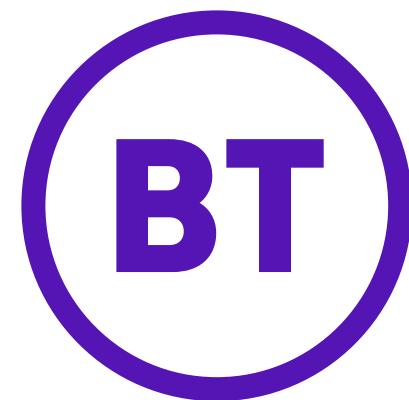


# FROM APPLICATION TO ARRIVAL

AND EVERYTHING IN BETWEEN, GIVING YOU THE BUILDING BLOCKS TO SUCCEED.





# WELCOME

Applying for an apprenticeship, graduate role or internship programme is exciting, but it can feel like a big step.

This pack is here to make the process easier, clearer, and more confidence-boosting for you.

Inside, you'll find everything you need to understand BT, prepare for each stage, and show us the best version of you.



# HOW THIS PACK WILL HELP

Learn about **BT's culture, values, and what makes us unique.**

Understand what programmes BT has to offer including their **entry requirements, timelines, and security checks.**

Access **practice questions, videos, and social links** for extra support.

Find **checklists, and do's & don'ts** to keep you on track.

Explore **additional support and resources for parents and teachers.**

Get **tips and examples** for online assessments, interviews, and group discussions.

# HOW TO USE THIS PACK

- **Start with “About BT”** to get to know us and what we stand for.
- **Work through each stage** of the application process using the tips and examples.
- **Use the practice tools** to build confidence before assessments and interviews.
- **Review the checklists** before the big day to make sure you’re ready.
- **Share the Parents & Teachers page** if they want to support you.
- **Bookmark the contact section** for any questions along the way.



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Find out more about BT?  
Let's get started!

# ABOUT BT

CHAPTER 1

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# WE'RE BT



We are working to become the UK's most trusted connector of people, business and society. To deliver this, we have a three-part strategy: building and running the best, most trusted digital fixed and mobile networks in the country; connecting customers so they thrive, as we grow, in a digital world; and accelerating our modernisation so we can improve how we serve our customers and restore leadership in everything that we do.

That's EE, BT, Plusnet and Openreach. Different uniforms. Different names. But we're all part of BT.

**To family. To friends. To clients and colleagues. Through phones, computers, TVs and more. They trust us to power the emergency services, to keep their businesses running, to keep their phones ringing and they trust us to do the right thing.**



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# FACTS ABOUT BT

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BT owns EE, the UK's top mobile network for 12 years running!



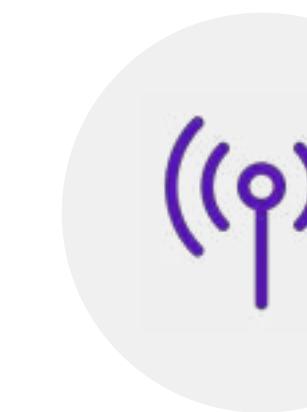
BT operates in 180+ countries and serves over 30 million customers.



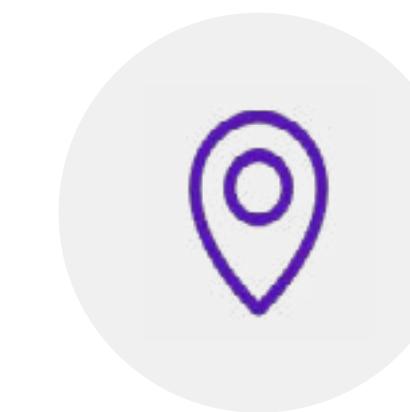
BT Group has over 85,000 employees worldwide.



On March 26, 1976, the late Queen Elizabeth II became the first monarch in the world to send an email and she did it with help from BT scientists before we all knew what emails were!



BT helped build the internet in the UK. They were one of the first to offer dial-up internet, yes, that screechy modem sound your parents might remember!



Founded in 1846, BT started with the world's first public telegraph company and BT has been part of major tech milestones for nearly 180 years!



They're big on cyber security, spotting thousands of threats daily to keep people safe online.



Their Openreach division connects over 20 million homes with full fibre broadband.



It's the UK's biggest telecom provider, offering broadband, mobile, TV, and more.

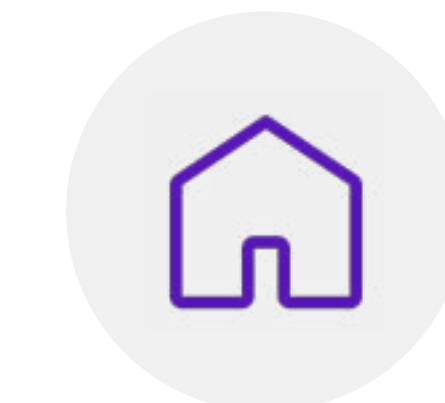


BT has supported over 23 million people with digital skills training since 2015.

# WHY WORK HERE

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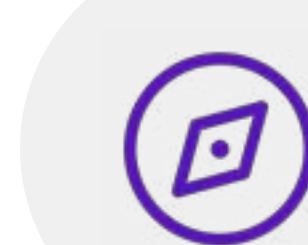
Huge Graduate and  
Apprentice Community and  
events to get involved in



A number of **People Networks**  
such as Ethnic Diversity Network,  
Gender Equality Network and  
Pride Network



Relocation support  
*Programme dependent*



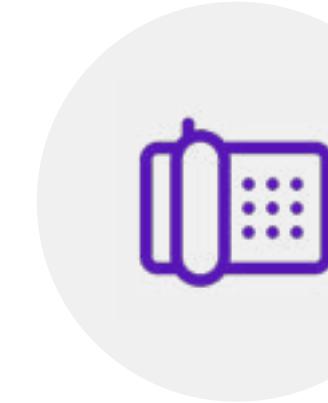
Interest free loan  
*Programme dependent*



Volunteering - 3 days



Early Careers hold Social Events



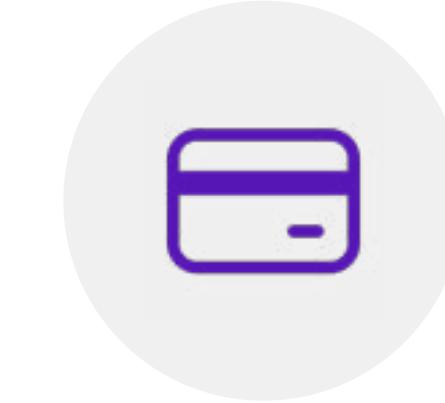
Careers Academy to map  
out your career journey



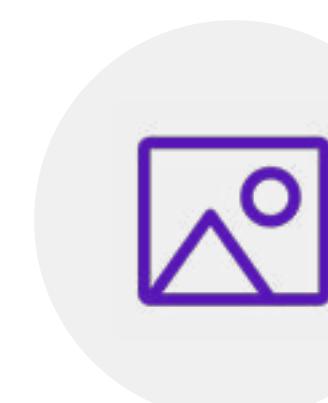
Access to LinkedIn Learning  
to expand your knowledge



