




Careers Café...

In this section of the newsletter, we bring students, parents and carers information on careers and the world of work.

Support for Next Steps After Exam Results




HM Government

Get help deciding what to do after exam results


Whether you know what you want to do after results or not, knowing all the choices open to you is a great place to start.

The Get the Jump content hub on the National Careers Service website has everything you need to make an informed decision about what you do next. You can get information and advice on:


- Further study choices
- Further work choices
- Choices that combine work and study

 Search 'Get the Jump'

Still feeling stuck? You're not alone. Expert advisers are on hand to help find the option that's right for you. Chat via webchat or over the phone by calling the Exam Results Helpline.



0800 100 900
18 August – 2 September
Open 8am-8pm Weekdays and 10am-5pm Saturdays



[Get the Jump: explore your education and training choices | National Careers Service](#)

Careers helpline for teenagers

You can call the National Careers Service helpline for information and advice about jobs, careers and training if you're 13 or older in England.



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National Careers Service Helpline

National Careers Service

Telephone: 0800 100 900

Text messages: 07766 413 219

Textphone: 0800 096 8336

Monday to Friday, 8am to 8pm

Saturday, 10am to 5pm

[Find out about call charges](#)

You can also [arrange for a National Careers Service adviser to call you](#) - this will not cost you anything.

Exams Helpline

Contact the National Careers Service Exam Results Helpline for free advice if you've received exams results that were not as good as you were expecting.

The helpline is open from A level results day until a week after GCSE results day.

National Careers Service Exam Results Helpline

0800 100 900 [Find out about call charges](#)

The Country's Top 100 Apprenticeship Employers

The country's most outstanding apprenticeship employers for 2022 have been recognised for their vital work boosting career opportunities for more people.

The public sector secured the prestigious top slots on the [Top 100 Apprenticeship Employers 2022](#) list, with the Army first, the Royal Navy second and Royal Airforce in fourth place, closely followed by the Department of Work and Pensions in fifth position.

Lander Automotive Ltd has also topped a new category this year – [Top 50 SME Apprenticeship Employers 2022](#) – which for the first time recognises the critical role these organisations play in creating opportunities, particularly for younger people and those in disadvantaged areas.

The leader boards are designed to showcase the very best of England's apprenticeship employers, with those listed recognised for providing some of the most successful apprenticeship programmes over the previous 12 months.

The Top 10 Apprenticeship Employers for 2022 are:

1. British Army
2. Royal Navy
3. BT
4. Royal Air Force
5. Department of Work and Pensions
6. Clarkson Evans
7. Mitchells & Butlers
8. RSM
9. BAE Systems
10. Grant Thornton



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The Top 5 SME Apprenticeship Employers for 2022 are:

1. Lander Tubular Products
2. Adopstar
3. Lee Marley Brickwork
4. Applebridge
5. Darke & Taylor

The employer rankings have been developed by the Department of Education, in partnership with [High Fliers Research](#), who independently assess and rank the country's top apprenticeship employers.

[More information and full details are available here.](#)

The Education Hub lists [Five reasons why you should consider an apprenticeship](#) - The Education Hub (blog.gov.uk).

These are:

1. It's a paid job
2. You get high quality training
3. The wide range of choices on offer
4. It's rewarding
5. We're making apprenticeships the best they've ever been





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Labour Market Trends

The growing demand for flexible working opportunities, such as remote and hybrid working is currently one of the most prominent trends. Employers are responding to preferences and expectations by offering more remote and hybrid roles to attract and retain their workforce. Recent data from Indeed in collaboration with Zoom provides some evidence of the locations with the highest growth in remote and hybrid job opportunities since the early days of the pandemic. According to the findings, job adverts for remote roles have more than tripled and grown at a faster pace than the local jobs market overall. The top 5 locations in England with the highest growth in job postings offering remote working between February 2020 and March 2022 are:

- Worthing (650% growth)
- Burnley (391%)
- Stoke (323%)
- Southend (320%)
- Plymouth (308%)

We have to be careful of percentages as they can be misleading i.e. from 1 to 2 is an increase of 100%. However the point is that in a buyers' market employers/recruiters are having to be more responsive to the job seekers requirements and we are experiencing more customers asking for remote or hybrid or flexible working opportunities. You can see the full list from the report here: [Zoom and Indeed reveal the UK's top 25 hiring hotspots for remote workers - HR News](#)

Getting a Summer Holiday Job

Summer jobs for students tend to follow certain patterns - working in shops or restaurants, staffing phones in a call centre, or helping run a summer camp for younger students, for example.

