



Apprentices

The programme

BT Group
BT Group logo graphic consisting of a series of colored horizontal bars.



What is the difference between an intermediate, advanced, higher and full degree apprenticeship?

Intermediate – You'll work towards a Level 2 qualification through work-based learning whilst also achieving functional skills.

Advanced – You'll work towards a Level 3 NVQ through work-based learning, which is supported by a knowledge based qualification such as a BTEC.

Higher – You'll work towards Level 4 through work-based learning which is consolidated by the achievement of a foundation degree.

Full degree – You'll work towards our work-based learning degree qualification.

How long does the apprenticeship last?

The length of the apprenticeships we offer will depend on the programme and the level of qualification you are working towards. This can range from 12 months to 4 years.

Can I continue my college course while doing the apprenticeship?

All of our apprentice programmes are full time – 37.5 hours per week. So unless you are able to fit the college course around your working hours, this may not be possible.

What does the apprenticeship involve?

BT Group offer a structured programme that takes you through the skills needed to complete your apprenticeship. Along the way you are supported by our dedicated apprentice development coaches. As most of the time is spent in the workplace, the majority of training takes place on the job. However, a few of our apprenticeships do have additional training taking place at a local college or a specialist training organisation. The outcome of this blended learning method will be a vocational qualification which will help you succeed in your job and progress in your future career.

Does BT charge for their apprenticeship programme?

No. BT Group covers the cost of your apprenticeship training in full.

How is my progress monitored?

Your performance will be reviewed against your personal and team objectives. You have regular meetings with your manager and your dedicated apprentice coach to discuss your development. You'll also be working towards a professional qualification and progress will be monitored through course work and exams.

What is the starting salary?

Our starting salary for apprenticeships is £19,000 per annum. Increases are determined by your performance against set milestones throughout the apprenticeship.

What will happen at the end of my apprenticeship?

At the end of your apprenticeship you will graduate from your apprenticeship and continue your career with BT Group.

Does BT Group use subcontractors to deliver apprenticeships?

BT Group is committed to working with a high quality subcontractor who will provide training and assessment to support our Apprenticeship programme.





Eligibility requirements

What qualifications do I need?

This depends on the apprenticeship you are applying for. Please review the vacancies in your location to confirm the exact requirements, however for most of our apprenticeships you will need 4 GCSE's Grade 4 - 9 (C or above) as a minimum and this may include English Language and Maths.

What are the equivalent grades to GCSEs A*-C in the new grading structure?

Grades 4 to 9 are equivalent grades to GCSE A* - C. We won't accept Grades 3-U within the new grading structure.

Why do you only accept qualifications at grade C or above?

You need to be educated to that level to be able to complete the Technical Certificate and NVQ elements of the scheme.

What is the equivalent grade to GCSE B in the new grading structure?

Grade 6 will be accepted as an equivalent to GCSE B.

Do you accept Scottish qualifications?

Yes we do accept equivalent Scottish qualifications, the table below gives an indication of the mapping to GCSE and A Level qualifications.

Qualification	Accepted Yes/No	Equivalent to	GCSE grade equivalent
Scottish Intermediate 1	No	GCSE	3 - U (D-G)
Scottish Intermediate 2	Yes	GCSE	4 - 9 (A-C)
General Standard Grades 3 & 4	No	GCSE	3 - U (D-G)
Credit Standard Grade 1 & 2	Yes	GCSE	4 - 9 (A-C)
Scottish National Qualification 1 - 4	No	GCSE	3 - U (D-G)
Scottish National Qualification 5	Yes	GCSE	4 - 9 (A-C)
Scottish Vocational Qualification Level 1	No	GCSE	3 - U (D-G)
Scottish Vocational Qualification Level 2	Yes	GCSE	4 - 9 (A-C)
Scottish Vocational Qualification Level 3	Yes	A Levels	
Scottish Higher	Yes	A Levels	
Scottish Advanced Higher	Yes	A Levels	

Do you accept functional skills in literacy and numeracy as an equivalent to GCSEs in English Language and Maths?

We accept level 2 functional skills as they are equivalent to a GCSE C. Level 1 in functional skill is equivalent to a GCSE D so we do not accept that as an equivalent qualification.

What A Level's (or equivalents) are accepted as STEM subjects for the Research and Innovation and Cyber Security programmes?