Season Ticket travel loan



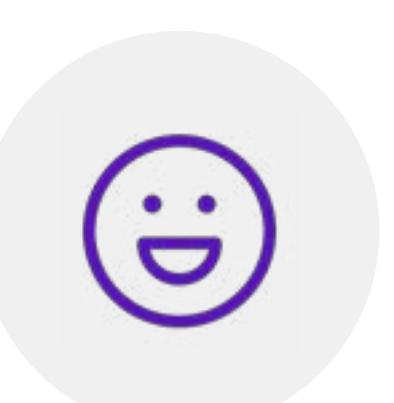
25 Days holiday



My Campus (Training Academy)



Excellent Family\* Leave

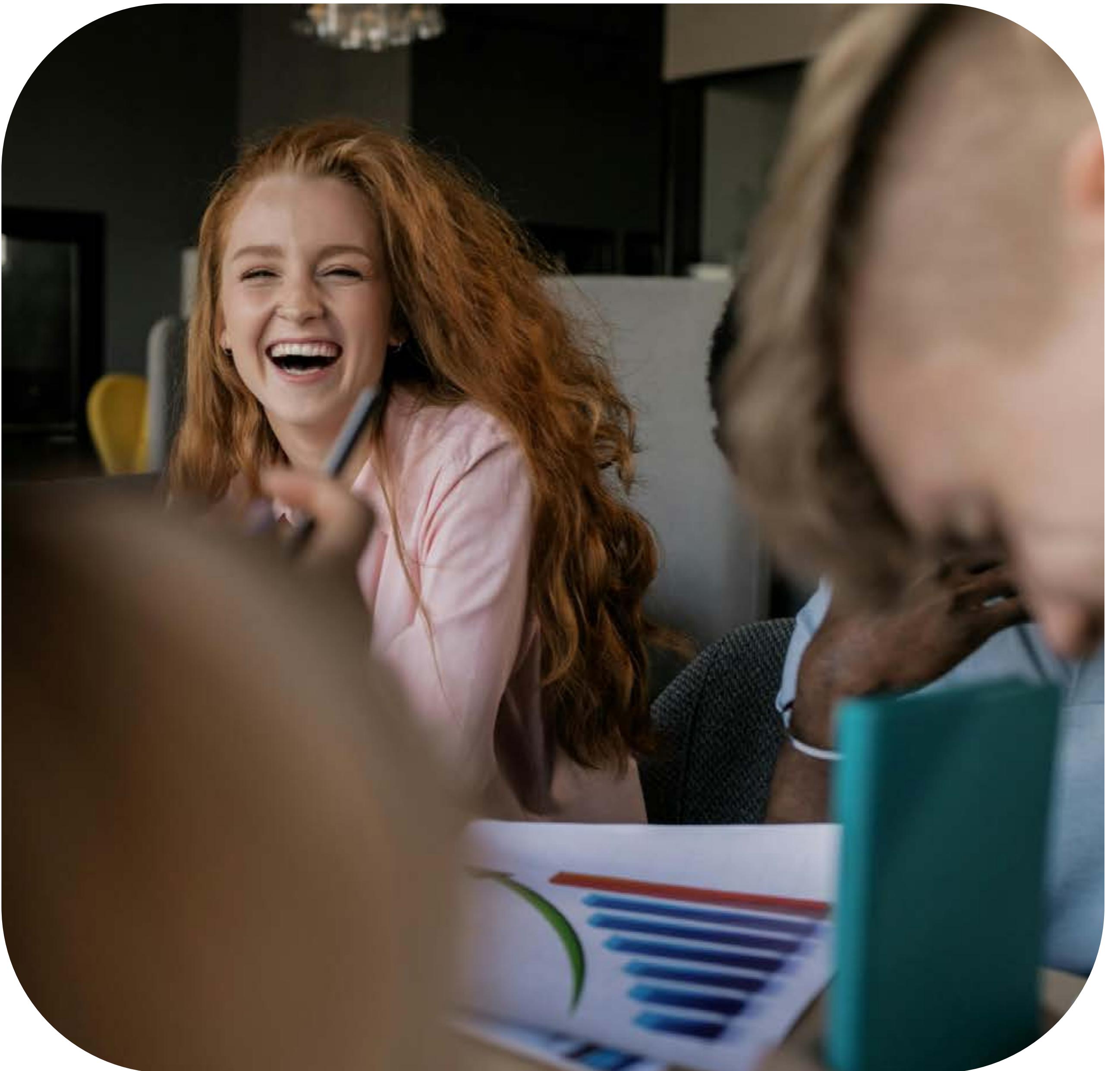


# OUR CULTURE

- At BT Group, we believe that everyone's at their best when they bring their authentic self to work.
- Created a culture that's explicitly designed to help everyone be brilliant.
- Whatever your background.
- Whatever your ambitions.
- Whatever your gender, ethnicity or disability.

The broader the range of perspectives people bring to our over 85,000 strong team, the better we can shape the future.

- [Inclusion](#) | [Our people](#) | [About BT](#) | [BT Plc](#)



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# OUR PEOPLE NETWORKS

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A photograph of a woman with short dark hair, smiling and holding a pen and paper. A person's hand is reaching towards her paper. The background is a dark, blurred office environment.

# EARLY CAREERS IN BT GROUP ROLES

CHAPTER 2

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# EARLY CAREERS

- BT ranked 2nd in the Top 100 Apprenticeship Employers list for 2024
- Apprentice Satisfaction: Reviews from apprentices are generally positive, with 98% of users on the [HIGHERiN](#) platform stating they would recommend BT Group to a friend.
- BT apprentices have rated their compensation and benefits highly, with a 4 out of 5 stars rating.
- Last year across Early Careers we recruited and supported over 144 graduates, apprentices and placement students coming into BT!



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# FACT VS FICTION

## ADDRESSING SOME OF YOUR CONCERNS

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*The recruitment process  
is trying to trick me*

**Not at all, we are trying to  
get to know you and your  
motivations to work with us**

*My CV needs to  
be really strong.*

**We don't ask for your  
CV or a cover letter**

*I need to know someone to  
get through the process.*

**It's about you and  
what you know not  
who you know**

*Interviews are impossible.*

**There is lots of guidance  
in our pack on how to get  
through these**

*I need to go to a top  
university, like Oxbridge  
or Russell Group.*

**We accept any University,  
College or Open  
University in the UK**

*I'll only get a job if  
I get a first Degree.*

**Nope, we accept a 2:2 or  
higher – check out our  
entry requirement pages  
for all of our requirements**

*The online testing is  
tough and I won't pass.*

**We have one online  
assessment which is  
specific to the role, and  
we have loads of hints and  
tips to help**

*If my interview doesn't go  
well at assessment centre,  
I won't have a chance*

**We assess you on a  
combination of the group  
discussion and the face-  
to-face interview at our  
assessment centres – giving  
you two opportunities to shine**



# OUR EARLY CAREERS ROLES

Locations - Manchester, Bristol, Birmingham, London, Belfast, Ipswich & Glasgow – additional locations

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## GRADUATE PROGRAMMES

- Business Explorer - AI Champion
- Technical Designer
- Software Engineering

- £32,500 Business Roles
- £35,500 Technical Roles

## APPRENTICESHIPS

- Business Explorer - AI Expert
- Business Explorer, Improvement
- Customer Support Technician
- Digital; BT Secure Contracts
- Network Apprentice
- Project Manager
- Software Tester

