

# **The Zinc Group Ltd**

## **Virtual Work Experience KS5**

Dear Work Experience Student,

Thank you for choosing our company for your work experience. We are delighted to have you on board, even if it is just for a short time. We hope you will enjoy your experience and gain lots from it.

One of the most important parts of our work is helping customers recognise the true cost of living. Many people are unaware of how small, regular costs quickly add up. That's why our Customer Account Managers must be skilled at asking the right questions, listening carefully, and helping people map out their complete financial picture.

Please begin your work experience by searching for our company online and reading up about us. This will be useful for you as you work through the tasks.

When you finish all the tasks and your teacher is happy with your progress, please add this work experience to your CV.

All the best,  
Career Seekers Direct



# Who are they?

At The Zinc Group Ltd, we work closely with customers to help them understand and manage their financial position. Our goal is to support people in setting up realistic, affordable payment plans – so they can regain control of their finances without added stress or hardship.

## Starter Task:

Look at the list below. These are everyday things many people pay for – but some many not think of them as part of their monthly expenses.

- Takeaway coffee
- School meals
- Bus pass
- Streaming services
- Haircuts
- Gift giving
- Pet care
- Lunch at work
- Birthday parties

Task:

1. Choose five of these expenses
2. Research or estimate how much someone might spend on each per month
3. Add up your total
4. Reflect: Do you think most people realise how much this adds up to? Why or why note?
5. Why is it important for a Customer Account Manager to understand these expenses?

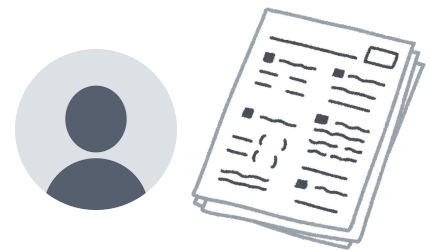


## Main Task:

You're tasked with designing a Cost of Living Assessment Guide – a tool for new Customer Account Managers at The Zinc Group. This guide will help them ask the right questions, identify hidden costs and assess affordability.

Your guide should include:

1. An explanation of what a 'cost of living assessment' is
2. A list of questions managers should ask to uncover all monthly expenses – including hidden or variable ones
3. A short script or prompt showing how to ask about sensitive financial matters
4. Tips on how to spot when someone is overestimating or underestimating their affordability



## Extension Task:

Write a fictional scenario that could be used in training to help new managers practise financial empathy.

Your scenario should include:

1. A character profile (e.g. Alex, single parent of 2, working part-time)
2. A realistic summary of their income and expenses
3. A situation they're facing e.g. sudden car repairs
4. A decision they need to make about payments
5. One discussion question for the trainee e.g. 'What would you say/do next?'