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# **careermag** FOR GRADUATES

## **Sector Spotlights**

**Online Retail  
Transport & Logistics  
Accountancy**

## **What's inside**

Graduate opportunities  
in a tech world  
COVID-19 – uni refund?  
Making a skills list  
Overcoming imposter syndrome  
5 steps to application success  
Kickstart your career

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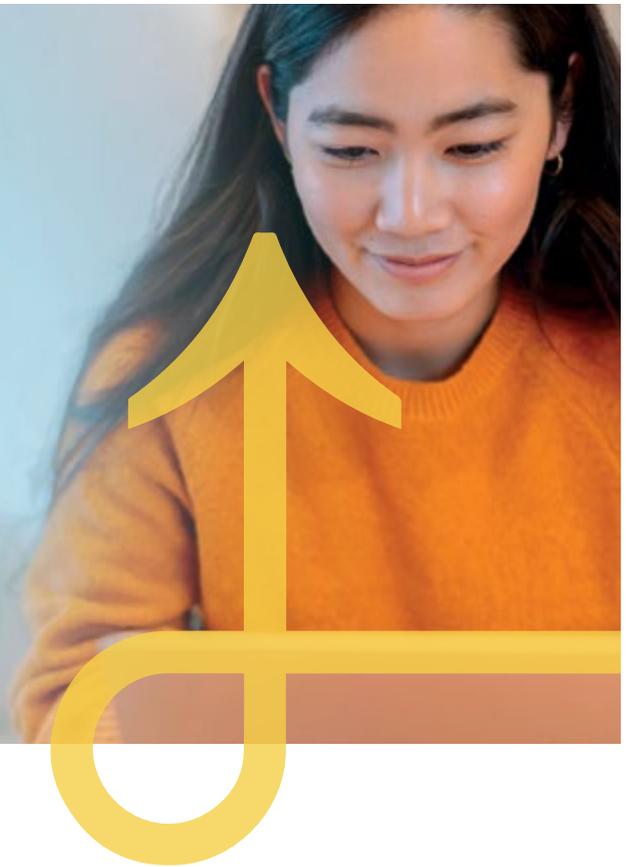
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**Careermag for Graduates**

Issue 4 | January 2021



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# Hunkering down

**A**t the time of writing this, England and the devolved nations are in a national lockdown due to the coronavirus. University students have been sent home for Christmas and now look to stay there until March, or possibly until the end of the academic year. Recent graduates are facing an uneven job market with new starts working online.

Things will not 'go back to normal' for some time. Indeed, we are not certain what the new normal will look like. It sounds pretty grim, but now is the time to sit back and look at yourself and think carefully (and creatively) about your future.

Understanding your skills and experiences and what they may mean for the direction you decide to take will be the key to success during these unprecedented

times (aren't you sick of hearing that phrase??). Now is a good time to gain an understanding of the skills and talents you have to offer and maybe additional qualifications you might want to get, in order to make you stand out from the crowd. No one has a career for life any more. Creating a clear picture of yourself will enable you to be more adaptable and resilient for career changes in your future.

This issue includes three Sector Spotlights that take an in-depth look at industries that are weathering the pandemic, even growing: Online Retail, Distribution & Logistics and Accountancy. Before you write these off because you think they are not for you, take the time to read them. You may be surprised at the range and types of opportunities available.

**Now is a good time to gain an understanding of the skills and talents you have to offer and maybe additional qualifications you might want to get, in order to make you stand out from the crowd.**

Our guest contributors from the Office for Students, Lancaster University and National Careers Week provide some important supporting information and tips on: how to do a personal skills audit; how to position yourself for success in job applications; and how to build your resilience, now and for the future.

Careermap had a very successful National Graduate Week last September, hosting over 20 live events with employers, career experts and industry professionals. Grab a coffee and watch again! You may be surprised at what your options are right now: <https://careermap.co.uk/national-graduate-week/>

In the immortal words of Dory, just keep swimming...

Best wishes and roll on Spring!!!

**Sharon Walpole**  
Editor of Careermap





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YOU DELIVER  
THE FUTURE  
OF DEFENCE?

Apprentice & Graduate Careers

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## About Careermap publications

Careermag is designed to provide quality information about careers and qualifications. Careers are not a linear path and you cannot know what you don't know. We aim to inspire and inform about all sorts of careers and opportunities, now and in the future.

We welcome your input! Please get in touch if you have any questions or something to contribute.

Contact the Editor at:  
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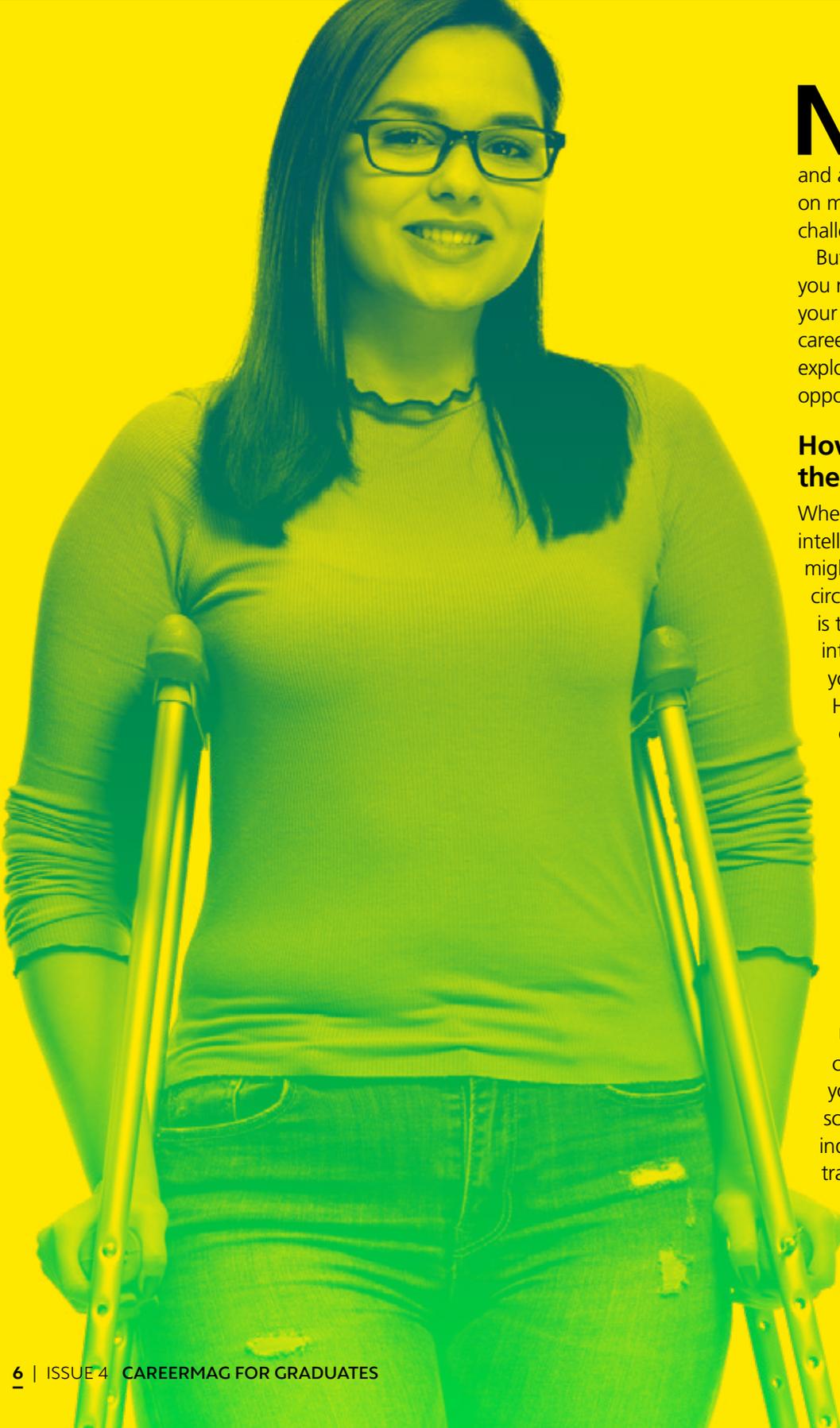
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# Graduate opportunities in a new tech world



**N**ever have any of us spent more time in jogging bottoms, taking part in virtual quizzes and apologising for leaving our mics on mute. This past year has been challenging by any standards.

But with graduation fast approaching, you may be starting to think about your next steps, whether it is to start a career, continue your education or to explore different placement or graduate opportunities.

## How digital skills could be the path to your future

When you think about artificial intelligence (AI) and data science, you might picture computer programmers, circuit boards or robots. The reality is that AI and data science are more integrated into our daily lives than you may think. If you use Google Home, predictive text on your phone or you have received notifications suggesting you buy a product you had been browsing the week before, you are experiencing different examples of machine learning, a key component of AI and data science.

