

| Term | Date | Focus | Summary | Learning Outcomes |
|--------|----------|------------------|-----------------------------------|-------------------|
| Term 3 | 10/04/23 | Customer Service | Poor customer service | Analytical Report |
| | 17/04/23 | | Good customer service | |
| | 24/04/23 | | Exceeding expectations | |
| | 01/05/23 | | Customer service procedures | |
| | 08/05/23 | | Benefits of Good Customer Service | |
| | 15/05/23 | | | |
| | 22/05/23 | | | |
| | 29/05/23 | | | |
| | 05/06/23 | | | |
| | 12/06/23 | | | |
| | 19/06/23 | | | |
| | 26/06/23 | | | |
| | 03/07/23 | | | |