For ideas and resources to help you in getting a summer job, go to:

<https://successatschool.org/blog/460/How-to-find-a-student-summer-job>

Monthly Key Skills Focus

Each month this year, we will focus on a different employability skill. These are the skills that you need for the world of work – and they are pretty important for life as well! By developing employability skills, you will improve your chances of getting a job and thriving in your career. There are lots of different ways to develop them – including in lessons or extracurricular activities at school, in a Saturday or holiday job, doing projects in your own time or work experience.

Customer service skills

Remember the last time you went to a restaurant and had an experience so brilliant that you immediately reviewed it on TripAdvisor? No? How about a bad experience in a café, where the waiter was rude and spilled coffee on your new top? We're willing to bet that you remember the bad experience a lot more.

That's because great customer service skills are super important. Helping customers get what they need in a friendly and efficient way is a key part of most businesses. Whether it's the shop assistant at a clothes store helping find your size, or the teller at the bank who helps you with your account.

In fact, taking care of customers is actually a skill that's crucial in all sorts of jobs – everything from legal careers to accountant jobs, social media roles to the tourism profession. Basically in any career where you'll be working directly with clients or customers, you'll need to develop these abilities.

Let's look at 7 of the most important customer service skills, and how you can start developing them right now.



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1. Communication

Being able to clearly and carefully explain products and systems to your customers is probably the number one most important customer service skill. Whether you're interacting with customers face-to-face, on the phone, or even via email or messenger, you need to speak clearly, loudly and in a positive tone of voice.

Part of communicating well with others is being assertive. You should communicate in a way that's direct and confident, that shows you're in control of the situation, but is not aggressive.

Try out your assertive and clear communication skills the next time you have to do a presentation in school. Explain the information directly and confidently.

2. Listening

Listening sounds pretty obvious when it comes to customers, right? But *really* listening to what others say is harder than you might think. Let's say a customer calls up with a complaint. You can actively listen to what they're saying by asking questions and clarifying their points.

If you're in person, use positive body language by making eye contact and nodding as they speak. This shows you're really engaging with what the customer is saying and that you care.

Practise your active listening skills next time you're in class. Truly listen to what your teacher is saying, ask questions and check facts.

3. Patience

As anyone who regularly works with customers will tell you, patience is essential! Customers will sometimes be frustrated or disappointed, so you have to take the time to understand what the problem is. Part of being patient is also staying upbeat and positive

– even when you might find yourself getting a bit irritated with a customer!

4. Keeping your Cool

Things can get stressful and hectic when you work with customers. You might be dealing with an angry customer while your boss is putting pressure on you to resolve the problem. Being able to work under pressure is an important customer service skill. It's not always easy, but don't worry it's something you can practice.

Next time things get on top of you at school or work, try taking a big deep breath and then making a list of all the tasks you have, in the order of importance. Calmly work through them, checking them off as you go.

5. Thinking on your Feet

Let's imagine you're a receptionist at a vet, and a pet-owner needs a specific medication for their puppy that you don't have on site. How would you solve the problem? Thinking on your feet and adapting to unexpected situations is a crucial skill.

6. Negotiation

Have you ever heard the phrase, "the customer's always right"? Well, that's only partly true. Sometimes the job of a customer service professional is to find a balance between the customer's needs and the company's needs. And for that to happen, you need to know how to negotiate. Practise finding a middle ground and compromising next time you're playing a team sport or debating an issue.

7. Sense of humour

Being able to have a laugh with customers and your colleagues is an important part of customer service. That's right – one of the skills it's handy to have when dealing with customers is a sense of humour! You'll be able to manage stressful situations more easily, get along with customers – and even make them laugh!

Future Events

5th August – Crawley Jobs Fair – Arora Hotel, Gatwick – 10.00am – 1.00pm
[Crawley Jobs Fair | Job Fairs across the UK \(thejobfairs.co.uk\)](http://thejobfairs.co.uk)

Ms Andrews