According to the government's [Digital Strategy](#), within 20 years, 90% of jobs will require some elements of digital skills and as the UK is home to a third of Europe's AI companies, it is a great place to start your study. With jobs in AI and data science that span a range of different industries, including medicine, transport, social sciences, biosciences, sports business and more, you don't necessarily need to have a background in STEM to get going.



## New postgraduate conversion courses

In spring last year, a new postgraduate programme in AI and Data Science launched at 18 universities across England as part of a government scheme to meet the skills demand to transform the UK's tech sector. Each course is designed to equip students with the skills needed to begin a career in the sector. And, crucially, you don't need to have an undergraduate degree in a related field – anyone with an undergraduate degree can apply.

### Transferable skills

In a world where planning for one career for life feels like a thing of the past, considering how your existing skills may be transferable can be a great place to begin. You may have an undergraduate in languages and have a talent for translation which could support sat nav voice recognition. You might excel at sociology or psychology and want to develop AI devices to understand our behaviours and cultural differences to make technology more intuitive to our needs. Or perhaps you have a creative design background and you are the perfect person to ensure digital tools are user-friendly, ergonomic and stylish. With this in mind, applications are encouraged from students from a range of disciplines.

### Paid work placements

Whether you have just completed your undergraduate degree or you finished many years before, you will be looking forward to future career opportunities. Conversion courses are designed to lead to a career and what better way to get going than to network with employers on the job, with a paid work placement.

**Each course is designed to equip students with the skills needed to begin a career in the sector. And, crucially, you don't need to have an undergraduate degree in a related field – anyone with an undergraduate degree can apply.**

Where possible, each course will offer this option.

### Scholarships available

It's really important that a diverse range of people are involved in the industry to improve innovation, representation and to reduce any data or usability biases as much as possible. Therefore, in partnership with the Department of Culture, Media and Sport (DCMS) and the Office for AI, the Office for Students is offering 1,000 scholarships worth £10,000 each to fund study. Scholarships are prioritised for Black students, women and disabled students and may also be available for other groups.

Recruitment figures show that diversity is improving. In the autumn, just over

one in five (22%) of the total student intake were awarded a scholarship. Of these, 76% of scholarship students were women, nearly half (45%) were black students and almost a quarter (24%) were disabled students. This is a great start but we want to include even more of you.

### But what about COVID-19?

These are unprecede... it's ok. We won't say it. These are undoubtedly uncertain times, but these courses have been intentionally run with flexibility in mind to appeal to a diverse range of students, who may have other work or caring responsibilities while they study. Therefore, part-time, blended and online learning may be options as well as traditional ways of learning.

## #JoinYourAIFuture – apply now

The courses have varying start dates and are set to run during each autumn and spring intake until 2023. Find out more on the Office for Students website at [officeforstudents.org.uk/JoinYourAIFuture](http://officeforstudents.org.uk/JoinYourAIFuture), which includes links to the universities for you to apply.

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# Are students entitled to tuition fee refunds over COVID-19?

**A**s a consequence of the COVID-19 pandemic, many university students have found themselves being taught virtually. This has not only led to students asking if you have the right to a tuition fee refund, but your parents may be asking as well.

Many young people, feel as though they are missing out on the whole university experience. You gain so many new skills and connections through going to university. From meeting new people and expanding your soft skills to engaging in Student Unions and activity clubs, swapping classroom-based learning to virtual is immensely challenging.

Due to being taught virtually, you might feel as though you're not receiving the service you paid for due to university being online as opposed to on campus. If you're not happy about this then your first port of call should always be your university. In most cases, however, the Student Loans Company is paying your tuition

fees and you will only start repaying this the following year if you are earning above the threshold.

It's worth taking into consideration that, according to Martin Lewis, 83% of students are not likely to repay what they have borrowed in full within 30 years, therefore reduced tuition fees are unlikely to make any repayment differences in most cases.

## Your accommodation rights

Last year, university accommodation was refunded to thousands of students. However, this wasn't an obligation. According to Citizens Advice, "generally you are liable for any rent due until the end of your fixed term (and any guarantor may be pursued if you don't pay)".

The best thing to do is to speak with your accommodation provider/ landlord. After all, you'll never know the answer unless you ask. If you don't get anywhere, check your contract for details specifying how much notice

you need to give and whether you'll be held liable for additional charges. It is extremely unlikely that you'll be able to cancel your accommodation contract with immediate effect but the landlord may consider an early break.

## Ask for help

Finding a part-time job is likely to prove more challenging than previous years, or perhaps you would prefer to focus solely on your studies, whichever it is if you're struggling financially then always ask for help. Find your university support services. They will be able to provide advice on who you can turn to should you need it.

That goes for all of your struggles and worries. 2020 was a gruelling year for many and it has really taken a toll on people's mental health. If you're feeling low for a long period of time, reach out. Speak to a family member, friend or mental wellbeing officer at your university. It's important not to bottle things up, ask for help and remember, things will improve.



# Break into a career that just keeps on growing

Online retail is a great career! If you're looking for a fast-paced environment which breathes innovation then online retail is the place for you.

## About online retail

Online retail, also commonly referred to as ecommerce, in short, is internet shopping. The sector continues to grow despite the coronavirus pandemic as physical stores have been forced to close at times due to lockdown. The sector itself is packed full of opportunities for graduates who are interested in joining a dynamic environment which combines digital with retail.

There are many businesses who only trade online, whereas others trade instore and online and few just instore. As an economy our internet usage keeps increasing, especially during the pandemic, when people have been unable to leave the house, this has seen a spike in sales for online retailers, where shopping is more accessible than instore.

### What can I do?

There is a wealth of career opportunities available in online retail, it's all about finding the right fit for you. Whether you're interested in buying and merchandising, digital marketing or even warehouse and distribution, there is so much choice for you to explore.

Working in online retail presents you with the opportunity to explore careers closely linked to digital too - something which is increasingly important in this day and age. You could be working in digital marketing, helping to

get the word out about your product through social media, email marketing, PPC, paid advertising, display advertising or content marketing.

You could also be working towards optimising the site's SEO to ensure your product ranks higher in search results for important keywords related to the product.

Alternatively, you could start a lucrative career in user experience, where you'll be pitching ideas, plans and designs to make the site more user friendly then the designers and web developers will put this into action.

### Online retail skills

There are a wide range of skills which will come in useful in online retail. These skills include:

- **An understanding of ecommerce**
- **Commercial awareness**
- **IT/computer skills**
- **Analytical skills**
- **Customer service**
- **Creativity**
- **Innovation**

Don't worry about having every single sector specific skill, you'll develop these on the job as you become more advanced and gain more experience.

**Life in online retail**

If you're looking for a career which guarantees a diversity of opportunities and challenges then this could be the right sector for you. Each day will be different, bringing innovation and progression pathways to you. As the sector just keeps on growing, it's a career which we can safely say is 'COVID-proof' too!

**You could work for...**

Amazon, Ao.com, ASOS, Boohoo, eBay, Gymshark, Littlewoods, Missguided, Moonpig, Nasty Gal, NotOnTheHighStreet.com, PrettyLittleThing, Very, Watch Shop

There are also retailers who trade both instore and online such as:

Argos, TK Maxx, River Island, Sports Direct, Marks & Spencer, Morrisons, Asda, Tesco, Body Shop, Boots



## Online retail training

### Internships

Internships are the perfect opportunity for you to get your foot in the door with some real hands on experience in online retail.

Whichever area you're keen to pursue will depend on what exactly you will be doing but one thing for sure – it's guaranteed to give your CV a boost!

### Volunteering

Although not essential, volunteering is another great way to gain skills and work experience giving your CV the edge it needs in a competitive market. Volunteering will see you take on a range of different tasks and responsibilities enabling you to highlight your passion in your application form. If you're still a little unsure about which area of online retail you would like to work in, it's also a good way of rotating around the business while thinking about your best fit.

### Graduate schemes

Graduate schemes are offered with some of the UK's largest online retail employers. From Amazon to TJX Europe, AO.com and many more. If you're ready to kickstart your career and have recently graduated or due to graduate then this could be the right route for you. However, it's worth bearing in mind that graduate schemes can be highly competitive and some (not all) employers will look for a related degree, for instance buying and merchandising, retail, logistics etc. Some retailers will accept graduates with any degree field.

A 2:1 is also preferred but not essential as a 2:2 is also accepted within the sector. Always check the entry requirements for the employer prior to applying to make sure you're not wasting your time and theirs!



