

Year 11 EVENTS Curriculum Map

Term	Topic/Unit title	Essential knowledge (what students should know and understand by the end of the unit/topic)	Essential skills (what students should be able to do by the end of the unit/topic)
Autumn 1	L01 understand the role of customer service	1.1 Describe principles of customer service 1.2 Explain how events meet customer needs 1.3 Analyse factors affecting customer service 1.4 Communicate with customers	Describes principles of customer service with some amplification related to events Explains how events meet a range of customer needs. Evidence is reasoned and relevant to the actual events Analyses the factors affecting customer service provided, with reasoning appropriate to the event. Includes pre, during and post event. Communicates with at least one customer, establishing, building and maintaining a rapport with ongoing interaction. All customer's needs are identified and met independently with skill and ease.
	L02 Understand how event teams operate	2.1 Describe roles of individuals in different types of team	Describes roles of a range of individuals in different types of event teams

		2.2 Explain the benefits of teamwork	Explains in detail the benefits of teamwork. Evidence is mainly reasoned and there is some relevance to the actual event
Autumn 2		2.3 Explain how the principles of team working are applied in event operations 2.4 Contribute to team performance	Explains with clear and detailed reasoning how the principles of team working were applied in different types of events Actively seeks opportunities to co-operate with team members. Progress towards team objectives regularly reviewed with team members. Proactive contribution made towards achieving team objectives. Proactively supports team members.
Spring 1	L03 Be able to review event success	3.1 Set criteria to assess event success	Sets criteria that will measure some aspects of an events success

		3.2 Evaluate own performance in event situations	Detailed evaluation of own performance in event situations. Substantiated judgements are made using feedback from others. Areas for improvement show detailed and clear relationship to evaluation. Evaluation considers the principles of team working and customer service.
Spring 2		3.3 Evaluate performance of others in event situations 3.4 Evaluate event success	Evaluates performance of others in event situations against a range of criteria. Judgements are reasoned with exemplification Evaluation of event success made against all relevant success criteria. Judgements are accurate and clearly substantiated using feedback from others. Areas for improvement shown in depth and detail and are directly related to the evaluation.
Summer 1	Revision for other subjects as course complete/exams begin		