

**YISHUN SECONDARY SCHOOL  
RETAIL OPERATIONS  
SECONDARY THREE 2025**

<b>Aim of RO Curriculum</b>				
The curriculum aims to provide students with the opportunity to:				
a) introduce students to the retail business environment				
b) develop in students the basic functional skills and knowledge required for a variety of retail scenarios in a store and online settings				
c) develop in students the ability to perform service-related skills in providing basic customer service, problem-solving and communicating effectively;				
d) develop in students good working attitudes and safe working habits; and				
e) develop in students an interest in a post-secondary education in retailing and/or a possible career in the services industry				
<b>TERM/ WEEK</b>	<b>UNIT</b>	<b>LESSON OBJECTIVES</b>	<b>KEY WORDS TASKS/ ASSESSMENT</b>	<b>TEACHER</b>
1/1	0	Setting Class Routines & Admin Overview of Curriculum & Assessment Listen to the Seniors	Task: Fieldwork (Individual Activity)	Ms Bariyah
1/2	1: Introduction to Retailing	1.1 Types of Retail Stores 1.1.1 Describe retailing process 1.1.2 Describe different channels of distribution	<ul style="list-style-type: none"> <li>• Retailing process</li> <li>• Channels of distribution</li> <li>• Retailer</li> <li>• Direct selling</li> <li>• Producer to wholesaler to retailer</li> <li>• Producer to retailer</li> <li>• Exclusive distribution</li> </ul> <i>WB Learning Activity 1</i>	Ms Bariyah
1/3		1.1 Types of Retail Stores 1.1.3 Describe different types of retail stores 1.1.4 Demonstrate grouping of merchandise  <i>Fieldwork to different stores (Mr Lee BK)</i>	<ul style="list-style-type: none"> <li>• Specialty stores</li> <li>• Convenience stores</li> <li>• Department stores</li> <li>• Supermarkets hypermarkets</li> <li>• E-commerce/e-marketplace</li> <li>• Perishable items</li> </ul> <i>WB Learning Activity 2. 3</i>	Mr Lee Boon Kiat
1/4		1.2 Changing Retail Landscape 1.2.1 Describe changes in customer behaviour 1.2.2 Describe omnichannel retailing 1.2.3 Describe the role of a retail associate in the changing retail landscape	<ul style="list-style-type: none"> <li>• Experiential shopping</li> <li>• Product features and benefits</li> <li>• Digital presence</li> <li>• Omni-channel retailing</li> </ul>	Mr Lee Boon Kiat

1/5	2: Handling Retail Processes	2.1 Receive Merchandise (Theory) 2.1.1 Documents used when receiving merchandise 2.1.2 Checking merchandise received from suppliers 2.1.3 Reasons for rejecting merchandise 2.1.4 Return and record unacceptable merchandise	<ul style="list-style-type: none"> <li>• Purchase Order</li> <li>• Delivery Order</li> <li>• Invoice</li> <li>• Suppliers</li> <li>• Credit note</li> </ul> <p><i>WB: Learning Activity 1</i></p>	Mr Lee Boon Kiat
1/6		2.1 Receive Merchandise (Document Practise) <ul style="list-style-type: none"> <li>• Purchase Order (with/out GST, with/out Trade Discount)</li> <li>• Delivery Order</li> <li>• E-Delivery Order</li> </ul>	<ul style="list-style-type: none"> <li>• Documents Practise</li> <li>• PO</li> <li>• DO</li> <li>• e-DO</li> </ul>	Ms Bariyah
1/7		2.1 Receive Merchandise (Tabletop Documents, Annex A – Receiving Station)  Tabletop Documents, Purchase Order, delivery Order, e-Delivery Order, Annex A (Receiving Station)	<ul style="list-style-type: none"> <li>• Documents Practise</li> <li>• PO</li> <li>• DO</li> <li>• e-DO</li> <li>• Annex A-Receiving Station</li> </ul>	Ms Bariyah
1/8	<b>STUDENT'S LEARNING FESTIVAL</b>			
1/9	2: Handling Retail Processes	2.1 Receive Merchandise (Tabletop Documents, Annex A – Receiving Station)  Tabletop Documents, Purchase Order, delivery Order, e-Delivery Order, Annex A (Receiving Station)	<ul style="list-style-type: none"> <li>• WA1 Theory (Unit 1.1.1 to 2.1)</li> <li>• P2 Practical Tabletop Documents (PO, DO, e-DO, Annex A-Receiving Station)</li> </ul>	Ms Bariyah
1/10		2.2 Store Merchandise 2.2.1 Explain the importance of proper handling, packaging and storing merchandise 2.2.2 Follow guidelines for storing merchandise	<ul style="list-style-type: none"> <li>• FIFO</li> <li>• Storage receptacles</li> </ul>	Mr Lee Boon Kiat
<b>TERM 1 MARCH HOLIDAYS</b>				
2/1	<b>SECONDARY THREE'S APPLIED LEARNING MODULE @ITE</b>			
2/2	2: Handling Retail Processes	2.3 Perform Stock Control 2.3.1 Explain the importance of stock control 2.3.2 Differentiate stock check, stock take, stock transfer and stock shrinkage	<ul style="list-style-type: none"> <li>• Stock Control</li> <li>• Stock Check</li> <li>• Stock take</li> <li>• Stock transfer</li> <li>• Stock shrinkage</li> </ul>	Mr Lee Boon Kiat
2/3		2.3.3 Explain the uses of a stock record card 2.3.4 Explain the details of a stock record card	<ul style="list-style-type: none"> <li>• Stock record card</li> <li>• Computerised System</li> <li>• Radio Frequency Identification (RFID)</li> </ul>	Mr Lee Boon Kiat