## Graduate online retail careers

Some of the roles available include:

- Buying and merchandising
- Digital marketing
- Web development
- Warehouse and distribution
- Advertising

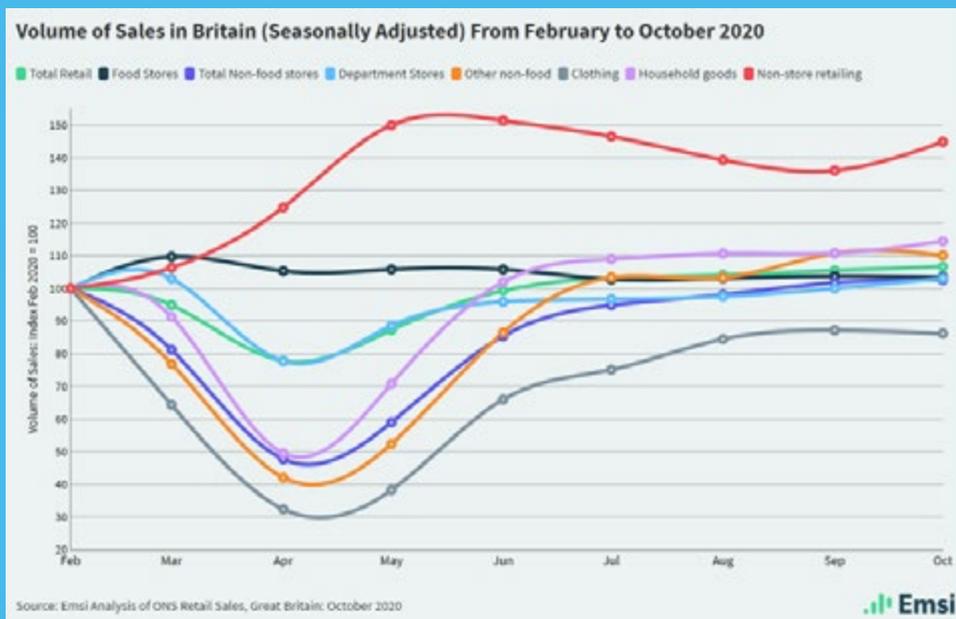
This sector is closely related to transport, distribution and logistics.

Turn to page 19 to find out more.

## FACTS

Almost all retail decreased significantly between March and June 2020 due to coronavirus, but has increased since then to something like normality (the exception as far as recovery is concerned is clothing, which is still lagging behind pre-Lockdown levels).

However, as you will see, non-store retailing (the red line) grew significantly during the first Lockdown period, and although then falling a bit as shops were reopened, it again picked up from September to October.



Find graduate schemes and jobs in online retail near you at [www.careermap.co.uk](http://www.careermap.co.uk)

# Your skills list

Understanding yourself and what you have to offer potential employers is the first step, and arguably most important, to success in the competitive job market.

**All of us have skills, right?  
How many have you got?  
Stop reading now and list  
your top 5 skills...GO!**

**H**ow was that? I imagine it wasn't too tough to do five, but what if you were asked about your skills in a team, working alone, how well you can motivate others or interpret information?

As an undergraduate or graduate you will have used hundreds of skills to get to where you are including studying, self-motivation, exam-success, adaptability – especially in 2020 – and creativity in all likelihood...amongst others.

As the world evolves and career paths change from long-term, clearly-defined routes to more flexible and newly-minted types of career, the number of skills we have and how we develop, use, improve and portray those skills will become ever more important. Yes, your degree, post-grad qualification and various certificates will continue to be important and are the keys which open the next door but when you have to apply or get to interview, your skills and how you

explain them are really crucial to success.

"Knowledge is no longer stacked up in silos. What is required is the capacity to think across disciplines, connect ideas and 'construct information', the seven skills (global competencies) will shape our world and the way we work and live together," predicted Andreas Schleicher, Director of Education and Skills at OECD.

So, what are the seven key skills for the future? These were defined by Tony Wagner in his book, *Global Achievement Gap*, and advocated by the OECD. These comprise the following:

- **Curiosity and imagination**
- **Accessing and analysing information**
- **Agility and adaptability**
- **Creativity and entrepreneurship**
- **Collaboration and leading by influence**
- **Good oral and written communication**
- **Critical thinking and problem solving**

This list serves to highlight the different elements of skills Wagner and the OECD believe are essential for citizens to be able to survive and thrive in the global economy of the 21st century and which will, in all likelihood, be considered when people are scrutinising your application or asking you questions at interview.

Yes, your degree, post-grad qualification and various certificates will continue to be important and are the keys which open the next door but when you have to apply or get to interview, your skills and how you explain them are really crucial to success.

## The STAR method

How can you get used to clarifying, quantifying and discussing your skills?

1. Start to think about which areas of life you use these skills in.
2. Use STAR to help you describe them:  
**Situation** – where were you?  
**Task** – what was YOUR role?  
**Action** – what did YOU do?  
**Result** – outcome.
3. The STAR method is great for applications, CVs and interview questions. Read more about this on page 26
4. Ask previous employers / tutors / friends what they think your skills are.
5. Start to practice thinking about HOW you apply those skills alongside your knowledge.
6. Remember communication is key – if you're not passionate about yourself and your skills, why would anyone else be?
7. Skills don't just happen at work or in education – your skills come from all areas of your life so think about sports, cooking, crafts, arts, media, creativity and games.

Skills continue to develop and grow as we use them. Skills also develop depending on the environment within which we find ourselves and once you start to notice them you'll be better able to vocalise them.

Maybe your first new skill should be improving your curiosity about yourself?!

### About the author

#### Andrew 'Bernie' Bernard

Speaker, entrepreneur, Director of National Careers Week and an author. His first book for Independent *Thinking, The Ladder*, is published in February.

 **Twitter: @EnterpriseSBox**



# How to overcome imposter syndrome in a new job

It is estimated to be experienced by around 70 percent of us in at least one stage of our lives. It has many different names: imposter syndrome, fraud syndrome, imposterism, to name a few. One thing's for sure though, it can massively dampen your self-confidence.

Imposter syndrome is the belief that you are a failure, despite evidence of your success. People suffering with imposter syndrome doubt their skills, talents or accomplishments and often put these things down to luck or timing, rather than their own hard work and success. They live with a fear of being 'found out' and 'uncovered' for being a fraud.

Unfortunately, imposter syndrome is very common amongst graduates in their first few years out of university. Starting their first jobs, graduates often feel like they don't deserve their careers and worry about being uncovered as a fraud.

Expert on the subject, Cate Murden, the founder of wellbeing and performance company PUSH, shared with us her own experiences of imposter syndrome and offered advice for graduates on how to deal with it.

She said: "When I was young, imposter syndrome played a huge part in my life. I'd been put into a new role and I didn't think I was good enough for it."

## Who experiences imposter syndrome?

Imposter syndrome was discovered in Georgia State University in 1978 by two researchers, Pauline Clance and Suzanne Ines.

They found that high achieving individuals tend to feel like they can't live up to other's expectations. Rather than viewing failure as an everyday part of life, they tend to deeply personalise it and see it as a

reflection of themselves.

"Previously, it always seemed that imposter syndrome was only experienced by women, but it has been found that men experience it just as much," said Murden.

It's more about the individual's personality traits than anything else, Murden explained. For example, perfectionists are statistically much more likely to experience imposter syndrome due to the incredibly high standards they set for themselves.

Murden said: "Imposter syndrome is very much based upon your own world. Our perception of the world is very much based upon our own belief structure."

## What are the common causes of imposter syndrome?

Clance's and Ines' study found that imposter syndrome can often be traced back to early family or school life, where as a child you received mixed messages about achievement and about your own competency. This can then have an impact on your everyday life.

According to Murden, graduates are more highly to suffer from imposter syndrome in their first job after university because they are experiencing something completely new.

She said: "Graduates are more likely to experience imposter syndrome as they're in a brand-new environment. The more times you've experienced

something, the less likely it is that you feel symptoms of imposter syndrome.

“That’s why those industries that move at pace, where you’re doing lots of new activities every day, that’s when it will kick in. Of course, as a graduate that’s going to be rife.”

### How can you deal with imposter syndrome?

There are several ways you can deal with imposter syndrome. Murden told us how she has personally learned to cope with it.

She said: “When negative thoughts come up, I now immediately tell myself: this is my imposter. It’s not real. It’s just in my brain. It’s going into an old behaviour based on an old belief that’s just not accurate for now and isn’t serving me.

“Then I think about where I have been successful, not where I failed. I can’t change the way my brain thinks but I can try to override those thoughts.”

