

Work Experience Guide



Key Stage 4

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Your Work Experience Guide

The world of work is a big, exciting journey. Knowing where to start, what to try and what you might be good at takes some thinking about.

This Youth Employment UK Work Experience Guide will help you learn more about the world of work and think about where your journey might begin.



On completing this workbook you should be able to...

- Understand the different employment sectors and work areas
- Understand the different types of employers
- Understand different business roles & functions
- Understand what skills employers are looking for
- Set out the next steps for your goals



What to Expect



Use this workbook with the work experience videos. You can find them by clicking [here](#). You will need access to the internet. Make sure you download the workbook so you can save your answers as you go!

There are a mix of questions. Some will ask you to write a response and others will ask you to think and reflect.

It can take about 1 hour to watch all the videos and complete the activities in this booklet. The suggested times to complete each section are just for guidance.

Getting Started

Each section has a video for you to watch first. These videos are short introductions to each section.

The questions in each section will help you expand on what you see in the video and what you might already know.

This workbook is yours to keep. No-one is marking it, so use it in your own way to explore what the world of work might look like for YOU.

Guide to workbook symbols



Here is your space to write your answer



Watch the video



How long an activity may take to complete



Reflect on a scenario or your next steps

Key Employment Sectors



Before you start: have you watched the video? [Click here](#)



a. How many of these sectors had you heard of before watching the video? Tick all the boxes that apply below.

Construction <input type="checkbox"/>	Health & Science <input type="checkbox"/>	Hair & Beauty <input type="checkbox"/>
Legal, Finance & Accounting <input type="checkbox"/>	Protective Services <input type="checkbox"/>	Creative & Design <input type="checkbox"/>
Social Care <input type="checkbox"/>	Childcare & Education <input type="checkbox"/>	Catering & Hospitality <input type="checkbox"/>
Environment, Land & Animal <input type="checkbox"/>	Business & Administration <input type="checkbox"/>	Digital <input type="checkbox"/>
Engineering & Manufacturing <input type="checkbox"/>	Sales & Marketing <input type="checkbox"/>	Transport & Logistics <input type="checkbox"/>
	Retail <input type="checkbox"/>	

b. Can you name any jobs that might fit in these sectors?



Construction

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Health & Science

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Hair & Beauty

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Legal, Finance & Accounting

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Protective Services

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Creative & Design

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Social Care

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Childcare & Education

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Catering & Hospitality

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Environment, Land & Animal

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Business & Administration

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Digital

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Engineering & Manufacturing

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Sales & Marketing

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Transport & Logistics

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Retail

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c. Pick three sectors you think you would like to work in and write down why.



Sector

Why I would like to work in this sector

d. Pick three sectors you think you **would not** like to work in and write down why.

Sector

Why I would not like to work in this sector

e. Has the video changed your expectations of what it is like to work in any sectors? If so, how?



Next Steps



f. Pick two sectors and write what you think it might be like to work in those sectors and whether you think it will suit you.

1

2

Different Types of Businesses



Before you start: have you watched the video? [Click here](#)



8 mins

a. Below you will find definitions for 5 types of business. Use the second box to write the name of a company that you think matches that description:



Sole Trader

a self-employed person who owns and runs their own business as an individual

Micro Business

Less than 10 employees and turnover under £2 million

Small Business

Less than 50 employees and turnover under £10 million

Medium Business

Less than 250 employees and turnover under £50 million

Large Business

More than 250 employees and turnover over £50 million



How will I know if I am right?

No one is marking your work but if you want to check your answers you can:

- Look on the company website
- Use [Companies House](#) to search the company and find out its size

b. Compare two types of business below. What do you think the benefits might be of working in either environment?



Sole Trader

Large Business

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Next Steps



c. Pick two companies from your answers to question A. Find out more about them by visiting their website and social media pages.

Think about:

- How did they start?
- Who is in charge?
- How many people work there and how many countries do they operate in?



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How The World Of Work Has Changed



Before you start: have you watched the video? [Click here](#)



New developments in technology have had a big impact on the world of work. Online shopping is one example - since 1991 it has changed the way we select, buy and have things delivered. It has meant that businesses can start up without having to have a physical shop.

a. Think of a business that has changed the way it works and answer the following questions.



1

What big changes they have made?

2

How have the changes improved the business?

3

What impact might this have had on staff?



b. Give an example of how technology has changed the way you do things.

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What has been good about the change?

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What challenges have you faced with technology changing the way you do something?

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Next Steps



c. How do you think the world of work will change again in the next 10 years?

- What types of jobs might be created?
- Which jobs might no longer be needed?
- What big, new, challenges might businesses face?



