest Units 1-5 in preparation for the Eternal Exam</p> <p><b><u>ASSESSMENT</u></b>            External Module Exam (May 2022) (Worth 50%)</p>



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Single Award Science	<p><b>Topics:</b> <i>Biology Unit B1: Processes &amp; Biodiversity</i> Cells; Photosynthesis &amp; plants; Nutrition &amp; food tests; Enzymes &amp; digestion; Respiratory system, breathing &amp; respiration;</p> <p><b>Assessment:</b> Assessed Tasks Internal End of Unit Tests GCSE Unit Exam: - Physics 1 - 22/11/21</p>		<p><b>Topics:</b> <i>Biology Unit B1: Processes &amp; Biodiversity continued</i> Nervous system &amp; hormones; Ecological relationships &amp; energy flow; followed by <i>Chemistry Unit 2</i> Acids, bases &amp; salts; Elements, compounds &amp; mixtures; Atomic structure &amp; periodic table; Bonding;</p> <p><b>Assessment:</b> Assessed Tasks Internal End of Unit Tests</p> <p><b>Assessment:</b> Assessed Tasks Internal End of Unit Tests GCSE Unit Exam: - Biology 1 - 25/2/22</p>		<p><b>Topics:</b> <i>Chemistry Unit 2</i> continued until unit exam. Materials; Symbols, formulae &amp; equations Qualitative analysis; Metals &amp; reactivity series; Rates of reaction; Organic chemistry.</p> <p><b>Assessment:</b> Assessed Tasks Internal End of Unit Tests GCSE Unit Exam: - Chemistry 1 - May 2022</p>



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Sport (BTEC)	<p><b>Unit 5 - The Sports Performer in Action</b></p> <p><i>Learning Aim A</i> - Short term responses and long term adaptations of the body systems to exercise.</p> <p><i>Learning Aim B</i> - Know about the different energy systems used during sports performance.</p> <p><b>Assessment - Portfolio</b> LA: A - 8th Nov. 21 LA: B -13th Dec. 21</p>		<p><b>Unit 3 Applying the Principles of personal training</b></p> <p><i>Learning Aim A</i> - Design a personal training programme</p> <p><i>Learning Aim B</i> - Know about the musculoskeletal system and cardiorespiratory system and the effects on the body during fitness training</p> <p><i>Learning Aim C</i> - Implement a self-designed personal fitness training programme to achieve own goals and objectives</p> <p><b>Assessment- Portfolio</b> LA: A - 14th Feb. 22 LA: B -3rd April 22 LA: C -20th April 22</p>		<p><b>Unit 3 Applying the Principles of personal training</b></p> <p><i>Learning Aim D</i> - Review a personal fitness training programme</p> <p><b>Assessment- Portfolio</b> LA: D - 18th May22</p>
Sport (OCN)	<p>Undertaking Sporting Activities</p> <ul style="list-style-type: none"> <li>- Skills</li> <li>- Volleyball / Badminton</li> </ul> <p><b>Assessment</b> Portfolio and practical activities Photo evidence required for practical</p>		<p>Undertaking Sporting Activities</p> <ul style="list-style-type: none"> <li>- Rules and regulations</li> <li>- Volleyball / Badminton</li> </ul> <p><b>Assessment</b> Portfolio and practical activities Photo evidence required for practical</p>		<p>Undertaking Sporting Activities</p> <ul style="list-style-type: none"> <li>- Scoring systems</li> <li>- Volleyball / Badminton</li> </ul> <p><b>Assessment</b> Portfolio and practical activities Photo evidence required for practical</p>