Murden offers the following tips for overcoming imposter syndrome:

#### Recognize imposter syndrome for what it is

“The first step is being aware of it and calling it out,” said Murden. She suggested naming your imposter syndrome in order to recognise it as something separate

**“Previously, it always seemed that imposter syndrome was only experienced by women, but it has been found that men experience it just as much,”**

By reminding yourself of your successes and your achievements, you can prove to yourself that the feelings of being a fraud and a failure are not a reflection of your true self.



to yourself and therefore as something you can confront head on.

“Giving it a name - Barbara for example - will help you be able to call it out as it comes up,” she said.

### Ask yourself these four questions

Murden said: “Ask yourself: Is this really true? What evidence do I have for this? What benefit does this thought bring to me? Where would I be if I didn’t have this thought?”

Once you’ve answered these questions, you’ll soon find that your feelings are just that: feelings.

### Separate feelings from facts

Understanding what’s real and what is just in your head is the best way to overcome imposter syndrome.

Murden said: “When you get a negative thought, try to separate your feelings from the facts. Do this by finding evidence to the contrary and playing up these positive moments.”

By reminding yourself of your successes and your achievements, you can prove to yourself that the feelings of being a fraud and a failure are not a reflection of your true self.

### When things do go wrong, avoid taking it personally

“Try to keep failures in line. When things do go

wrong, don’t attach yourself to it too much,” said Murden.

Of course, this is easier said than done. Murden suggested trying to play out the situation in a more positive way. She said your brain is much more likely to see the negatives of a situation but asks you to consider what positives might come out of the situation.

She said: “You can’t get rid of the neural pathways that you have in place but you do get a lot better at building new ones.”

### Ask yourself what you’re pleased with

When you’re feeling negative and starting to experience imposter syndrome, make a list of your successes, advised Murden.

She said: “In those moments, just turn it round. Write down three things where you have been successful, and three things that you have done brilliantly. Doing this can change your thinking about yourself.”

#### About the author

#### Chloe Lane

Chloe is a Content Writer for QS Top Universities. She writes about a range of topics for students and graduates across the world. Chloe holds a BA in Economics from the University of Reading and has written for several international publications.



## AYSHA IS ON THE RIGHT TRACK

Aysha Bhamji is a Mechanical Engineering Graduate at Network Rail. We caught up with her to find out about her experience so far.



### WHY WERE YOU INTERESTED IN THE NETWORK RAIL GRADUATE SCHEME?

Network Rail helps a large amount of people, by getting passengers from A to B every day. I felt working for NR would allow me to help people for the greater good. The endless opportunities and ability to be hands on was also something I found interesting.

### WHAT QUALIFICATIONS DID YOU NEED TO BE ABLE TO APPLY?

I needed a 2:2 in my degree

### WHAT SORT OF THINGS DO YOU DO ON THE SCHEME? IS EVERY DAY THE SAME?

Everyday is different, one day you could be out on track with welders and the next day you could be around the table with some senior people talking about projects! I've spent time out on track watching track replacements, de-vegetation, got involved with R&D projects and countless other things.

### WHAT ADVICE WOULD YOU GIVE TO CANDIDATES APPLYING FOR THE GRADUATE SCHEME?

Have something that makes you stand out! It can be as small as society at university or volunteering experience. Listen to people in your group when doing the group task. Have some good questions to ask the assessors.

### WHAT TIPS/ HELPFUL INFORMATION WOULD YOU GIVE GRADUATES WHO ARE JOINING THE GRAD SCHEME?

Be willing to try new things, get involved with extra circular stuff. It's always super beneficial and you learn a lot. There are endless opportunities it is up to you to take them! Engage with all the graduates you don't know when you'll need them and what knowledge they may have.  
Do a night shift, it's super fun!

## WORKING ON TRACK

When you become a part of our team, there's no limit to how far you can go. And there's never been a more exciting time to join Network Rail. We're growing every year, embracing new technology, pushing boundaries and challenging what's possible.

So, if you'd like to learn, grow and make your mark on the future of transport, we'd love to hear from you.

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# Keep on moving...

The Transport and Logistics sector moves things and passengers from place to place using planes, trains and automobiles (and ships). It's one giant network, and its people keep it all connected.



## About Transport & Logistics

We all benefit from the industry every day, whether we realise it or not. Everything in our homes arrived via the logistics network, and the same goes for our shops and businesses. Without it? No food, no clothes, no nothing. Similarly, the roads and railways would soon come to a halt without drivers, conductors and signallers, so there's a demand for skilled people to keep things moving.

## What can I do?

There are many opportunities for a

career in the sector. For example, you could drive a heavy goods vehicle (HGV), van, train or even plane and be responsible for getting your passengers and cargo to the right place at the right time. It's not just trains that need to run on schedule: at supermarkets, the delivery window for lorries can last a matter of minutes, so drivers have a lot of responsibility.

Alternatively, you might be based in a warehouse or storage facility and be responsible for picking the items to go onto a delivery vehicle, loading them up – perhaps using forklifts or other specialist equipment – and keeping accurate records.

All of these operations require careful planning and overseeing, so there are many supervisory and management roles all the way along the chain. Some involve working with the delivery teams, while others are focused on the end customer, with roles as diverse as scheduling the deliveries for an entire fleet of lorries to managing a train station.

Alternatively, there are roles with businesses like Amazon (See pg 18 for graduate schemes with Amazon) or eBay, which shift millions of packages every day and rely on huge, sophisticated and hi-tech logistics divisions.

## Transport & Logistics skills

The skills you'll need will vary between roles, with different requirements depending on your specialism. For example, airline pilots will need specialist training, which requires good motor skills, concentration and the patience to cover long distances, often at antisocial times.

Some aspects of logistics work can be very physical: those lorries don't unload themselves, after all, so you could be doing a lot of lifting and carrying, learning how to plan ahead and use your muscles efficiently and without injury.

Logistics and distribution managers are involved with ensuring products get to the right destination at the right time. You may also manage transportation, stock control and warehousing.

You might also need some highly specialised skills depending on the business you work for. Transporting chemicals, fuel or other hazardous materials is obviously risky, so the people involved need to know the properties of



## Graduate Transport & Logistics Careers

Some of the roles available include:

- Passenger transport manager
- Transport planner • Freight forwarder
- Logistics and distribution manager
  - Supply chain manager
  - Air cabin crew
  - Air traffic controller
  - Airline pilot
  - Civil engineer

the material they're moving and how to do it safely.

Elsewhere in the chain, roles that involve management, planning, scheduling or creating timetables will demand ICT, literacy and numeracy skills, as well as a good head for organisation and the ability to solve problems. In fact, for any role in transport and logistics,

knowing when – and how – to think outside the box will be a handy skill.

## Transport & Logistics Training

### Internships

Internships are the perfect opportunity for you to get your foot in the door with some real hands on experience. You could be working within the supply chain, in the office, learning about exports, imports and what it takes to



## Life in Transport & Logistics

Ready to hit the road? For some people, that's where the journey starts. You might be helping drivers to load and unload deliveries, fill in paperwork, keep on top of orders and of course find your way to the next delivery. Or you might be behind the wheel yourself.

Alternatively, you might be in a warehouse getting deliveries ready, working on a train, or even crewing a ship that's lugging containers overseas. Either way, you'll probably be working in shift patterns, with some early morning, night and weekend work involved. Pack sandwiches (and seasickness tablets).

At more senior levels you might be planning out logistics operations, dealing with suppliers and passengers or managing other people. Or you could be

developing and maintaining software and apps that help the network run smoothly. You'll need to keep on top of your workload, arrive on time and build a good relationship with colleagues – but then all of those things mean being good at logistics anyway, so you should have no trouble.

Transport and logistics is really all about making connections and paying attention to detail. So if you're good at organising things, have a mind that enjoys solving problems and working with other people to get things done – basically, if you love it when a plan comes together – then you'll probably get on well working in this sector. And you'll know that you're playing your part in making the world go round.

## Wheel Life

Being able to drive is useful in any industry, but for this sector, it could lead to many more opportunities.

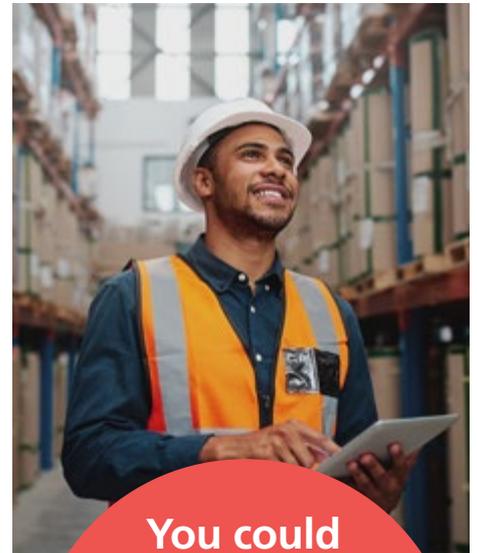
Visit [www.gov.uk/driving-lessons-learning-to-drive](http://www.gov.uk/driving-lessons-learning-to-drive) to get started.

