

Sets (s): N/A-LP2

YEAR 10A/C-CHT

SUBJECT: Public Services – Unit 2

Knowledge Focus: INTERNAL AND EXTERNAL CUSTOMERS



**Ysgol Uwchradd
Prestatyn
High School**

This half term: Skills, Knowledge and Understanding to be developed:

Skills: Developing communication by working in pairs/groups. Problem solving by practical group tasks e.g. Orientation, stretcher building, tug of war. **ICT** – Pupils to create a Powerpoint presentation for their first assignment. This will be created solely using ICT where there will be learning templates for support.

Key Terms to be learned this half term:

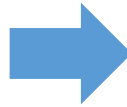
Emergency services – police, fire service, ambulance, armed services – Army, RAF, Navy, central government, local authorities, voluntary services.

Connectives: Furthermore, In addition to this, As a result, In conclusion

Week 1 and 2 Learning Objectives etc.:

Literacy skills – Key words and meanings. Write the key words and look up definitions/write own definitions.

- Pupils will be able to understand and list the different key external customers in the public services
- Pupils to start using relevant terminology within the public services.
- Understand the different groups of service users, e.g. Individuals, groups, families etc.



Objective assessments:

Learn key words and meanings

Teacher led / group discussion about types of customers.

Completion of 'Types of customers' worksheet

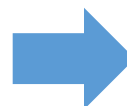
Peer assessment – pupils to look at the partners work focusing on literacy

Homework:

Abbreviations homework

Week 3 and 4 Learning Objectives etc.:

- Pupils to be introduced to their first assignment.
- This will be completed over a number of lessons reflecting on all the work that has been covered since the start of the year.
- List and explain internal for **one** a) emergency services b) armed services



Objective assessments:

Pupils will attempt the first part of the assignment – internal and external customers for contrasting pupils.

Homework:

Dealing with conflict case study

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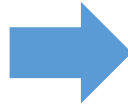
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Week 5 and 6 Learning Objectives etc.:

- Explain working skills used with customers by two contrasting public services.



SA- CHT

Objective assessments:

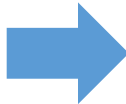
Continue with your assignment and describe the skills needed to work with different customers.(P2)

Homework:

Learn key words and meanings

Week 7 and 8 Learning Objectives etc.:

- Compare working skills used with customers by two contrasting public services.



Objective assessments:

Continue with the assignment and make a comparison between two public services.

Homework