For the Research and Innovation apprenticeship a STEM in one of the following is acceptable: Maths, Physics, Computing, Electronics, Engineering

For the Cyber Security programme, a STEM in one of the following subjects is acceptable: Applied Science, Biology, Chemistry, Computing, Computer Science, Design and Technology, Economics (Economics and Business), Electronics, Engineering, IT/ICT, Maths (incl. further maths and pure maths), Physics, Quantitative Research, Software Systems Development.

Do you accept equivalent qualifications to GCSEs and A levels and qualifications attained outside the UK?

You will need to prove that your qualifications are the equivalent to GCSE and A level qualifications. There are a number of companies who will provide a letter of comparability e.g. NARIC. The NARIC website can be found at www.NARIC.org.uk Please note companies will make a charge for this service.

I only have a provisional statement of results for my GCSEs/A levels that I have already completed, is this OK?

Unfortunately not, we can only accept the original certificates or a certified statement of results. Please check the certificates carefully. If you do not have the original certificates you will need to go the examining board to get copies. Please note each examining board will charge you for this service.

I am currently completing my GCSE or A level exams and only have a statement of results or predicted grades, can I still apply?

Yes, although any offers of employment will be conditional and we will only be able offer an unconditional contract once exams have been completed and results have been received.

What apprenticeships require a driving licence?

Our field engineering, facilities management and the Unified Communications Technician Level 3 apprenticeship roles require a driving licence.

I am a current BT Group employee – can I still apply?

Yes, but your terms of employment and salary will change.

I am a contractor/agency person with BT Group – can I still apply?

Yes. As you are not directly employed by BT Group you can apply as normal.

Can I apply if I only have a student visa or limited right to remain in the UK?

You must have legal right to work in the UK as our apprentice roles are not ones we can sponsor.

Are there any age restrictions?

Only that you need to be of at least minimum school leaving age when you start your apprenticeship.

When would I be ineligible for a BT Group Apprenticeship?

- Where you have already achieved the skills, knowledge and behaviours that would form part of the BT Group Apprenticeship you have applied for.
- Where you hold qualifications, in the same subject area, that are at a higher grade than the BT Group Apprenticeship you have applied for.
- If you are undertaking another Apprenticeship.
- If the BT Group Apprenticeship replicates learning you have already completed elsewhere.

Online assessments

How can I make adjustments to the online tests if I have a disability or health condition?

It's important to let us know this before you start the test. Please get in touch with us at bt.apprenticeships@bt.com and we'll get back to you to understand how we can best support you.

I'm having technical problems with the online assessments?

If you have any technical issues with accessing or completing the test please tell us as soon as possible so that we can help. You should get in touch with us at bt.apprenticeships@bt.com and we'll have a look and get back to you as quickly as possible.

How long will I have to complete the online assessments?

You'll have one week from the day we invite you to complete them – but the sooner you take them the sooner we can consider you for the next stage in the recruitment process.

Are the online assessments timed and what do they test the students against?

The SHL Apprentice assessment is a behavioural assessment which measures a candidates work style and their behavioural preferences and tendencies. It is not a timed assessment but typically takes candidates approx. 30-35 minutes to complete.

Will I receive feedback on my assessments?

BT Group is very invested in creating the best candidate experience in Early Careers and we want to reward the time you invest in our recruitment process by providing you with immediate, and hopefully insightful, feedback. When you have completed the 1st assessment, you will be presented with real-time video feedback, sharing the key behavioural strengths that you have evidenced on the online assessment.

I missed the deadline for the online assessments – what can I do?

These situations will be handled on a case by case basis – you can email our team at bt.apprenticeships@bt.com and let us know the circumstances and we'll see what we can do.





Making an application

What is the closing date for applications?

There's no set closing date, although we encourage you to apply as soon as possible as the advert will close once all vacancies have been filled for that apprenticeship.

Do you accept paper applications?

No, you'll need to apply online. To make it easier, the application form can be printed and saved, so you can log back in to complete the remaining sections.

What happens to my application once I have completed it?

If you meet our minimum criteria on the application form, you'll receive an invite to complete our online factors assessment within one week. This will assess your behaviours, preferences and style at work, ensuring that if you're successful you'll really enjoy working here and will hopefully want to build a longterm career with us.

Once you've completed the assessment, we'll let you know within a week if we're going to progress your application to the next stage or not. You'll also get a feedback report upon completion.