**Volunteering is another great way to gain essential skills and work experience giving your CV the edge it needs in a competitive market.**

tasks and responsibilities enabling you to highlight your passion in your application form. If you're still a little unsure about which area of transport and logistics you would like to work in, it's also a good way of rotating around the business while thinking about your best fit.

### Graduate Schemes

Transport and logistics is a fast-paced and dynamic career. You could be working in various parts of the business from supply chains to planning and travelling or anything in between. There is so much variety. If you're a graduate looking to enter the sector, it's important to remember that not all employers will ask for a relevant degree so make sure to do your research. Some employers will also put you through additional qualifications to support your career going forward.



## You could work in...

- Airports • Ports
- Warehouses and depots
- Mail sorting centres
- Offices • Stations
- The actual middle of the ocean

keep the world moving, Whichever area you're keen to pursue will depend on what exactly you will be doing but one thing is for sure - it's guaranteed to give your CV a boosting!

### Volunteering

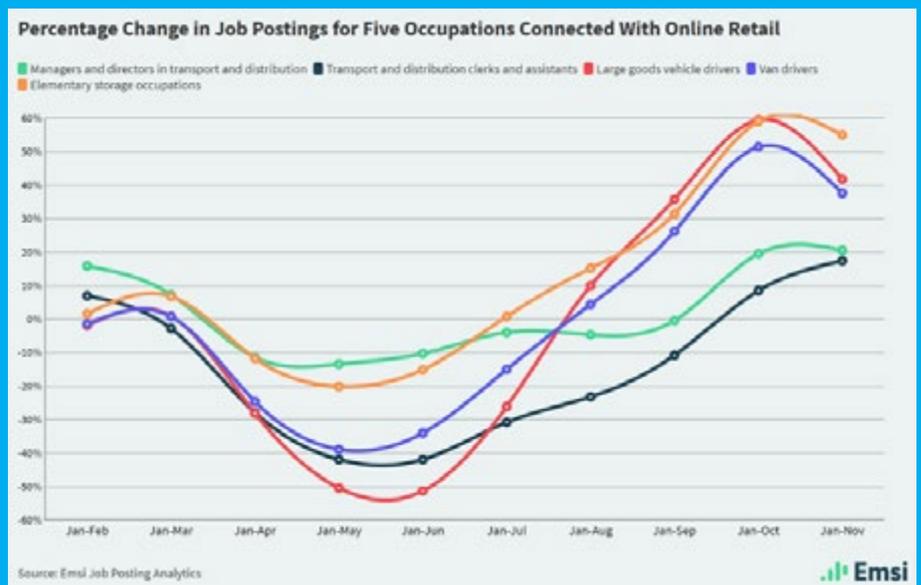
Volunteering is another great way to gain essential skills and work experience giving your CV the edge it needs in a competitive market. Volunteering will see you take on a range of different

## FACTS

Did you know that transport and logistics is linked closely to online retail. Without it, how would orders get from the warehouse to our homes? Although the COVID-19 pandemic has negatively impacted many industries, transport and logistics isn't one of them.

The graph highlights an initial decrease in job postings at the start of lockdown, however May onwards saw a large increase of job listings for 5 occupations including:

- Managers and directors in transport and distribution
  - Transportation and distribution clerks and assistants
  - Large goods vehicle drivers
  - Van drivers
  - Elementary storage occupations
- These five positions closely



intersect with retail, and the increased use of warehouses needed to stock online goods, as well as drivers required to get

orders to the correct destination. For information on online retail, why not turn to page 9 to learn more?

Find graduate schemes and jobs in transport and logistics near you at [www.careermap.co.uk](http://www.careermap.co.uk)

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Think Ahead

# 5 steps to application success!

**F**ound a job that is right up your street? Brilliant! If the role really excites you, you may be raring to put pen to paper (or finger to keyboard!) and get started on that application... However, my advice is to 'STOP', take a breath and really think about whether you have done the preparation to make your application a successful one.

The 5 Rs model can help you pull together a great application. Most importantly the actual writing of CVs, cover letters and application forms, comes in at STEP 4, meaning there are 3 steps to take before you even start on that application!

Let's look at what they are.

## The 5 Rs

### Review

### Reflect

#### STEP

# 1

## REFLECT

This first step is all about understanding what you have to offer a potential employer.

The more work you do at this stage the easier it will be to submit a great application. Here are some ideas to help you get started:

**1. Identify the knowledge, attributes and skills you have already got.** Write down all your different experiences e.g. internships, placements, previous employment (whether part-time or full-time), your university course, clubs/societies, hobbies, study abroad. Think about some of your biggest achievements and challenges. Recognise the knowledge, skills and attributes

you used in these specific situations. List these and reflect on how you used these in a positive way.

**2. Try an online quiz or questionnaire to help you identify your skills and strengths.** There are loads available, but a quick and easy one is the [icould Buzz Quiz](#).

The key to reflecting on your skills is to consider what evidence you have to show you used these skills effectively. If you think you are good at a particular skill, ask yourself "How do I know this?".

Equally important is to have a good sense of your **personal values, preferences and goals**.

Spend some time reflecting on what is important to you in life. Consider these questions to help you think about your personal values and attributes:

- What inspires you? e.g. what makes you come alive or energises you?
- What are your natural talents? e.g. what are you doing when you feel you are 'in your element'?
- Where do you add greatest value? e.g. what contributions do you make that are particularly valued in a team/project situation.
- What would a successful life look like from your point of view?

The 5 Rs model can help you pull together a great application.

**Reframe**

**Record and Articulate**

**Research**

**STEP 2**

## **REVIEW** the job description

This stage focuses on understanding exactly what the employer is looking for.

Take time to go through all the information about the job and highlight the skills and attributes that are in the 'essential' criteria or are referred to multiple times. Then create a list of the skills the employer has specific interest in. These are the key skills that you need to focus on in your CV, cover letter or application. You will have identified some of these in Step 1, others may need to be added to your list.

For any new additions, go back to the Step 1 and identify times when you have used these skills or attributes and what evidence you have that you used them effectively.

## There are 2 key types of skills:

**Transferable skills** that you may have developed through previous experiences that can be utilised in a variety of job roles, e.g. communication, teamwork, problem solving, time management.

**Knowledge Related or Technical Skills** that are directly relevant to a particular job or sector, e.g. Engineering skills, Software Knowledge, Accountancy skills.

**STEP 3**

## **RESEARCH** the organisation

Learn as much as you can about the company, how it operates and what it is like to work there. Go beyond the job description and search for news about the company; look for mission statements, webpages about their strategic goals, use social media such as LinkedIn to connect with employees in the company to find out about their organisational culture. Can you answer these questions?

- What are the company's values, ethos, strategic goals?
- How do they align with your own values and how can you contribute to them?
- Who are their competitors?
- What makes them different from their competitors?
- Why do you want to work for this organisation?

**STEP 4**

**RECORD and ARTICULATE**

Only now at step 4 do we get to the part where you can begin to write about your knowledge, attributes, skills and experience in a CV, cover letter, application form or interview.

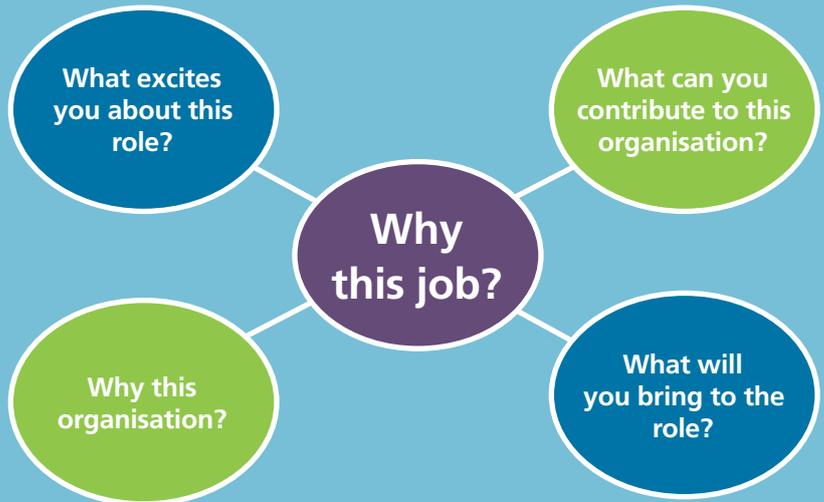
If you have been through steps 1-3 you should be in a much better position to answer one of the most important questions employers want to know – Why this job?