- Starting salary from £21,620, up to £23,810 depending on the programme

## PLACEMENTS

- Technical Designer

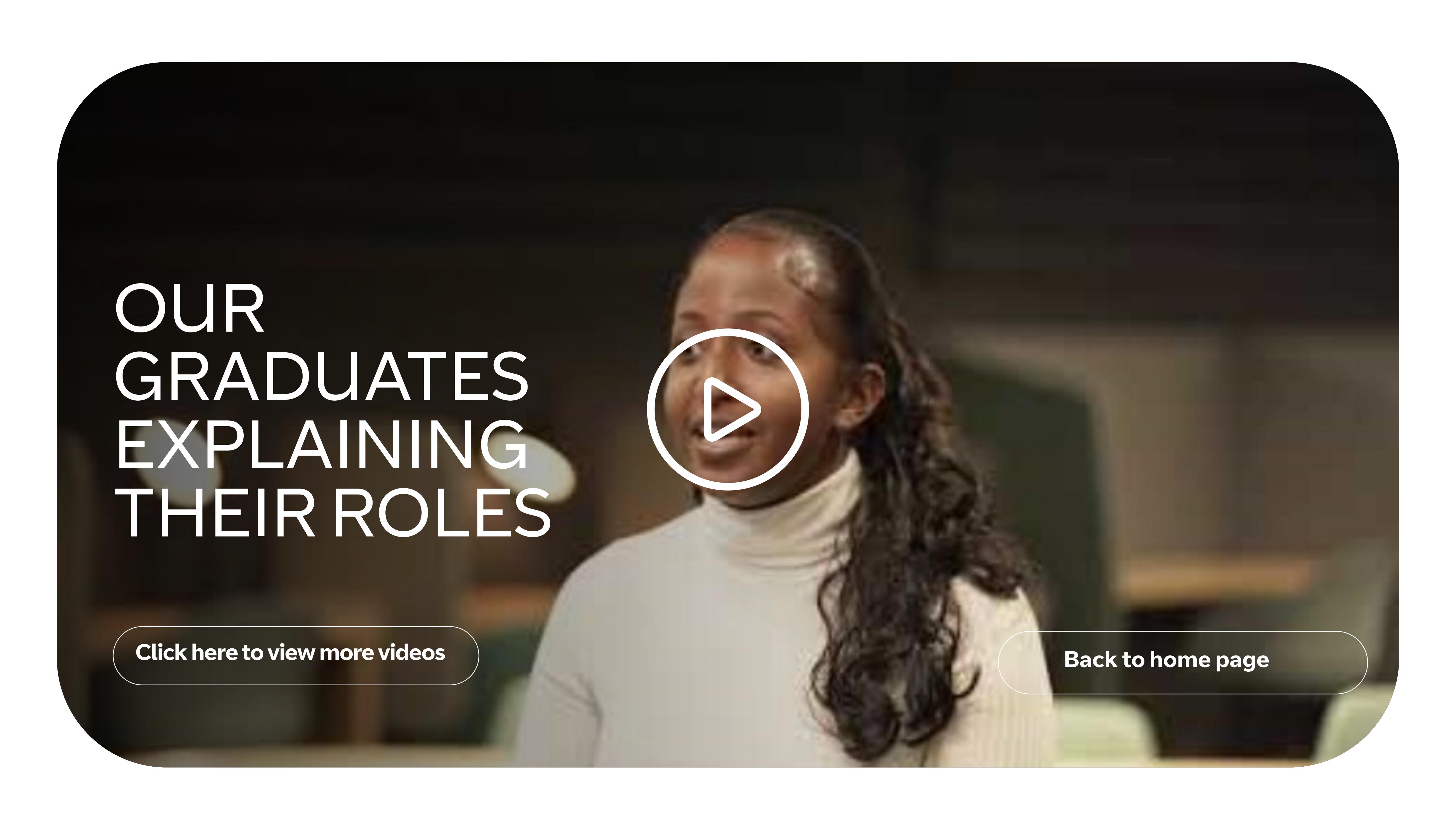
- Salary £24,500 (pro rata)

# GRADUATES

- Our Graduate Programmes are a fantastic way to kick-start your career!
- We offer opportunities across a wide range of sectors within the business, so there's something for everyone. Each programme lasts two years and typically includes three 8-month placements (depending on the programme), giving you the chance to explore different areas and build your skills.
- We ask for a minimum of a 2:2 degree, and while some roles require a STEM background, many others don't. From Business and Digital to Software and Project Management, there are plenty of exciting options to choose from.
- If you're ready to learn, grow, and make an impact, then this is the path for you!



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# OUR GRADUATES EXPLAINING THEIR ROLES

[Click here to view more videos](#)

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# GRADUATE ROLES

## Length of programmes:

- 24 month programme
- 3 x 8 month rotations  
dependent on programme

Free to apply to any role in  
BT after programme

This list is not exhaustive.

Our roles for September 2026 will be available  
on the early careers website from January 2026!

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**Business Explorer -  
AI Champion**

**Technical Designer**

**Software Engineering**



**Scan here to apply  
for roles**

# ADVANTAGES TO A GRADUATE PROGRAMME

- **CLEAR PATH TO GROW**

These programmes are designed to help you learn, develop, and move up quickly. You'll know exactly what's next.

- **FAST-TRACK YOUR CAREER**

Graduate schemes often put you on the fast lane to leadership or specialist roles.

- **MEET THE RIGHT PEOPLE**

You'll connect with mentors, managers, and other grads, building a network that opens doors.

- **LEARN BY DOING**

Real projects, real impact. You'll apply what you know and pick up new skills along the way.

- **GREAT PAY & PERKS**

Many schemes offer competitive salaries, bonuses, and benefits from day one. Relocation support including an interest free loan and moving costs assistance.

- **BIG NAMES ON YOUR CV**

Working with well-known companies gives your CV a serious boost.

- **SUPPORT EVERY STEP**

From training and coaching to professional qualifications, you'll have everything you need to succeed.

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# MAKE THE MOST OUT OF YOUR GRADUATE PROGRAMME

- **BE CURIOUS**

Ask questions, explore different areas, and soak up as much knowledge as you can.

- **SAY YES TO OPPORTUNITIES**

Volunteer for projects, even if they feel challenging you'll learn faster and stand out.

- **BUILD YOUR NETWORK**

Connect with your peers, managers, and mentors. These relationships can open doors later.

- **SET GOALS EARLY**

Know what you want to achieve and check in regularly to stay on track.

- **TAKE FEEDBACK SERIOUSLY**

Feedback isn't criticism, it's your secret weapon for growth.

- **SHOW INITIATIVE**

Don't wait to be told what to do. Bring ideas, suggest improvements, and take ownership.

- **BALANCE LEARNING AND DOING**

Training is great, but applying what you learn makes it stick.

- **CELEBRATE WINS (BIG AND SMALL)**

Recognise your progress, it keeps you motivated and confident.

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# SUMMER INTERNSHIPS

A summer placement is a short-term internship for 10 –12 weeks during the summer break, designed to give students practical experience in a professional setting.