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Technology and Design	<p><b>Topics:</b> <i>Mechanisms</i></p> <p><b>Controlled Assessment –</b></p> <p>Unit 3: Design and Manufacturing Project. (50%)</p> <p><b>Assessment:</b></p> <p><b>End of Unit Tests</b></p> <p><b>Design Portfolio (25%)</b></p> <p>-Design Thinking, Analysis &amp; Specification; -Concepts and Analysis; -Modelling of the Chosen Concept;</p>		<p><b>Topics:</b> <i>Pneumatics</i></p> <p><b>Controlled Assessment –</b></p> <p>Unit 3: Design and Manufacturing Project. (50%)</p> <p><b>Assessment:</b></p> <p><b>End of Unit Tests</b></p> <p><b>Design Portfolio (25%)</b></p> <p>-Design Changes to Final Product; -Solidworks 3D CAD modelling of Developed Final Product;</p>		<p><b>Topics:</b> Past Paper Revision</p> <p><b>Controlled Assessment –</b></p> <p>Unit 3: Design and Manufacturing Project. (50%)</p> <p><b>Assessment:</b></p> <p><b>Design Portfolio (25%)</b></p> <p>-Assembly and Manufacturing Details; -Working Drawings;</p> <p><b>Written Examinations</b></p> <p>Unit 2: Mechanical and Pneumatical Control Systems (25%)</p> <p>1 hour 30mins</p>



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Travel & Tourism BTEC	<p><b>Unit 4: International Travel and Tourism Destinations</b>  <b>Learning aim A:</b> Know the major international travel and tourism destinations and gateways.  <b>Learning aim B:</b> Investigate the appeal of international travel and tourism destinations to different types of visitor  <b>Learning aim C:</b> Be able to plan international travel to meet the needs of visitors</p> <p><b>Assessment</b>  <b>25% Internally assessed</b>            Assignment 1: Hand in 1st Oct            Assignment 2: Hand in 12th Nov            Assignment 3: Hand in 7th Jan</p>		<p><b>Unit 3: The Travel and Tourism Customer Experience</b>  <b>Learning aim A:</b> Investigate travel and tourism customer service  <b>Learning aim B:</b> Explore the needs and expectations of different types of customer in the travel and tourism sector  <b>Learning aim C:</b> Understand the importance of customer service to travel and tourism organisations</p> <p><b>Assessment</b>  <b>25% Internally assessed</b>            Assignment 1: Hand in 18th Feb            Assignment 2: Hand in 1st Apr            Assignment 3: Hand in 29th Apr</p>		
ICT (OCN)	<p><b>Website</b> - students will complete website on topic of their own choice and evaluation.  <b>Database</b> - students will complete skill based activities.</p> <p>All portfolio based</p>		<p><b>Database assignment</b> - to be submitted prior to half term.</p> <p>Email Software - skills activity based on email use in the organisation</p> <p>All portfolio based</p>		<p><b>Email Software assignment</b> - due for submission April 2022.</p> <p>Portfolio based.</p>



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Year 12 Subject Assessment Information 2021-2022

SUBJECT	TERM 1 September-December 2021	TRACK ONE Nov 2021	TERM 2 January- April 2022	TRACK TWO February 2022	TERM 3 April-June 2022
Employability OCN	<b>Unit 6 Customer Care</b> <ul style="list-style-type: none"><li>- Understand importance of Customer Care</li><li>- How to communicate with customers</li><li>- Measures required to solve customer problems</li><li>- How to respond to customer feedback</li></ul> <b>Assessment</b> - Portfolio based		<b>Unit 7 Workplace Communication</b> <ul style="list-style-type: none"><li>- Understand the importance of positive verbal and non-verbal interaction</li><li>- How to demonstrate verbal and non-verbal interaction</li><li>- How to produce positive written communications in the workplace</li></ul> <b>Assessment</b> - Portfolio based		<b>Unit 8 Workplace Relationships</b> <ul style="list-style-type: none"><li>- Understand acceptable boundaries to behaviour in the workplace</li><li>- Know how to recognise and respond to different behaviours</li><li>- Know how to give and respond to constructive criticism</li><li>- Understand how conflict can be dealt with</li></ul> <b>Assessment</b> - Portfolio based