Having a clear answer to this and these 4 sub questions in the diagram will help you to:

- Complete 'blank box' questions on application forms that ask you to write a supporting statement
- Structure cover letters
- Decide what content to include in your CV
- Articulate why you are the right fit for the role in an interview

Whether in your CV, cover letter, application form or interview, it is important to show the employer how you used the skills through examples rather than simply telling them. Where you can, quantify or provide evidence of your competency and ability to make a difference through using these skills.

The STAR technique can be very useful to help you evidence your experience effectively. It can be used to structure answers in written application forms, or verbally through face to face and video interviews.



**How to respond – the STAR technique**

STAR is a simple technique to help you structure your answer



**SITUATION:** Set the scene - choose a specific occasion.  
10-15% of your answer

**TASK:** What was your specific role in this specific situation?  
10-15%

**ACTION:** What did you do? What positive action did you take in this situation and why? 50-60%

**RESULT:** What was the outcome? How did your contribution make a difference? What impact did your actions have?  
15-20%

Consider adding an extra **R** for **REFLECTION** – to show what you have learnt after reflecting on your experience. This level of self-awareness is valued by employers.

**STEP 5**

**REFRAME**

This final step relates to knowledge, attributes, skills or experiences that the employer wants, but you have not had chance to develop or experience... yet!

Reframing is about putting a positive spin on this to demonstrate that you have the potential to do the job well, even without that direct experience.

In an interview, you could discuss what you are currently doing to develop the skill, or refer to some of your other skills that can be drawn on. You could also provide evidence of having developed similar knowledge or skills effectively. It is all about demonstrating your potential.

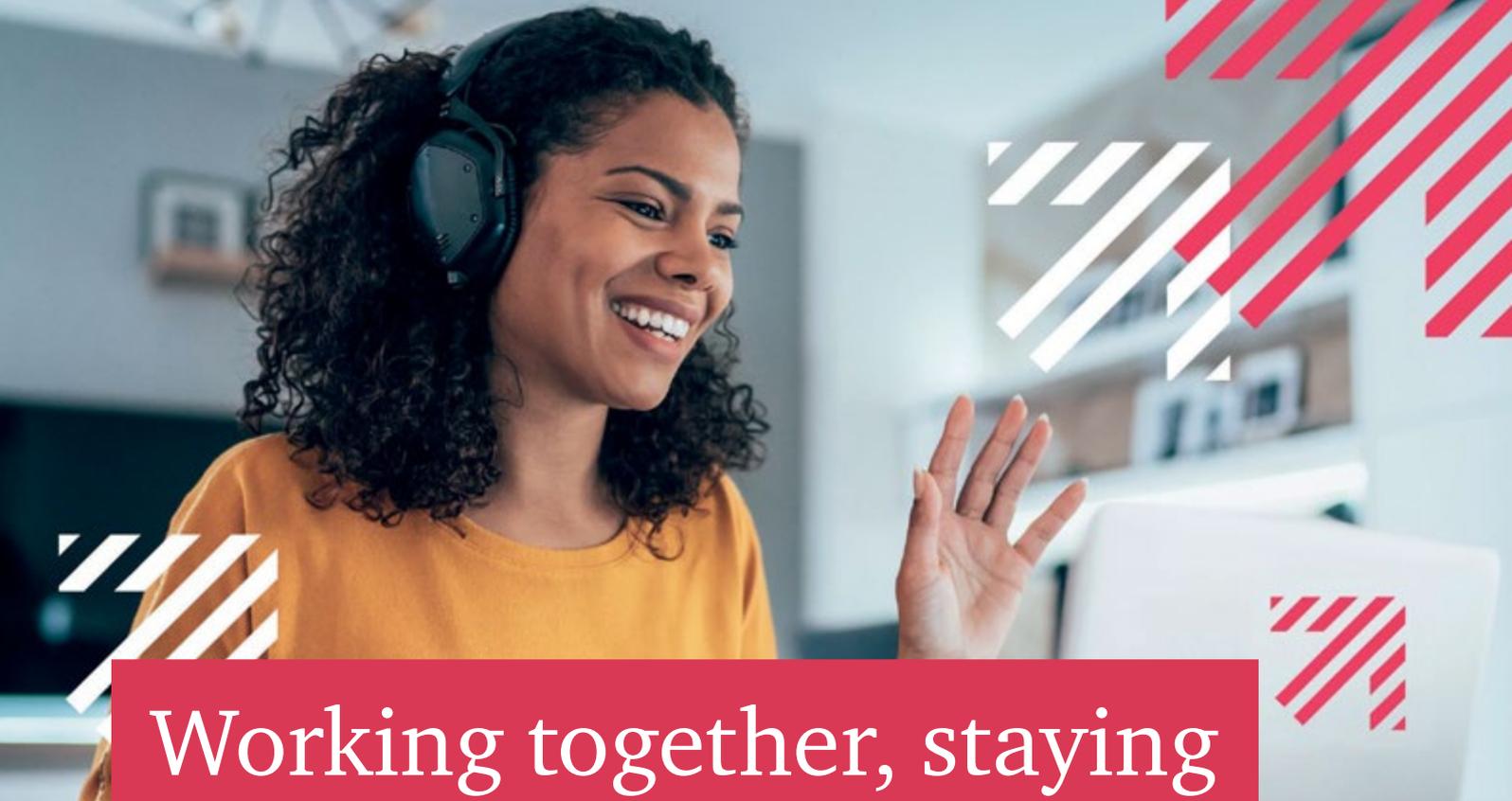
Having identified any gaps in your skill set, you will be in a better position to make plans to develop those skills.



About the author

**Sue Edwards**

Careers Consultant at Lancaster University and creator of the 5Rs model and Careers Decision Triangle.



# Working together, staying connected, shaping our future

At PwC, we're a community powered by our people who work together to achieve extraordinary things despite the unimaginable challenges that we've all had to face during the last year. Our advances in technology enabled us to respond when we needed to and continue to solve important problems for our clients and the communities in which we live and work.

None of this would have been possible without the resilience and agility of our people. From the moment you join us, we're committed to creating an environment where everyone can thrive and prioritise their wellbeing.

**Join PwC and together we can reimagine the possible.**

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Valuing Difference. Driving Inclusion.



# Money matters

All businesses will need the services of an accountant at some point, whether they contract in their service or have a whole finance department. Like many careers, there are different levels. These can range from bookkeeping (making sure all the numbers add up, bills are paid, invoices chased...) to running an international business and all their subsidiaries.

## About Accountancy

Accountants keep and manage financial accounts for anyone from companies to the government and individual clients. Working either for an accountancy firm, in a company, or being self-employed.

## What can I do?

The range of jobs in accounting is huge, but all require a keen eye for detail and a passion for numbers, especially making them balance. Jobs can start from simply keeping records on transactions or even just one part of the process such as Accounts Receivable and up from there. At the highest level, Financial Directors are often second only to the CEO in making sure a business succeeds or fails.

With this in mind, as well as excellent mathematical skills, a good accountant needs to possess strong interpersonal and communication skills, whether

dealing with clients or even senior management. It also means being very organised and up-to-date with the current business situation as you may be involved in making important decisions.

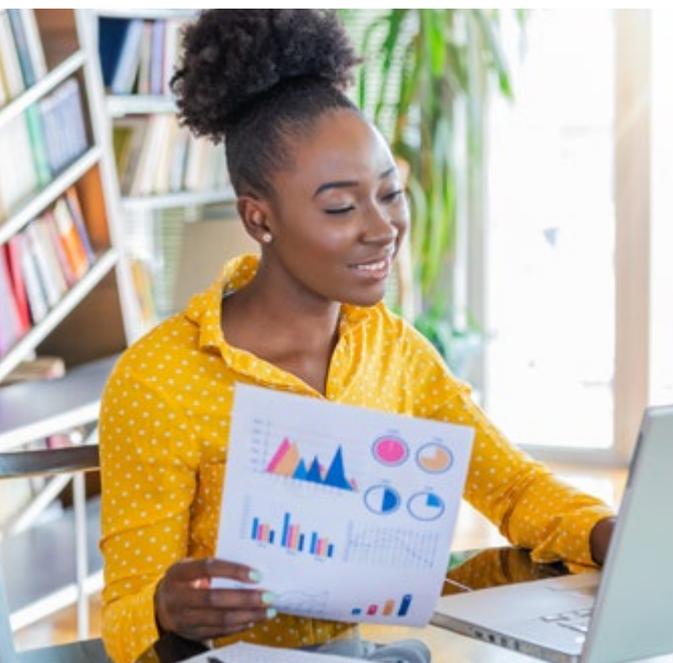
You don't have to be a math genius though! Most accountants work with basic calculations and let computers do the difficult work. If you like Sudoku, accounting may be just the thing, as it is about spotting trends, anomalies and being able to analyse what the numbers are saying.