It helps you explore career options, build skills, and enhance your CV before graduating.



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# SUMMER PLACEMENTS

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## DURATION

10 weeks during your summer break.

Timing: Between academic years.

Entry Requirements:  
Predicted 2:2 or equivalent.

## PURPOSE

Offers a short-term insight into a company or industry.

Great for exploring career options and gaining basic experience.

## BENEFITS

Helps build your CV early.

Can lead to future industrial placements or graduate roles.

Often project-based or shadowing professionals.

You work as a full-time employee, with training and mentoring.

Same application process as apprentice roles.

## AREA CAN INCLUDE

- Business
- Software
- Project Management
- Network planning
- Research & Network Strategy

**SALARY  
£24,500  
(PRO RATA)**



# INDUSTRIAL PLACEMENTS

An industrial placement is an 11 months work experience that allows students to gain practical, in-depth exposure to their chosen industry.

It helps build professional skills, enhance employability, and often contributes to future career opportunities.

Students in their penultimate year of their studies can join us for an industrial placement during their sandwich course.

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# INDUSTRIAL PLACEMENTS

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## STRUCTURE

You work as a full-time employee, with training and mentoring.

Same application process  
apprentice roles.

## DURATION

Typically 11 months, starting in September 2026.

Usually during either the second year of a three-year degree or the third year of a four-year degree or between academic years.

## PURPOSE

Provides in-depth, long-term experience in a professional environment.

Linked to your field of study.

## BENEFITS

Builds strong technical and professional skills.

Enhances employability and can lead to graduate job offers.

Sometimes contributes to your degree assessment.

## BUSINESS AREAS

- Software
- Project Management
- Network planning
- Research & Network Strategy

**SALARY  
£24,500**

(PRO RATA)

**Entry Requirements:**  
Predicted 2:2 or equivalent

# ADVANTAGES OF PLACEMENTS

- **GET REAL EXPERIENCE**

Step into the world of work and see what your future career looks like, no guessing required!

- **BOOST YOUR CV**

Employers love real-world experience. A placement makes you stand out from the crowd.

- **LEARN ON THE JOB**

You'll pick up practical skills that you just can't get from lectures alone.

- **BUILD YOUR NETWORK**

Meet people in the industry who can help you land your next role.

- **TRY BEFORE YOU COMMIT**

Not sure if a career is right for you? A placement lets you test it out first.

- **BETTER JOB PROSPECTS**

Many students get offered full-time roles after their placement – how good is that?

- **CONFIDENCE BOOST**

Working in a real environment gives you the confidence to hit the ground running after graduation.

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# HOW TO MAKE THE MOST OF A SUMMER PLACEMENT

**Think of your placement as a career launchpad, not just a box to tick.  
Here's how to make it count:**

- **SET PERSONAL GOALS**

Decide what you want to learn – skills, contacts, or figuring out if this industry is for you. Share these with your manager so they can help.

- **BE CURIOUS AND PROACTIVE**

Don't just wait for tasks – ask questions, volunteer for projects, and show you're keen to learn. Employers love enthusiasm.

- **NETWORK LIKE A PRO**

Get to know people beyond your team. Those coffee chats can lead to future job offers or insider tips.

- **ASK FOR FEEDBACK**

It's the fastest way to grow. Show you're open to learning and improving.

- **KEEP TRACK OF WINS**

Note down projects, skills, and achievements. This will make your CV and LinkedIn shine later.

- **ACT LIKE IT'S YOUR DREAM JOB**

Be reliable, positive, and professional. Many placements turn into graduate roles – make them want you back.

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# APPRENTICESHIPS

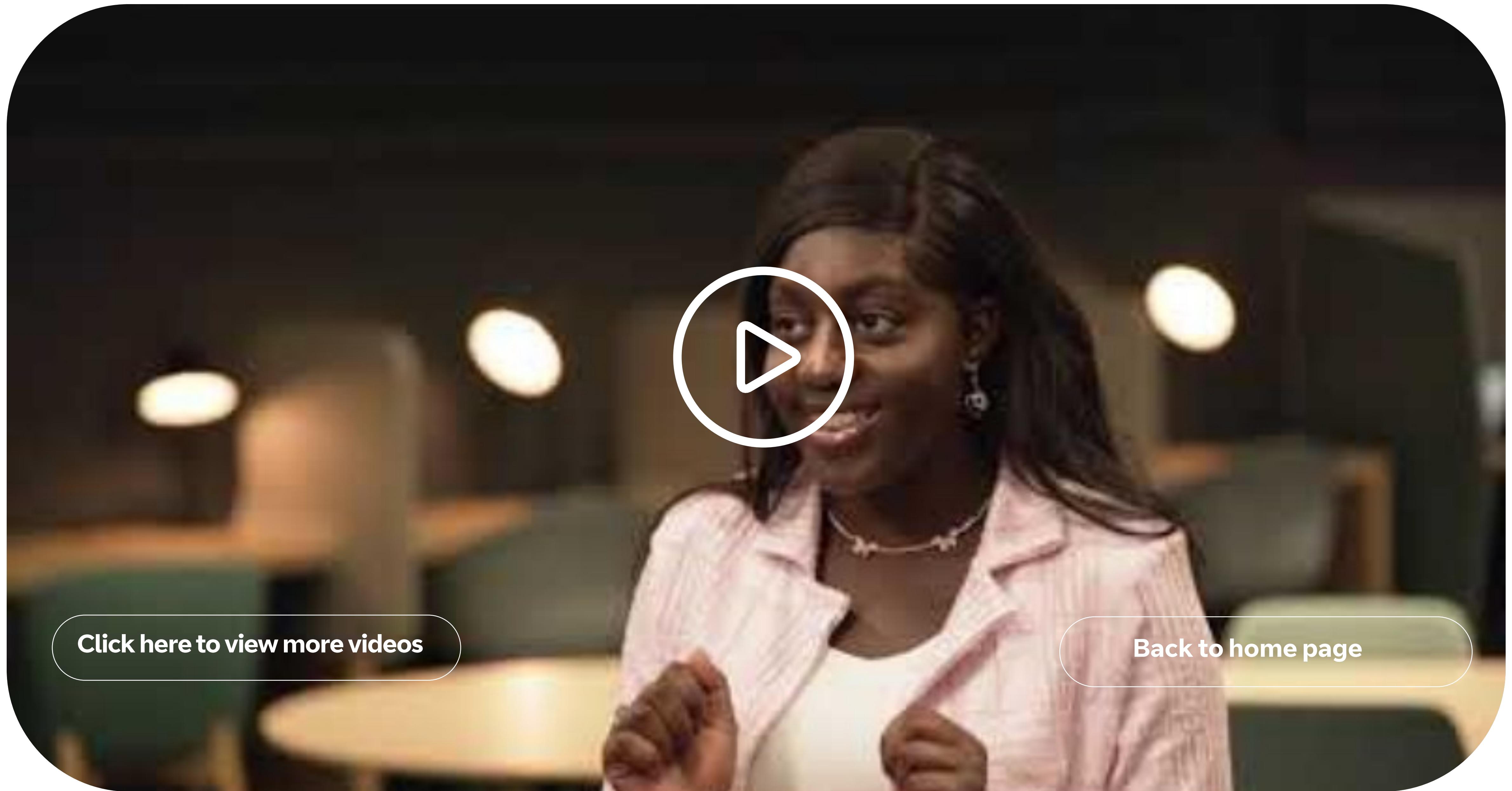
**Learn, earn, and make an impact from day one.**

You'll do real work, gain hands-on skills, and earn a nationally recognised qualification at the same time.

