



# Mossman State High School

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## Class Course Planner - 2024

Class: BSQ111A

Date Range: 22-Jan-2024 to 21-Jun-2024

Term Week	Unit Number	Unit Plan - Topic	Assessment/Excursion	Date
T 1 Wk 1		Unit 1 Module 1: Customer Service - Introduction		
T 1 Wk 2		Customers and the customer service role		
T 1 Wk 3		Teamwork and communication skills		
T 1 Wk 4		Customer characteristics		
T 1 Wk 5		Customer buyer behaviour		
T 1 Wk 6		Customer relations management, skills training & procedures		
T 1 Wk 7		Legal obligations to customers		
T 1 Wk 8		Task 1: Customer Service Exam	Unit 1 Customer Service Task 1: Exam	12 Mar
T 1 Wk 9		Individual research and script writing		
T 1 Wk 10		Individual research and script writing		
T 2 Wk 1		Individual research and script writing		
T 2 Wk 2		Compile seminar using presentation software		
T 2 Wk 3		Task 1: Customer Service Presentation	Unit 1 Customer Service Task 2: Presentation	30 Apr
T 2 Wk 4		Task review and feedback		
T 2 Wk 5		Unit 2: Entrepreneurship introduction and overview		
T 2 Wk 6		Roles, duties, responsibilities and purpose of entrepreneurs		
T 2 Wk 7		Entrepreneurs and business development		
T 2 Wk 8		Characteristics of entrepreneurs		
T 2 Wk 9		Unit 2: Entrepreneur Task Due	Unit 2 Entrepreneurship Case Study Report	11 Jun
T 2 Wk 10		Ideation and venture creation processes		