*Continued on page 30*

## Did you know...

...before they were famous, **Mick Jagger**, **Robert Plant** and **Eddie Izzard** all worked in accounting?





## How to become an accountant

To become an accountant, you need to gain a formal qualification or a degree. You do not need an accounting specific degree, as there are many different routes to the job, but being good with people and numbers are essential for success!

As a career, it can get busy as the financial year comes to a close as tax returns and other matters need to be dealt with. However, it can be quieter at other times, allowing the workload to balance out over the course of the year. Lots of time will be devoted to working with clients on plans and strategies.

As you gain the relevant accounting qualifications and experience you can become a certified or even chartered accountant, which allows you a higher level of expertise and opportunities to move into management or specialisation in a particular area, such as tax or forensic accounting.

## Examples of jobs and labour market information

	<b>Bookkeepers, payroll managers, accounts payable, etc</b>	<b>Chartered and certified accountants</b>	<b>Finance managers and financial directors</b>
<b>About the job</b>	Bookkeepers, payroll managers and wages clerks maintain and balance records of financial transactions, oversee the operation of payroll functions and calculate hours worked, wages due and other relevant contributions and deductions.	Jobholders in this unit group provide accounting and auditing services, advise clients on financial matters, collect and analyse financial information and perform other accounting duties required by management for the planning and control of an establishment's income and expenditure	Finance managers and financial directors plan, organise, direct and coordinate financial information and advise on company financial policy.
<b>You might find this job in...</b>	Legal & accounting Wholesale trade Retail trade	Legal & accounting firms Head offices, etc Membership organisations	Private companies Public organisations Legal & accounting firms Financial services
<b>Annual pay</b>	£28,600	£44,720	£75,920
<b>Common tasks in this job</b>	<ul style="list-style-type: none"> <li>Records and checks accuracy of daily financial transactions;</li> <li>Prepares provisional balances and reconciles these with appropriate accounts;</li> <li>Supervises payroll team and develops payroll systems and procedures;</li> <li>Calculates and records hours worked, wages due, deductions and voluntary contributions</li> </ul>	<ul style="list-style-type: none"> <li>Plans and oversees implementation of accountancy system and policies;</li> <li>Prepares financial documents and reports for management, shareholders, statutory or other bodies;</li> <li>Audits accounts and book-keeping records;</li> <li>Prepares tax returns, advises on tax problems and contests disputed claim before tax official;</li> </ul>	<ul style="list-style-type: none"> <li>Participates in the formulation of strategic and long-term business plans, assesses the implications for the organisation financial mechanisms and oversees their implementation;</li> <li>Plans external and internal audit programmes, arranges for the collection and analysis of accounting, budgetary and related information, and manages the company's financial systems;</li> <li>Determines staffing levels appropriate for accounting activities;</li> <li>Assesses and advises on factors affecting business performance.</li> </ul>

(Powered by LMI for All. To find out more about other careers and labour market information visit: <https://careermap.co.uk/careerometer/>)

## Accounting Graduate Schemes

Accountancy graduate schemes can often pave the way to gaining further professional qualifications depending on the organisation you train with. Turn to page 33 to find opportunities with BDO and page 22 for options from ACCA.

Many accounting employers are keen to see graduates with 2.1 degrees, however it's worth bearing in mind that it's not completely impossible to get hired with a 2:2. Even if you don't have a degree related to accounting there are still opportunities out there for you so stay positive in your hunt for a graduate scheme.

An increasing numbers of organisations are recruiting talent for the finance function from alternative degree disciplines so no need to worry if you didn't take accounting or finance. This stems from the need for well-rounded finance functions to evolve with the changing face of business, meaning you do not have to do an accountancy related degree. If you decide to do accounting later, you can do the qualifications directly from the accountancy bodies.

Here are some accounting qualifications and pathways available:

### Accounting Technician

Licensed AAT (Association of Accounting Technicians) members provide accounting, tax and business

advice to more than 400,000 UK businesses! There are lots of choices for a pathway that depends on experience, other qualifications and preference on study. The best way to find the best route is to use the AAT Qualifications Navigator for suggestions of the best fit: <https://www.aatqualificationsnavigator.org.uk/navigator.html>

You may be surprised to find out that you do not have to have an accounting degree to be an accountant. In fact, by gaining an AAT qualification can lead to a fast track to becoming a Chartered Accountant.

### ACA from the Institute of Chartered Accountants in England and Wales (ICAEW)

Not to be confused with ACCA! The ICAEW has stricter and rigorous requirements for membership than the ACCA. The ACA generally takes three to four years to complete, whereas the CCA takes 2.

**Many accounting employers are keen to see graduates with 2.1 degrees, however it's worth bearing in mind that it's not completely impossible to get hired with a 2:2.**



**CIMA qualifications focus more on business management. They give a good understanding of business practice as well as finance.**

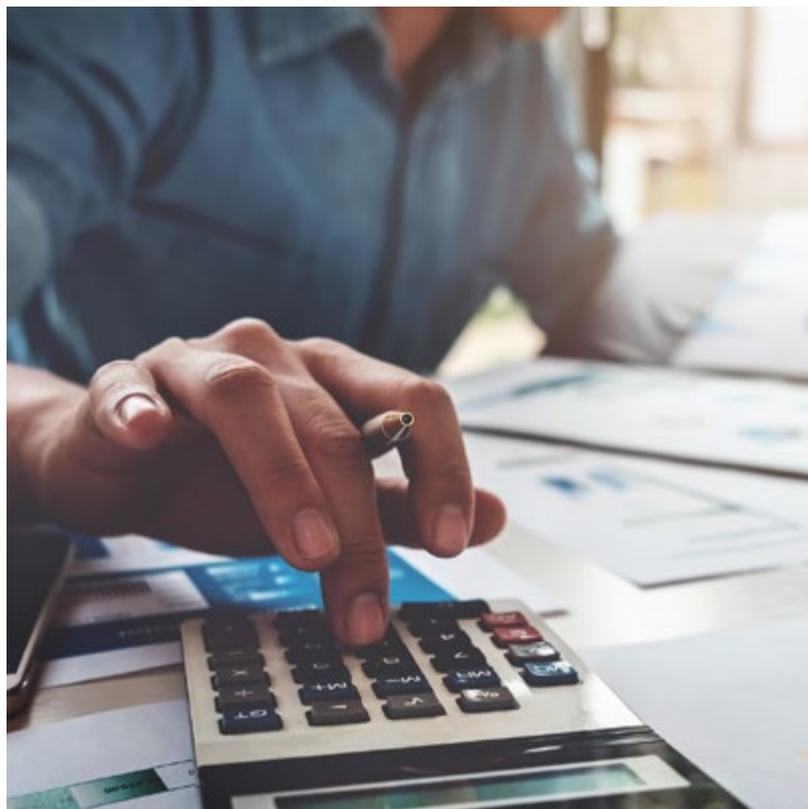
You can do this as part of a Business degree or after with another. To become an ICEAW Accountant, you will need to pass 15 exam modules on different aspects of accountancy, finance and business. To find out which path to qualify, you can take the step-by-step questionnaire or use the live chat on: <https://careers.icaew.com/find-your-route>

**CCA (Chartered and Certified Accountant)**

A Chartered Certified Accountant must be a member of Association of Chartered and Certified Accountants (ACCA) and comply with its regulations. This includes completion of up to 13 professional examinations and three years of supervised relevant accounting experience, but there are range of entry level qualifications to start on the ladder. For instance, Foundations in Accountancy (FIA) is a great entry point for anyone new to accounting and finance.

You can do courses at university that include the ACCA qualification. Or if you do a different degree, you can add the ACCA and start at a higher level than foundation.

With this accountancy qualification, you can work anywhere in the world, and the job is extremely flexible, whether running a corporation or working part-time for small to medium size businesses. There are good salaries and progression can be quick. You can work in any sector and the job often brings a



wide variety of work on different projects.

To find out where to start, go to: <https://yourfuture.accaglobal.com/global/en/getting-started/planning-your-journey.html>

**CIMA (Chartered Institute of Management Accountants)**

CIMA qualifications focus more on business management. They give a good understanding of business practice as well as finance. There are no formal entry requirements and if you have any AAT qualifications, you can get a jump onto higher CIMA qualifications. Have a look at: <https://www.cimaglobal.com/Qualifications/>

**CPFA (Chartered Public Finance Accountant)**

This qualification is designed specifically for working as a professional accountant in public financial management. The public sector includes central government, local government and public organisations, such as education, emergency services, healthcare, law enforcement, etc. Think of the BBC, the world's oldest and largest broadcasting company, the British Army, the Cabinet Office, and many more. In fact, in June 2018, there were 5.34 million people working in the public sector!

