

BTEC Level 2 in Workskills

Year 12

<u>Autumn 1</u>	<u>Autumn 2</u>	<u>Spring 1</u>	<u>Spring 2</u>	<u>Summer 1</u>	<u>Summer 2</u>
<p>Working as part of a Team</p> <p>Different models of team and teamworking.</p> <p>Understand skills and behaviours needed for effective teamwork and why they are important.</p> <p>Purpose and benefits of teamworking in the workplace.</p> <p>Barriers to teamworking and how they can be managed.</p> <p>Undertaking different roles within a team</p> <p>Use appropriate communication to interact with other team members, share ideas and give feedback.</p>	<p>Plan your role and how you will work with others</p> <p>Take part in a team activity and evaluate own and team performance. Deadline: 16/11/2023</p> <p>Meeting Customers' Needs and Expectations</p> <p>Customer needs and expectations</p> <p>Customer service skills and behaviours</p> <p>How an employee can meet customer needs</p> <p>The benefits of providing good customer service</p> <p>How to deal with customer service issues</p> <p>Recognise customer service skills and decide on appropriate action. Deadline: 20/12/2023</p>	<p>Developing Job Application Skills</p> <p>Understand own skills and qualities.</p> <p>Understand where to source suitable job opportunities.</p> <p>Identify key information needed for applications.</p> <p>How to present self, experience and skills in writing.</p> <p>Produce final copies of job application documentation. Deadline: 29/1/2024</p> <p>Developing Interview Skills</p> <p>Importance of interviews for the organisation and candidate</p>	<p>Different formats, styles and contents of interviews.</p> <p>Information needed prior to an interview.</p> <p>How to action plan steps to take before, during and after an interview.</p> <p>Interview questions and answers.</p> <p>Interview techniques</p> <p>Take part in a successful interview. Deadline: 11/3/2024</p> <p>Understanding Your Work-based Rights and Responsibilities</p> <p>Rights & responsibilities that they have as an employee</p> <p>Rights & responsibilities of an employer</p>	<p>Legislation, policies and procedures.</p> <p>Why it is important to have workplaces which are safe and fair.</p> <p>Explore the rights and responsibilities of employees within the workplace Deadline: 26/4/2024</p> <p>Being Entrepreneurial</p> <p>Entrepreneurial strategies</p> <p>Ways to manage finances and record profit and loss</p> <p>How to advertise an enterprise activity</p> <p>How to evaluate the enterprise activity</p> <p>Run and evaluate your own enterprise activity Deadline: 24/5/2024</p>	<p>Remedial work</p> <p>Planning for next Steps</p> <p>Exam revision</p> <p>Enterprise Challenge</p>