		2.3.5 Explain the uses of technology in stock Management	<ul style="list-style-type: none"> <li>Barcode Scanners</li> <li>Autonomous robotics</li> </ul>	
2/4	2: Handling Retail Processes	2.4 Handle Stock Replenishment 2.4.1 Explain the importance of prompt replenishment of stock 2.4.2 Explain the factors to determine when and how much stock to replenish 2.4.3 Explain the need to remove expired and damaged stock from the shelves	<ul style="list-style-type: none"> <li>Stock replenishment</li> </ul>	Mr Lee Boon Kiat
2/5-2/8		Paper 2 Practical Document Practise Tabletop Paper 2 Exercises (DO, e-DO, Stock Card, PO, Annex A, Annex B, Annex C)	<ul style="list-style-type: none"> <li>DO</li> <li>e-DO</li> <li>Stock Card</li> <li>PO</li> <li>Annex A, Annex B, Annex C</li> </ul>	Ms Bariyah
2/9		Paper 2 Practical Document Practise Tabletop Paper 2 Exercises (DO, e-DO, Stock Card, PO, Annex A, Annex B, Annex C)	<ul style="list-style-type: none"> <li>WA2 Theory</li> <li>P2 Practical Tabletop Exercises</li> <li>DO</li> <li>e-DO</li> <li>Stock Card</li> <li>PO</li> <li>Annex A, Annex B, Annex C</li> </ul>	
2/10	<b>END OF TERM SCHOOL PROGRAMMES</b>			
<b>SEM 1 JUNE HOLIDAYS</b>				
3/1	<b>Applied Learning Module @ITE</b>			
3/2		Recap of Sem 1's work Transferring of Tabletop exercise to P2 Practical	<ul style="list-style-type: none"> <li>DO</li> <li>e-DO</li> <li>Stock Card</li> <li>PO</li> <li>Basket</li> <li>Housekeeping</li> </ul>	Ms Bariyah
3/3		Paper 2 Practical	<ul style="list-style-type: none"> <li>DO</li> <li>e-DO</li> <li>Stock Card</li> <li>PO</li> <li>Basket</li> <li>Housekeeping</li> </ul>	Ms Bariyah
3/4		Paper 2 Practical	<ul style="list-style-type: none"> <li>DO</li> <li>e-DO</li> <li>Stock Card</li> <li>PO</li> </ul>	Ms Bariyah

			<ul style="list-style-type: none"> <li>• Basket</li> <li>• Housekeeping</li> </ul>	
3/5		<p>2.5 Display Merchandise in Store</p> <p>2.5.1 Describe the importance of visual merchandising</p> <p>2.5.2 Describe the types of display</p> <p>2.5.3 Explain the use of planogram for maintaining display</p>	<ul style="list-style-type: none"> <li>• Visual Merchandising</li> <li>• Mannaquin display</li> <li>• Bin display</li> <li>• Rack display</li> <li>• Dumpbin display</li> <li>• Wall ounted display</li> <li>• Showcase display</li> </ul>	Mr Lee Boon Kiat
3/6		Introduction to Product Research and Benefits	<ul style="list-style-type: none"> <li>• Product Features and Benefits</li> </ul>	Ms Bariyah
3/7		Product Research and Benefits Exercise Paper 2 Practical	<ul style="list-style-type: none"> <li>• Product Features and Benefits</li> <li>• Paper 2 Practical</li> </ul>	Ms Bariyah
3/8		Product Research and Benefits Exercise Paper 2 Practical	<ul style="list-style-type: none"> <li>• Product Features and Benefits</li> <li>• Paper 2 Practical</li> </ul>	Ms Bariyah
3/9		Product Research and Benefits Exercise Paper 2 Practical	<ul style="list-style-type: none"> <li>• WA3</li> <li>• Paper 2 Practical</li> <li>• Paper 3 Research</li> </ul>	Ms Bariyah
3/10		<p>Revision of Theory</p> <p>Paper 2 Practical</p> <p>Product Research and Benefits Exercise</p>	<ul style="list-style-type: none"> <li>• Product Features and Benefits</li> <li>• Paper 2 Practical</li> </ul>	Mr Lee Boon Kiat Ms Bariyah

**Name of Subject Teacher(s):**  
**Ms Hairul Bariyah binte Maksom**  
**Mr Lee Boon Kiat**