You can study for CPFA qualifications on face-to-face courses or by self-study with online support. There are also CIPFA's Professional Accountancy Apprenticeships at Levels 3, 4 and 7. You can find out more here: <https://www.cipfa.org/qualifications>

**Careers and jobs in accountancy are available in small and medium organisations, not just the big banks.**

Types of jobs in this sector include accountants, treasurers, bankers, actuaries, financial advisers and analysts, financial traders, tax inspectors and stockbrokers. You could work for a private firm, in the public sector or be self-employed.

**Accounts payable/receivable clerk, Payroll assistant, Head of Finance, Stockbroker, Forensic accountant  
Retail banker, Chartered accountant**



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# Discover the power of opportunity.



As technology and digitalisation transform businesses, finance professionals have a unique opportunity to help organisations remain competitive – and make an impact.

## Study with CIMA®. Become a CGMA® designation holder

The Chartered Institute of Management Accountants® (CIMA) is the world's largest body of management accountants. The CIMA Professional Qualification will give you the skills businesses expect from finance professionals. Earn the Chartered Global Management Accountant® (CGMA) designation to get equipped and be preferred for roles.

## Opportunities for employability and a lifelong career

- Learn, unlearn and relearn to keep your profile competitive and attractive.
- Access thousands of finance jobs with the Association Global Career Hub.
- Connect to students and finance professionals from around the world.

## Opportunity is flexibility

You can study for the CIMA Professional Qualification regardless of your background. Here are your starting points:

### **CIMA Certificate in Business Accounting (CertBA)** –

If you have little or no accounting experience, the CertBA helps build your fundamentals and move on to the CIMA Professional Qualification.

**CIMA Professional Qualification** – If you hold a degree or a qualification, you could be exempt from some CertBA Assessments, which will allow you to start directly with the Professional Qualification.

**Apprenticeship** – Whether you're a school leaver, graduate or new employee – you can learn and develop your skills while you work. CIMA offers Apprenticeship at Level 4 and Level 7.

Learn how the CIMA Professional Qualification can help you:  
[myfuture.cimaglobal.com](https://myfuture.cimaglobal.com)

**KICKSTART  
SCHEME**

# Kickstart your career

The UK Government has launched a £2 billion Kickstart scheme, which is designed to create thousands of new jobs for young people. This new initiative should drive the economy forward and improve employment opportunities.

**W**e understand that leaving education can feel daunting, especially with how challenging the current labour market is due to the consequences caused by the pandemic. The Government has pledged to support young people the best they can and keeping up to date with the latest labour market information has never been more important. Click [here](#) to read more about LMI and how to use it to research careers.

Secretary of State for Work and Pensions, Therese Coffey said: "As



**Department  
for Work &  
Pensions**

we launch our £2 billion Kickstart programme, putting young people at the heart of our revival – we are urging businesses to get involved in this innovative scheme and take advantage of the enormous pool of potential out there.

"There is no limit on the number of opportunities we'll open up through Kickstart and we'll fund each one for six months as part of Our Plan for Jobs to create, support and protect jobs.

"Young people taking part will receive on-the-job training, skills development and mentoring, as we get them on."

### How can Careermap help?

Careermap is an online careers resource and job board, offering a wide range of opportunities including apprenticeships, courses, graduate schemes, part-time

and full-time job opportunities. We also have links to employers and labour market analytics firms such as Emsi, which provide up to date information on the UK job market. Through our resources, young people can learn about the local economy, employability skills, apprenticeships plus much more!

Check out [CareermapLive](#) to connect with employers, get advice from industry experts and learn some techniques for successful job hunting from graduate recruiters. Careermap always aims to bust myths and dispel misconceptions about careers!

The current job market isn't great, but that doesn't mean there aren't opportunities out there. In fact, at the time of writing this, Careermap has over 18,000 graduate vacancies listed! It is true many employers had temporarily paused their recruitment campaigns during the lockdown, but many have now resumed hiring and are preparing for what is being considered the 'new norm'.

So to those of you out there worrying, please don't – you have options! Try to stay positive, use your time wisely and research the labour market. Apply Now

**"There is no limit on the number of opportunities we'll open up through Kickstart and we'll fund each one for six months as part of Our Plan for Jobs to create, support and protect jobs."**

# Enhance your CV with The Skills Toolkit

The Skills Toolkit is an online learning platform giving you access to more than 70 free, high-quality digital, numeracy and work-readiness courses to help you build the skills you need to strengthen your CV and boost your career prospects.

**D**eveloped by the Department for Education with advice from some of the country's leading educational experts and employers, The Skills Toolkit packages up a high-quality selection of courses to suit a range of interests and levels, helping you build the skills you need to land that first job as a graduate. From introductory sessions on essential work applications to more advanced programmes on coding or digital marketing, these short courses can be completed at home and in your own time, allowing you to develop valuable workplace skills at a pace that suits you.

We know 2020 has been a difficult year, but it's not too late to make your mark and learn something new. With an increasingly competitive job market, now's the time to develop your workplace skills, build up your CV and get ahead in your career!

## Why digital, numeracy and work-readiness skills?

The Skills Toolkit offers digital, numeracy and work-readiness courses because these are the skills most sought after by employers. Investing time in building up these skills can therefore increase your employability and give you that competitive edge.

And digital skills are not just for digital jobs; these skills are becoming increasingly essential across a vast array of jobs and sectors in the modern workforce. With 82% of job vacancies online now requiring digital skills, building up your digital skillset can help boost your career prospects and equip you with valuable, transferable skills for both now and in the future – no matter what industry or sector you work in. From coding and data science, to simply being able to use Microsoft Office programmes effectively, employers need employees with a good grasp of digital skills.

While digital skills are important for every job, they could also help you secure a digital role. Over the last few years, the number of digital jobs grew almost three times as quickly as other occupations, with salaries for digital roles tending to be 36% higher than average. If you think a digital role is for you, check out some of the more advanced digital courses on The Skills Toolkit that could help your CV stand out!

## What courses are available?

The Skills Toolkit gives easy access to a selection of free, high-quality digital, numeracy and work-readiness courses. There's something for everyone, no matter what level you want to start at. Whether you're just looking for a quick refresher or want to learn something entirely new, you can choose from a variety of courses from providers such as Google, Amazon Web Services, The Open University, Lloyds Bank, Microsoft and LinkedIn.

Introductory courses range from sessions on getting to grips with Microsoft Outlook, including how to efficiently organise inboxes and manage calendars - essential for impressing employers with your organisational skills - to refreshers on maths for everyday life covering intros to finance, bookkeeping and accounting, giving you the skills you need to stay finance savvy at work.

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Or if you want to boost your professional skills ready for the world of work, you'll find a range of work-readiness courses from how to create a professional online presence and present your work with impact (great for that interview prep!) to courses on communication, project management, remote working, wellbeing and resilience.

If you're looking to develop more advanced digital skills, you can learn to code in a variety of programming languages, including Python and HTML, and discover how to build your own video game, website or mobile app. Or choose to learn core digital marketing skills covering topics like SEO, social media, content creation and graphic design. There's even courses on AI, computer networks and cyber security!

Whatever your interest or current skills level, there's a course to suit you.



### Learn on your own terms

All courses on The Skills Toolkit are free and available online, meaning it's easy to learn flexibly from home, in a coffee shop, on a train or wherever works for you. Courses range from a couple of hours to a few weeks and there's no long-term commitment or deadlines, so you can dip in and out of your chosen course at your leisure, choosing to learn whenever suits you best. The Skills Toolkit only directs to quality courses that are designed to be delivered online, so you won't miss out on support from a tutor.

### Keep your mind moving

Exercising your mind is just as important as exercising your body, so don't let graduation be the end of your learning journey.

Not only can learning help boost your employability but keeping your mind active through learning is known to benefit mental health and wellbeing. In fact, 77% of people who learn online say it's beneficial to their mental health, helping to improve self-esteem and give an increased sense of purpose, control and personal motivation. So, if you're looking for some mental stimulation, take the first step in exercising your brain by checking out the short courses available on The Skills Toolkit platform.

### Get started today

Digital, numeracy and work-readiness skills are key to opening up new opportunities, no matter your background. Building up these valuable skills can make you more employable, enhance your CV and help you secure your first role.

The Skills Toolkit gives you the opportunity to try something new, without any long-term time or financial commitments – who knows what it might inspire you to do next. Now's a great time to start developing skills for your future, so check out the range of courses available today.

Which course will you choose?

## Check out The Skills Toolkit today!

Visit: [gov.uk/theskillstoolkit](https://www.gov.uk/theskillstoolkit)

Or if you'd like to talk to someone about which course would suit you, you can contact a careers adviser by social media, webchat and phone on **0800 100 900**  
<https://nationalcareers.service.gov.uk/contact-us>



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