



PASSPORT TO RETAIL

UNIT 1: CUSTOMER SERVICE

ELEMENT 3: THE CUSTOMER
SERVICE DESK

CUSTOMER SERVICE

ELEMENT 3: THE CUSTOMER SERVICE DESK

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



SESSION 1:

SESSION 1:		

OFFING STRUCTURE

O SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>Handwritten notes in the first column, including mathematical expressions and diagrams.</p>	<p>Handwritten notes in the second column, including mathematical expressions and diagrams.</p>	<p>1.303 - Handwritten notes in the third column.</p> <p>1.304 - Handwritten notes in the third column.</p>





SESSION 4: JOB DESCRIPTION EXPLORATION

ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>Handwritten text in the first column, which is mostly illegible due to blurring. It appears to contain several lines of notes or instructions related to the learning activities.</p>	<p>Handwritten text in the second column, also illegible due to blurring. It likely lists the learning outcomes for the session.</p>	<p>Handwritten text in the third column, including the code 1.305 and other notes. The text is illegible due to blurring.</p>