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Key Business Functions



Before you start: have you watched the video? [Click here](#)



6 mins

This video gives you a taster of different business functions but every business is unique. Each business has different functions and roles.

a. Match these job roles with the business functions you might find them in:

Copywriter	Accountant	Business Development Executive
Service Support Manager	Diversity & Inclusion Specialist	

Human Resources

Sales

Operations

Finance

Marketing



b. Read the case study below, then mark which jobs you think happen at McDonald's.

Case Study

McDonald's operates in over 100 countries all over the world. It has an interesting business model where there are restaurants owned by McDonald's itself and it also runs a franchisee model, which means many of the restaurants you might visit are owned by independent business owners, operating under the McDonald's brand and guidelines.

There is a head office in Illinois in America, but there are regional head offices too. There is one in London in the United Kingdom which has responsibility for supporting the UK and Ireland business & restaurants.

The UK head office has a number of business functions including: Marketing, Finance, Human Resources, Supply Chain, New Product Development, Business Strategy & Insight and Corporate Affairs. The functions are different in restaurants with busy shift patterns and customer service, food preparation and managerial roles too.

Director of Operations	<input type="checkbox"/>
Maintenance Manager	<input type="checkbox"/>
Crew Member	<input type="checkbox"/>
Sustainability Consultant	<input type="checkbox"/>
Customer Care Assistant	<input type="checkbox"/>
Franchise Owner	<input type="checkbox"/>



ANSWER SHEET

Key Business Functions

Here you will find the answers to the questions in the Key Business Functions section. Make sure you have completed the section before reading the answers.

a. Can you match these job roles with the business functions you might find them in?



How did you do?

If you got some wrong, you can read more about job roles and sectors at <https://www.youthemployment.org.uk/careers-hub/>

ANSWER SHEET

Key Business Functions

Here you will find the answers to the questions in the Key Business Functions section. Make sure you have completed the section before reading the answers.

b. All these jobs exist at McDonald's. There are also different structures of responsibility and businesses can have multiple sites in one country or many across the world.

Director of Operations	<input checked="" type="checkbox"/>
Maintenance Manager	<input checked="" type="checkbox"/>
Crew Member	<input checked="" type="checkbox"/>
Sustainability Consultant	<input checked="" type="checkbox"/>
Customer Care Assistant	<input checked="" type="checkbox"/>
Franchise Owner	<input checked="" type="checkbox"/>

Different Career Roles



Before you start: have you watched the video? [Click here](#)



8 mins

The video talks about Labour Market Information (LMI). Now let's take a closer look.

Below we explore two different job roles in the same sectors.

Legal, finance and accounting job trends

Pay rate & typical working hours

Finance officers	
Weekly Pay £580	Annual Pay £30,160
Hours/Week 36h	Hourly Pay £16
Workforce Change (projected)	
Contraction -5.9%	Replacement 67.5%
<p>The workforce is projected to contract by -5.9% over the period to 2027, losing 2,600 jobs. In the same period, 67.5% of the workforce is projected to retire, creating 29,700 job openings.</p>	
<p>You might find this job in</p> <ul style="list-style-type: none"> Public admin. & defence Education Financial services Auxiliary services Head offices, etc 	

Legal associate professionals	
Weekly Pay £680	Annual Pay £35,360
Hours/Week 36h	Hourly Pay £19
Workforce Change (projected)	
Growth 7.5%	Replacement 51%
<p>The workforce is projected to grow by 7.5% over the period to 2027, creating 5,600 jobs. In the same period, 51% of the workforce is projected to retire, creating 37,900 job openings.</p>	
<p>You might find this job in</p> <ul style="list-style-type: none"> Legal & accounting Public admin. & defence Auxiliary services Head offices, etc Employment activities 	

% of workers due to retire creating new jobs

Engineering and manufacturing job trends

Projected growth or retraction of sector

Engineering professionals n.e.c.	
Weekly Pay £850	Annual Pay £44,200
Hours/Week 38h	Hourly Pay £22
Workforce Change (projected)	
Growth 5.9%	Replacement 40.3%
<p>The workforce is projected to grow by 5.9% over the period to 2027, creating 6,100 jobs. In the same period, 40.3% of the workforce is projected to retire, creating 41,700 job openings.</p>	
<p>You might find this job in</p> <ul style="list-style-type: none"> Specialised construction Other trans. equipment Architectural & related Machinery, etc Metal products 	

Production managers and directors in manufacturing	
Weekly Pay £1,110	Annual Pay £57,720
Hours/Week 38h	Hourly Pay £29
Workforce Change (projected)	
Growth 9.1%	Replacement 49.8%
<p>The workforce is projected to grow by 9.1% over the period to 2027, creating 32,700 jobs. In the same period, 49.8% of the workforce is projected to retire, creating 179,700 job openings.</p>	
<p>You might find this job in</p> <ul style="list-style-type: none"> Architectural & related Wholesale trade Metal products Specialised construction Machinery, etc 	

Which sectors the job role might feature in

LMI Quick Fire Questions



a. Which career role is expected to see the biggest need for candidates because of retirement?