If successful you'll then be invited to complete an online video interview

within a week. The interview will ask specific questions relating to your chosen apprenticeship scheme. We'll then review your interview and will let you know the outcome within a week. If you're successful in passing the video interview we will then look at available vacancies in your chosen area and let you know if we can progress you to the next stage.

How soon can I expect to hear the outcome of my application?

We have a large amount of applications so we aren't always able to give immediate responses, however as your application progresses we will keep you up to date, you can also log on to review your status.

I have been invited to an assessment centre. What does this involve?

We'll ask you to join in with several activities, some in groups with other applicants, and some on your own. These are designed to check whether a BT Group apprenticeship would be right for you. We'll send you more detailed information with your assessment centre invite. At the assessment day you'll be able to understand more about BT Group and the apprenticeships on offer.

What paperwork do I need to take to the recruitment assessment centre?

Make sure you bring your valid passport with you. If you don't have a valid passport please bring your full birth certificate, that's the one that includes your parents' names, as well as an official document from HMRC with your national insurance number, e.g. national insurance card, P45 or P60. You will also need to bring with you any relevant qualification certificates that you weren't able to add to your application form when you initially applied. If you don't bring them we may have to exclude you from the event, and your application may stop here.

I have been invited to an assessment centre day but now can't attend what should I do?

Call the phone number or email the contact on your assessment day invite to let us know. If you are still interested we may be able to offer you on another day if possible. We can't, however, guarantee to offer you another place.

I have been invited to an assessment centre but can't find all my paperwork. Should I still attend?

Call or email the contact on your assessment centre invite to discuss the problem. They'll be able to help advise you on what you will need to do.

What is the dress code for the assessment centre?

The dress code is smart casual. We recommend trousers/skirt/shirt/blouse. Jeans, T-shirts and trainers are not acceptable. Remember you are presenting yourself to BT Group.

I haven't had a confirmation email with details of my assessment centre, what do I do?

If you haven't received an email three days before the assessment day then send an email to the recruitment team at bt.apprenticeships@bt.com who will investigate and send one to you. Check in your junk email box before just in case.

How will I know the outcome of my assessment centre – if I have been successful or not?

We will let you know the outcome within one week of the assessment. You'll be contacted by telephone or email advising you of the outcome.

Will I receive feedback on my application?

You'll receive feedback after your online assessment. Unfortunately we are unable to provide feedback after the video interview part of the recruitment process due to the large number of applications we receive.

How do you select candidates for assessment centre?

If you are successful in your video interview and there is an available vacancy in your area you'll be progressed to the next stage, which is to be considered for an assessment centre. Please be aware that getting to this stage doesn't guarantee that you will be invited to an assessment centre as unfortunately we can't interview all applicants and therefore we choose the most suitable candidates based on application scores.



Technical issues

I can't access the online application form?

If you experience difficulties with the online application please send an email to the recruitment team at: bt.apprenticeships@bt.com explaining the issues you are experiencing.

I've forgotten my password

Don't worry. Just return to the application log-in page where you will see a link entitled 'Forgotten password'. If you click on this link and enter your email address, you will then be able to recover your password.

I am no longer interested in the apprenticeship – how do I remove my application?

Send an email to the recruitment team at: bt.apprenticeships@bt.com explaining why you are no longer interested and your application will be closed.

How will I know if you have received my online application?

We'll send you an email within 24 hours to confirm we've received your application. Please check your junk email.

How do I check progress of my application?

Simply log on to your online account using your username and password and you'll be able to check the progress of your application.

I have a criminal record which I didn't declare on my application, what should I do?

Send an email to the recruitment team at: bt.apprenticeships@bt.com explaining what has happened. If you are offered a job with BT Group you are required to complete a criminal record check. If this reveals a criminal record that you failed to declare it may result in disciplinary action including dismissal.

I have moved address since I applied – how can I amend this?

Send an email to the recruitment team at: bt.apprenticeships@bt.com They will make a note on your application.

I have had issues completing the online assessment, what should I do?

If you experience technical difficulties with the online assessment please email us at: bt.apprenticeships@bt.com explaining the issues you are experiencing.

I have had an issue completing the video interview, what should I do?

Firstly follow the support instructions on the video interview system webpages, there are trained advisors who will be able to help you. If you are still having difficulties and the video interviewing support team haven't been able to resolve your issue, please email us at bt.apprenticeships@bt.com explaining the issues you are experiencing.