

CAREER themes

Autumn term 24/25

Problem Solving

WHAT DID WE DO?

Wow!

HEALTH & CARE

- Learners have been focusing on problem-solving, communication and cross-team work within the NHS.
- They have explored the role of counselling as a talking therapy to help individuals cope with the problems that they are facing.
- They have also explored the role of digital platforms and apps, such as NHS 111, to help patients with troubleshooting and signposting.

Customer Service

- Learners have been discussing how to solve problems in the context of customer service and practicing resilience activities, such as role play, "what would you do?" Q&A cards and debating how to resolve potentially problematic scenarios.

ENGLISH

- Learners have been improving their ability to solve reading comprehension problems by using a system to help them identify salient points in the text, such as highlighting and underlining key information as they go along and making sure that they have read the text and questions thoroughly before answering.

Business & Administration

- Learners have been exploring the six Human Needs and the role of failure in learning and success.
- Learners have been reflecting on these concepts throughout their lessons to understand human behaviour in themselves and others, their actions and reactions, accountability and blame, how to celebrate failure and how to turn problems into opportunities for learning and growth.

HAIRDRESSING & BARBERING

- Learners have been studying how to deal with difficult hair types, such as curly hair and Afro hair, and have been experimenting with challenging hair textures and hair lengths (frizzy, over processed and short hair). They practiced and demonstrated this on clients.
- Learners looked at managing client's expectations versus reality to improve their communication, consultation and problem-solving skills.

CATERING

- Learners participated in practical challenges, such as adapting recipes for special dietary needs or managing time constraints.
- Students also managed simulated kitchen scenarios, like handling unexpected customer requests, and learning to adapt quickly under pressure.

FOUNDATION

- Students have been going on shopping trips to build their independence and money skills.
- They have been learning how to ask for help when they have a problem, such as choosing the best alternative when they couldn't find an item and asking for assistance to operate the self-service tills.