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b. Which career role has the better hourly rate of pay?

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c. Which career role has the highest percentage growth rate?

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Next Steps

d. Think of a career you might enjoy. Can you find Labour Market Information for that role or a job like it?

- What is the rate of pay? _____
- How many hours a week does it require you to work? _____

Reflections



e. Has the information you've learned about this role changed your mind? If so, how?

Why do you think people choose certain jobs over others?



ANSWER SHEET

Different Career Roles

Here you will find the answers to the questions in the Different Career Roles section. Make sure you have completed the section before reading the answers.

a. Which career role is expected to see the biggest need for candidates because of retirement?

Finance Officers

b. Which career role has the better hourly rate of pay?

Production Managers & Directors

c. Which career role has the highest percentage growth rate?

Production Managers & Directors

Routes Into Work



Before you start: have you watched the video? [Click here](#)



5 mins

The video has helped us explore all the very different ways in to work.



a. List three pros and three cons of each route in to work:

	Apprenticeship	Graduate Role	Entry Level	Self Employment
Pros
Cons

Next Steps

b. Think of a career role that you are interested in. Explore if you can get a job in your chosen career through each of these routes. Visit the [Youth Employment UK Careers Hub](#) to help you explore.



Skills Employers Are Looking For



Before you start: have you watched the video? [Click here](#)



Whatever the job role that you are looking for, you can be confident that the employers who have these roles will be looking to recruit the best candidates. Businesses need to recruit people who have the right attitudes and behaviours.

a. Can you highlight the skills you think are most important to employers?

Communication <input type="checkbox"/>	Teamwork <input type="checkbox"/>
Problem Solving <input type="checkbox"/>	Creativity <input type="checkbox"/>
Self Management <input type="checkbox"/>	Self Belief <input type="checkbox"/>
Leadership <input type="checkbox"/>	

b. Rate your confidence 1-5 against these 7 skills
 1 = low confidence, 5 = high confidence



<div style="border: 1px solid black; border-radius: 10px; padding: 10px; width: 150px; margin: 0 auto;"> Communication </div>	<div style="border: 1px solid black; border-radius: 10px; padding: 10px; width: 150px; margin: 0 auto;"> Teamwork </div>	
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c. These skills will be useful in any job and are ones all employers look for.
 List things you could do to improve these skills:

Communication

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Creativity

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Leadership

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Teamwork

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Work Experience & Volunteering



Before you start: have you watched the video? [Click here](#)



Take a look at these activities you could be involved in and write down what skills you think they might develop and how you could talk about them on your CV:



Skills you can develop

What you can say about it on your CV

National Citizen Service or Duke of Edinburgh

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Taking part in team sports

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Volunteering

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Work Experience

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Paid Work

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Want to know more?

Find out more about volunteering and work experience [here](#).

Find out more about the National Citizen Service [here](#).

Find out more about Duke of Edinburgh [here](#).



Building Networks



Before you start: have you watched the video? [Click here](#)



5 mins

We have networks of people around us that help us with different things. We have a family network who connects us to our past and values, a friend network who provides us with support and common interests and a support network that might include teachers, youth workers, people we have met in part-time jobs, volunteering or other communities we are part of.

Building your network to help support your work experience and future job prospects is important.

a) Think about building your network as a way of reaching more opportunities.



- How many companies do you have connections to?

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- Can you think of ways to increase your connections?

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Think about the people you already have in your network: Do your family work? How about your parents, friends or your neighbours too?



Social media can help too. Most companies will have their own social media channels and you can follow them to see what opportunities they have and what they are sharing with their followers. By engaging with this type of content you can build your knowledge and connection with those businesses.



b. Develop a list of people that you know and think about the organisations they are connected to.

Think about if they work, any groups they might be part of, any volunteering they do and who else they might know that could help.

Contact

What organisation/s are they connected to?

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Congratulations!

**You've completed this
online work experience
programme.**

Ideas for next steps:

Young Professional Training

Volunteering as a Youth Ambassador

Visit the Careers Hub

@YEUK2012



youthemploymentuk



Youth EmploymentUK



Youth EmploymentUK



www.youthemployment.org.uk



info@youthemployment.org.uk



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