With apprenticeships from Level 2 to Level 6 across areas like Customer Service, Project Management, Software Engineering, Cyber Security, and more, there's something for everyone.

Build real experience and a future that's yours.

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[Click here to view more videos](#)

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# APPRENTICE PROGRAMMES

**LEVEL 2 - 4 APPRENTICESHIPS  
18–24 MONTHS PROGRAMME**

**LEVEL 6 APPRENTICESHIPS  
48 MONTHS PROGRAMME**

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## LEVEL 2 INTERMEDIATE

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

## LEVEL 3 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.

## LEVEL 4 HIGHER

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

## LEVEL 6 FULL DEGREE

You'll work towards our work-based learning degree qualification with one study day per week.

Scan here to apply  
for roles



# APPRENTICE PROGRAMMES

This list is not exhaustive. Our roles for September 2026 will be available on the early careers website from Feb 2026.

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## LEVEL 3 APPRENTICESHIPS

- Field Engineer
- Network Technician
- Digital Support Technician
- Associate Design Draft person
- Security Engineer Apprentice

## LEVEL 4 APPRENTICESHIPS

- Network Engineering Apprentice
- Engineering Maintenance Apprentice
- Lead Engineering Maintenance Technician
- Mechanical & Electrical Power and Infrastructure
- Commercial Apprentice – Marketing Executive

## LEVEL 6 APPRENTICES

- Networking Engineering
- Software Engineering
- Software Engineering – Digital Technology Solutions
- Digital & Technology Solutions – Software Specialism
- Cyber Security
- Business Explorer

# ADVANTAGES OF AN APPRENTICESHIP

## Hands-On Experience

Dive straight into the job and learn by doing, not just from textbooks.

## Recognised Qualifications

You'll work towards a respected qualification while building your career.

## No Big Student Debt

Training is funded, so you can start your career without the heavy financial burden.

## Real Career Opportunities

Many apprenticeships lead to full-time roles and long-term career growth.

## Earn While You Learn

You'll get paid while gaining real skills

## Support All the Way

You'll have mentors and trainers guiding you every step of the journey.

## Skills Employers Want

Practical experience makes you stand out in the job market.



# WHAT DO YOU GET FROM US?

You'll have a work coach and managers to support you and guide you through hands-on learning while you're on the job.

Most of your time will be spent at work, learning by doing. You'll get clear goals for yourself and your team, plus regular catch-ups with your coach and manager to help you stay on track.

You'll have time for your studies too – usually one day a week or set hours during work for academic learning.

Your role will link to what you're learning in class, so you can put your knowledge into practice and see how it works in real life.

You'll get chances to grow your skills beyond the basics, with access to extra training and development through platforms like LinkedIn Learning and other internal resources.

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# HOW TO MAKE THE MOST OF YOUR APPRENTICESHIP?

- **BE CURIOUS**

Ask questions and learn from everyone around you – this is your chance to grow.

- **GET STUCK IN**

Don't be afraid to roll up your sleeves and try new tasks. The more you do, the more you learn.

- **BUILD RELATIONSHIPS**

Chat with your team, connect with mentors, and make those workplace friendships – they'll help you along the way.

- **SET YOURSELF GOALS**

Think about what you want to achieve and keep track of your progress.

- **TAKE FEEDBACK ON BOARD**

Feedback isn't scary – it's your secret tool for getting better every day.

- **SHOW INITIATIVE**

Spot something that could be improved? Speak up! Employers love proactive apprentices.

- **CELEBRATE YOUR WINS**

Every skill you learn is a step forward – be proud of your progress.

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# THINGS TO CONSIDER

Degree apprenticeships are competitive - applicants need to demonstrate motivation and passion of working in the company, a clear interest in the field, and a strong understanding of the job role.

The structure of degree apprenticeships, which combines work with study, can restrict career changes and may require a long-term commitment to one field.

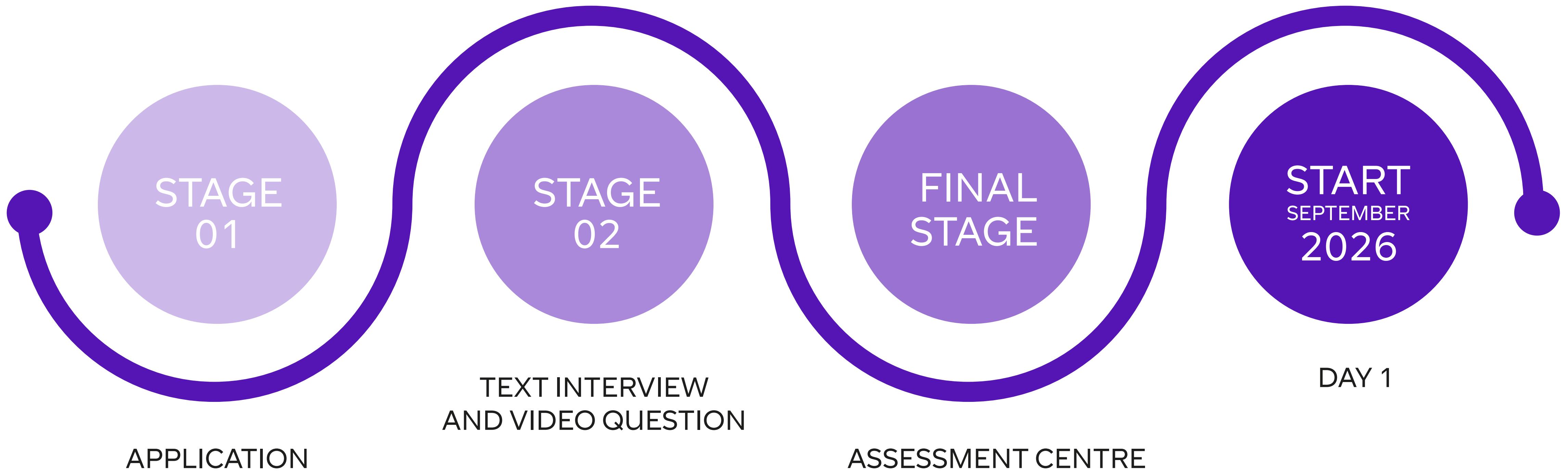
Work study balance – you will require time management skills as there may be a large workload.

You may miss out on the traditional university lifestyle, including societies, events, and networking opportunities but there are lots of opportunities within BT to make up for it.

Degree Apprenticeships are specific, make sure you choose the right one.

