



KS4 Teachers Guide

The Explore Careers In Haven Virtual Work Experience Module

Supported by Youth Friendly Employer
[Haven](#)

Welcome to the Haven [Virtual Work Experience](#) programme.

Thank you for your interest in this programme. We hope that it will provide a great introduction to young people about the world of work and the amazing careers and opportunities available at Haven.

This guide aims to help you understand how to use and get the most from the programme and the supporting resources freely available from Youth Employment UK for all 14-24 year olds across the UK.

What is the Explore Careers in Haven Virtual Work Experience Programme?

The programme consists of a series of short videos covering 4 teams from Haven. There are also 2 videos where you can hear from Haven team members. They share what they do in their daily role, what skills they use, and what they love about working at Haven. Following each video is a set of activities to be completed by the learner which aims to build on their knowledge and understanding.

The 4 teams covered are:

- Accommodation
- Activities, leisure and entertainment
- Food and beverage
- Head office

How should you deliver the programme?

This is entirely down to you and your learners. The programme should take around 60 minutes in total to watch each video and complete its associated activity. We have created a space on our website where you will find all 7 videos and the interactive workbooks.

You may choose to set your learners a task to complete the programme in their own time or run the programme within lesson time.

This module can become an additional unit to the [Youth Employment UK Explore Work Experience course](#) which introduces students to the world of work and helps them explore a range of work related learning and career topics.

This module can also become an additional unit to the [Young Professional programme](#), providing some industry and company specific insight alongside the module content included within the Young Professional Programme.

Modules in the Young professional programme include: You and Your Needs, Confidence & Emotions, Skills for Life & Work, Education & Training, Work Experience & Volunteering, Taking Charge of Your Careers & World of Work.

Lesson Overview

Learning outcomes for users <ul style="list-style-type: none"> • Understand who Haven are • Understand the departments within the business and what they do • Understand the range of careers available • Understand the benefits of working for Haven • Understand the skills, behaviours, and experiences that Haven look for in future recruits. 	Links to Gatsby & CDI Benchmarks <p>Gatsby 2, 4, 5, 6</p> <p>CDI 1, 2, 3, 4, 5, 6, 7, 10, 11, 12, 14 & 15</p>
Resources you will need: <p>Access to the internet and YouTube.</p> <p>The relevant KS4 workbook.</p>	Time <p>Watching all of the videos and completing the activities should take roughly 1 hour, but this may depend on the group and setting.</p>

Getting Started

Once you are clear on how you want to deliver the session then it is time to begin!

We recommend that you test that you can access the videos and that there are no sound or buffering issues. Each video is roughly 1:00 - 4:00 minutes long so it should not take long to test or download.

Make sure that students save the workbook locally and fill them as they go. They may need to keep saving their progress as they switch between workbook and video. Alternatively, you can print the workbooks but we have designed them to primarily be completed digitally.

Suggested lesson plan (with timings)

Time (Est, video & activity time)	Total	Activity	Notes
3 minutes	-	Watch the Introduction to Haven video.	The video will provide an overview of who Haven are and what they do.
10 minutes	13 minutes	Watch the Accommodation video. Activity - identify skills that are important for customer service and explain why they are useful. Identify and read key elements of LMI information for 3 roles in the sector.	The video will provide an overview of the Accommodation team and give some helpful starting points for the upcoming activity. Students should use the Labour Market Information provided to answer the questions. They do not need to do any calculations as all the answers are on the page.

			More information can be found here if they need help.
10 minutes	23 minutes	Watch the Activities, Leisure and Entertainment video. Activity - Explain why health and safety is important and identify some precautions for each Haven activity.	<p>The video will provide an overview of the Activities, Leisure and Entertainment team and give some helpful starting points for the upcoming activity.</p> <p>Students should understand the importance of health and safety and how it ensures guests have the best experience.</p>
10 minutes	33 minutes	Watch the Food and Beverage video. Activity: Identify the skills that are most useful for a fast paced environment like food and beverage. Explain how you can use these skills in the department, and provide an example of how you have used them, or how you can build them.	<p>The video will provide an overview of the Food and Beverage team and give some helpful starting points for the upcoming activity.</p> <p>Students should be able to identify and explain key work skills and be able to give an example of when they have used them, which is great preparation for CV writing. If they have not had a chance to use the skills yet, they can think of ways they could build them.</p>
10 minutes	43 minutes	Watch the Head Office video. Activity: Recall what each department in the Head	The video will provide an overview of the Head Office team and give some helpful starting points for the upcoming

		Office team does from the video. Think about how they might help each of the other teams at Haven.	activity. Students should understand that the Head Office team has a big impact on all other teams at the Haven parks and helps to keep them running day to day, despite being far away. This activity could provide opportunity for classroom discussion to get the ideas flowing.
7 minutes	50 minutes	<p>Watch the 'Talking to the Team' videos:</p> <ul style="list-style-type: none"> • Hafan y Mor • Cala Gran <p>There is no activity for these videos, however it is recommended that they are viewed before the reflection task to provide some extra insight for these activities.</p>	In these videos, real Haven team members will talk about their job and the skills they use. They should give some helpful insight into Haven careers, and help students complete the upcoming reflection activity.
10 minutes	60 minutes	Activity: reflect on what you have learned in the module, and explore the departments that interest you most. Explain why you would like to work in that department, what skills you might need, and how you could build these skills.	This gives students a chance to explore a career that interests them personally.

Suggested next steps:

Encourage learners to register with the [Youth Employment UK Young Professional](#) and complete other modules to improve their confidence, knowledge and understanding.

Encourage learners to visit the [Youth Employment UK Careers Hub](#) to explore the range of careers, pathways, and labour market information available.

Encourage learners to visit the [Haven hub](#) on the Youth Employment UK website to further explore careers with Haven. They can watch videos and explore Haven opportunities.