YISHUN SECONDARY SCHOOL
RETAIL OPERATIONS
SECONDARY THREE 2026

Aim of RO Curriculum
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

TERM/ WEEK	UNIT	LESSON OBJECTIVES	KEY WORDS TASKS/ ASSESSMENT	TEACHER
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	• Retailing process • Channels of distribution • Retailer • Direct selling • Producer to wholesaler to retailer • Producer to retailer • Exclusive distribution *WB Learning Activity 1*	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 *Fieldwork to different stores (Mr Lee BK)*	• Specialty stores • Convenience stores • Department stores • Supermarkets hypermarkets • E-commerce/e-marketplace • Perishable items *WB Learning Activity 2. 3*	Ms Bariyah
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	• Experiential shopping • Product features and benefits • Digital presence • Omni-channel retailing	Ms Bariyah

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	• Purchase Order • Delivery Order • Invoice • Suppliers • Credit note *WB: Learning Activity 1*	Ms Bariyah
1/6		2.1 Receive Merchandise (Document Practise) • Purchase Order (with/out GST, with/out Trade Discount) • Delivery Order • E-Delivery Order	• Documents Practise • PO • DO • e-DO	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)	• Documents Practise • PO • DO • e-DO • Annex A-Receiving Station	Ms Bariyah
1/8		2.1 Receive Merchandise (Tabletop Documents, Annex A – Receiving Station) Tabletop Documents, Purchase Order, delivery Order, e-Delivery Order, Annex A (Receiving Station)	• WA1 • Theory (Unit 1.1.1 to 2.1Documents Practise • PO • DO • e-DO • Annex A-Receiving Station	
1/9		2.1 Receive Merchandise (Tabletop Documents, Annex A – Receiving Station) Tabletop Documents, Purchase Order, delivery Order, e-Delivery Order, Annex A (Receiving Station)	• P2 Practical Tabletop Documents (PO, DO, e-DO, Annex A-Receiving Station)	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	• FIFO • Storage receptacles	Ms Bariyah
TERM 1 MARCH HOLIDAYS				
2/1	**SECONDARY THREE'S APPLIED LEARNING MODULE @ITE**			
2/2		2.3 Perform Stock Control 2.3.1 Explain the importance of stock control	• Stock Control • Stock Check	Mdm Vemala

	2: Handling Retail Processes	2.3.2 Differentiate stock check, stock take, stock transfer and stock shrinkage	• Stock take • Stock transfer • Stock shrinkage	
2/3		2.3.3 Explain the uses of a stock record card 2.3.4 Explain the details of a stock record card 2.3.5 Explain the uses of technology in stock Management	• Stock record card • Computerised System • Radio Frequence Identification (RFID) • Barcode Scanners • Autonomous robotics	Mdm Vemala
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	• Stock replenishment	Mdm Vemala
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)	• DO • e-DO • Stock Card • PO • Annex A, Annex B, Annex C	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)	• WA2 Theory • P2 Practical Tabletop Exercises • DO • e-DO • Stock Card • PO • Annex A, Annex B, Annex C	
2/10	**END OF TERM SCHOOL PROGRAMMES**			
	SEM 1 JUNE HOLIDAYS			
3/1	**Applied Learning Module @ITE**			
3/2		Recap of Sem 1's work Transferring of Tabletop exercise to P2 Practical	• DO • e-DO • Stock Card • PO • Basket • Housekeeping	Ms Bariyah
3/3		Paper 2 Practical	• DO • e-DO • Stock Card • PO	Ms Bariyah

			• Basket • Housekeeping	
¾		Paper 2 Practical	• DO • e-DO • Stock Card • PO • Basket • Housekeeping	Ms Bariyah
3/5		2.5 Display Merchandise in Store 2.5.1 Describe the importance of visual merchandising 2.5.2 Describe the types of display 2.5.3 Explain the use of planogram for maintaining display	• Visual Merchandising • Mannaquin display • Bin display • Rack display • Dumpbin display • Wall ounted display • Showcase display	Mdm Vemala
3/6		Introduction to Product Research and Benefits	• Product Features and Benefits	Ms Bariyah
3/7		Product Research and Benefits Exercise Paper 2 Practical	• Product Features and Benefits • Paper 2 Practical	Ms Bariyah
3/8		Product Research and Benefits Exercise Paper 2 Practical	• Product Features and Benefits • Paper 2 Practical	Ms Bariyah
3/9		Product Research and Benefits Exercise Paper 2 Practical	• WA3 Paper 2 Practical Paper 3 Research	Ms Bariyah
3/10		Revision of Theory Paper 2 Practical Product Research and Benefits Exercise	• Product Features and Benefits • Paper 2 Practical	Mdm Vemala Ms Bariyah

Name of Subject Teacher(s):
Ms Hairul Bariyah binte Maksom
Mdm Vemala