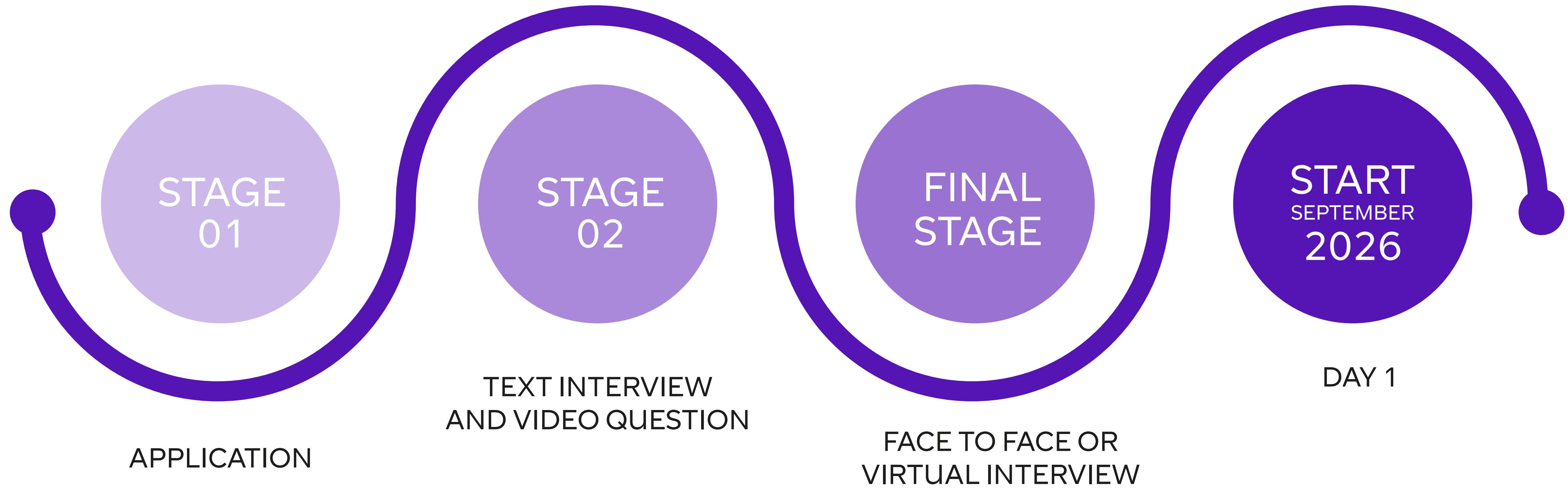
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# GRADUATE, APPRENTICES & INDUSTRIAL PLACEMENT JOURNEY 2026



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# FIELD AND CUSTOMER ENGINEER JOURNEY 2026



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# ENTRY REQUIREMENTS

## GRADUATES

### **A 2:2 degree or higher - England, Wales, Northern Ireland**

- SQF Level 10 – Scotland
- Qualifications can Cross Boundaries
- For STEM related programmes you will need a STEM related degree

### **For certain programmes, you will need programming skills in one of the following:**

- Java, Python, typescript
- Experience with Dev Ops tools – Git/Nexus/Ansible/Terraform
- Basic knowledge of MySQL and of Public Cloud Services (AWS, Azure/GCP)

For some of our Business related degree programmes you will need a Business related degree, this can vary across our programmes.

You should always refer to our adverts to ensure that you know what is required and if you are still not sure contact us via [recruit@bt.com](mailto:recruit@bt.com) and we will be happy to help.

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# ENTRY REQUIREMENTS

## INTERNSHIPS

### Internships (Industrial Placement)

- Penultimate year of undergraduate degree
- On course to achieve a minimum of a 2:2 - England, Wales, Northern Ireland
- For the Software Industrial Placement you will benefit from being in a STEM based undergraduate course
- SCQF – Scotland Level 10

### Qualifications can Cross Boundaries

- Summer internship
- Penultimate year of undergraduate degree
- On course to achieve a minimum of a 2:2 England, Wales, Northern Ireland

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# ENTRY REQUIREMENTS

## APPRENTICES

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### LEVEL 3 APPRENTICESHIPS

#### **England, Wales, Northern Ireland**

- 5 GCSE's at Grade 4-9 (GCSE Grade C or above) Including Maths and English Language

#### **SCQF – Scotland**

- Level 5 - National 5, Modern Apprenticeship, SVQ, NPA, National Certificate Award Qualifications can Cross Boundaries

### LEVEL 4 APPRENTICESHIPS

#### **England, Wales, Northern Ireland**

- 2 A Levels minimum Grade C (64 UCAS points) and 5 GCSE's at Grades 4-9 Including Maths and English Language

#### **SCQF – Scotland**

- Level 5 Higher, Modern Apprenticeship, Foundation Apprenticeship, National Progression Award (NPA), National Certificate, PDA, SVQ, Award

### LEVEL 6 APPRENTICESHIPS

#### **England, Wales, Northern Ireland**

- 3 A Levels, Grades BBC (112 UCAS Points) and 5 GCSE's at Grades 4-9 Including Maths and English Language
- STEM subject needed for STEM related Apprenticeships

#### **SCQF – Scotland**

- Level 6 -Higher, Modern Apprenticeship, Foundation Apprenticeship, National Progression Award (NPA), National Certificate, PDA, SVQ, Award

# ENTRY REQUIREMENTS TIPS AND INFORMATION

- We will ask you to provide the certificates that you have for the exams that you have done and completed.
- You may have these to hand but in case you don't there are a few options that you can look at.
- You can access your personal learning record (PLR) is a permanent online record of your qualifications and achievements.
- It's held by the Department for Education (DfE).
- Your PLR records general and vocational qualifications, such as QCF, A levels, GCSEs, BTEC, diplomas and Functional Skills.
- **[Access your personal learning record - GOV.UK](#)**  
Applies to England, Northern Ireland and Wales.
- You will need your unique learner number (ULN) is a unique 10-digit number, which would be the number you used when you sat your exams.

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# REPLACEMENT CERTIFICATES OR MISSING DETAIL

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The most common school exam boards in the UK for GCSEs and A-levels are:

## ENGLAND, WALES & NORTHERN IRELAND

AQA (Assessment and Qualifications Alliance) – Largest exam board for GCSEs and A-levels in England.

[www.aqa.org.uk](http://www.aqa.org.uk)

**CCEA**  
(Council for the Curriculum, Examinations and Assessment)

Primarily for Northern Ireland.

[www.ccea.org.uk](http://www.ccea.org.uk)

**SCOTLAND SQA**  
(Scottish Qualifications Authority)

Handles National 5, Highers, and Advanced Highers.

[www.sqa.org.uk/](http://www.sqa.org.uk/)

**T LEVELS**  
are an alternative to A levels, apprenticeships and other 16 to 19 courses.

Equivalent in size to 3 A levels, a T Level focuses on vocational skills.

[www.tlevels.gov.uk](http://www.tlevels.gov.uk)

## PEARSON EDEXCEL

Owned by Pearson; offers GCSEs, A-levels, and vocational qualifications.

[qualifications.pearson.com](http://qualifications.pearson.com)

**OCR**  
(Oxford, Cambridge and RSA Examinations)

Provides a wide range of academic qualifications.

[www.ocr.org.uk](http://www.ocr.org.uk)

**WJEC**  
(Welsh Joint Education Committee)

Mainly used in Wales (also offers Eduqas brand for England).

[www.wjec.co.uk](http://www.wjec.co.uk)

# TIPS FOR A SMOOTH CLEARANCE PROCESS

## Getting Ready for UK Job Vetting (Security Checks)

If you're applying for a job that needs security clearance, there's a process called vetting. It sounds serious – and it is – but don't worry, if you know what to expect, you can handle it like a pro.

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## TOP TIPS TO NAIL IT

- **BE HONEST AND UPFRONT**

Trying to hide stuff is worse than the actual issue. Mistakes don't automatically disqualify you, but lying might.

*Tip: If something looks bad, explain it clearly.*

- **GET YOUR PAPERWORK READY**

**You'll need:** ID, Address history, Employment history, and References

- **REPLY QUICKLY**

If UKSV (United Kingdom Security Vetting) asks for more info, don't delay – answer fast.

- **KEEP YOUR FINANCES HEALTHY**

Avoid big debts or unexplained money moves.

- **FOREIGN CONNECTIONS?  
NO PROBLEM – JUST EXPLAIN**

If you've travelled abroad or have overseas links, be ready to talk about them.

Scroll on to find out more about the different types of security checks you might need

# SECURITY CHECKS

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CLEARANCE LEVEL	PURPOSE	CHECKS INCLUDED
BPSS	Basic pre-employment screening	Identity, employment history, criminal record, right to work
SC	For access to Secret information	BPSS + criminal record, credit check, references
DV	For access to Top Secret information	SC checks + detailed personal interview, financial review, foreign associations

# SECURITY CLEARANCE

A security clearance is required for individuals hired for UK jobs or any organisation that handles information pertaining to national security. It requires a series of background checks. The security clearance process ensures your ability to access, manage, and protect classified information securely. You can see more information about the vetting process via this link [Understanding vetting - GOV.UK](#)

There are many **different clearance levels** and it is important for you to understand the one that is associated with the role that you wish to apply for, this will be clearly stated on the Job Advert, you can find out more about the different levels here:

[National security vetting: clearance levels - GOV.UK](#)

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## Security best practice

Before you apply, we advise you to consider setting up a separate email address for your contact with us, to ensure your personal and application correspondence remain separate. Try to avoid having identifying features in your email address, such as your first and/or surname and date of birth.

This is good practice and will help you to securely manage your application with us.

## Different Types of Security Clearance

# BPSS (BASELINE PERSONNEL SECURITY STANDARD)

This is technically not a security clearance but a pre-employment screening and will take place when you accept the offer of employment.

It provides access to information that can cause damage to national security if it is disclosed without authorisation. It is necessary for anyone working on behalf of a government department/project or employed on sensitive systems and/or locations.

## WHAT THE PROCESS INVOLVES

### Identity verification

Confirming the candidate's identity through official documents.

### Right to work

Verifying the individual's legal right to work in the UK.

### Criminal record check

A basic criminal record check is usually conducted.

### Employment history

Verification of at least the last three years of employment and any significant gaps.

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## Different Types of Security Clearance

# SC (SECURITY CHECK)

This is for those with access to top secret information or information that could cause an equal amount of damage, whether the information is from the UK or another country or organisation. At this level, third-party individuals may also be checked. Financial questionnaires are recorded.

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## WHAT THE PROCESS INVOLVES

### Baseline Personnel Security Standard (BPSS)

This is the first stage and includes identity, nationality, and immigration status checks, as well as an unspent criminal records check.

### Security Questionnaire

You will need to complete a detailed form covering your personal history, including your financial history.

### Record Checks

Checks will be made against departmental records, Security Service records, and UK criminal records.

### Credit and Financial History

A check of your credit and financial history with a credit reference agency is also part of the process.

### Interviews

In some cases, if there are unresolved security concerns, you may be interviewed by an investigating officer.

## Different Types of Security Clearance

# DV (DEVELOPED VETTING )

This is the highest level of security clearance, which involves ten extra steps beyond the Baseline level, including a full review of personal finances. It's required for individuals with access to Top Secret information or other information that could hurt national security just as much if leaked.

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## WHAT THE PROCESS INVOLVES

BPSS once completed the following will be required

Checking departmental records

A security questionnaire  
(providing personal data)

Checking against  
criminal records

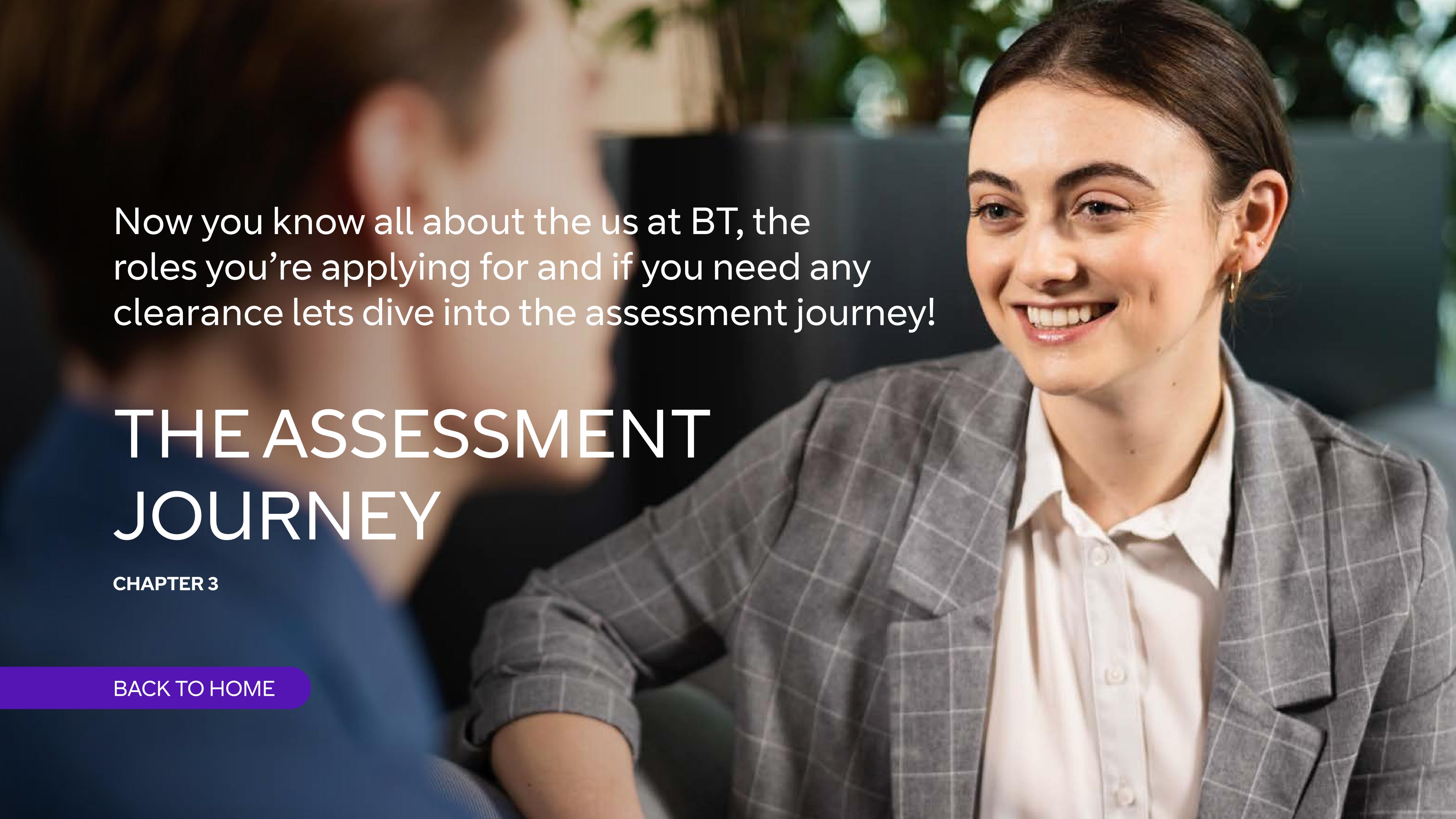
Credit Reference check

Security Service check

Internet Questionnaire

Financial Questionnaire

Individual Interview with  
a Security Vetting Officer

A woman with dark hair tied back, wearing a grey checkered blazer over a white collared shirt, is smiling warmly at the camera. She is positioned on the right side of the frame, with a blurred background of greenery and a building.

Now you know all about the us at BT, the roles you're applying for and if you need any clearance lets dive into the assessment journey!

# THE ASSESSMENT JOURNEY

CHAPTER 3

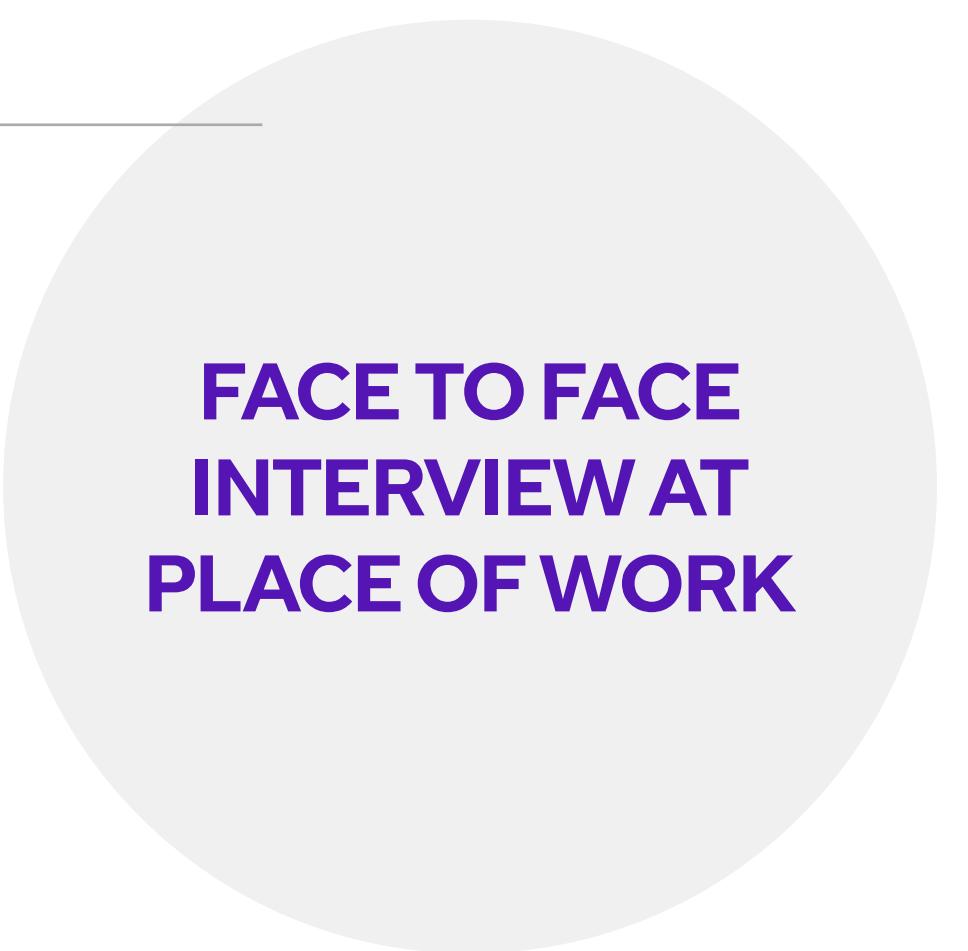
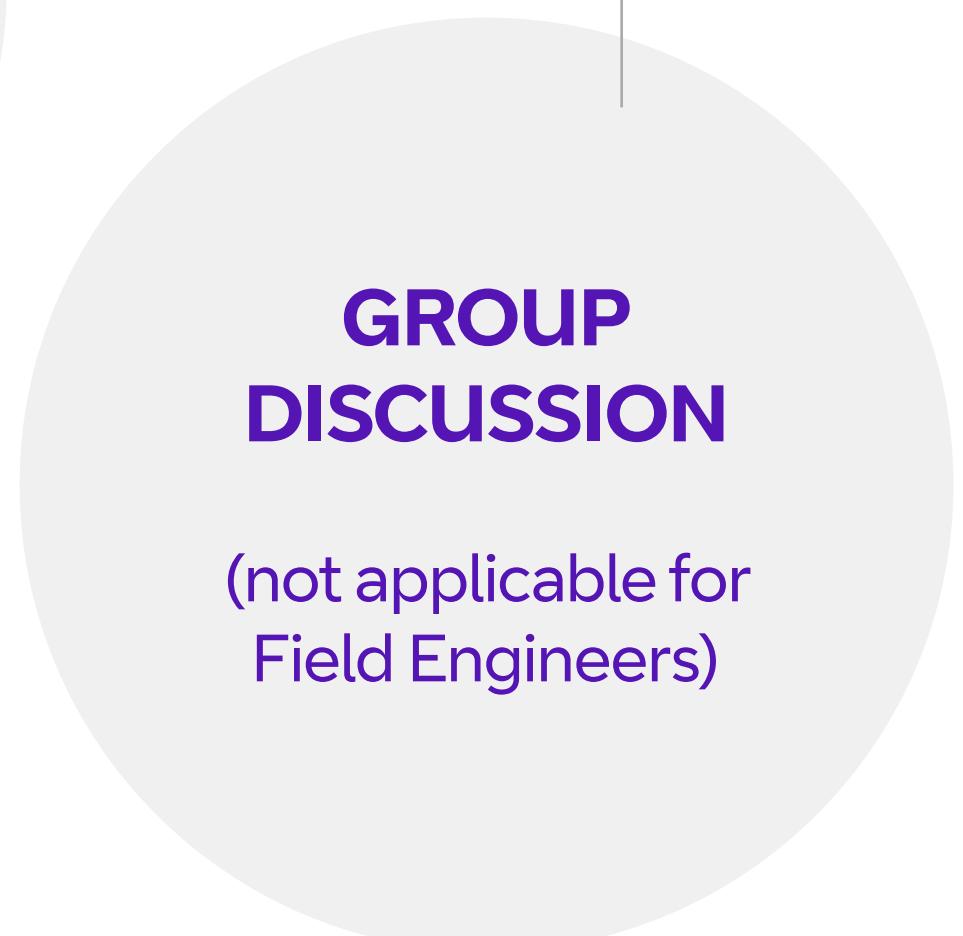
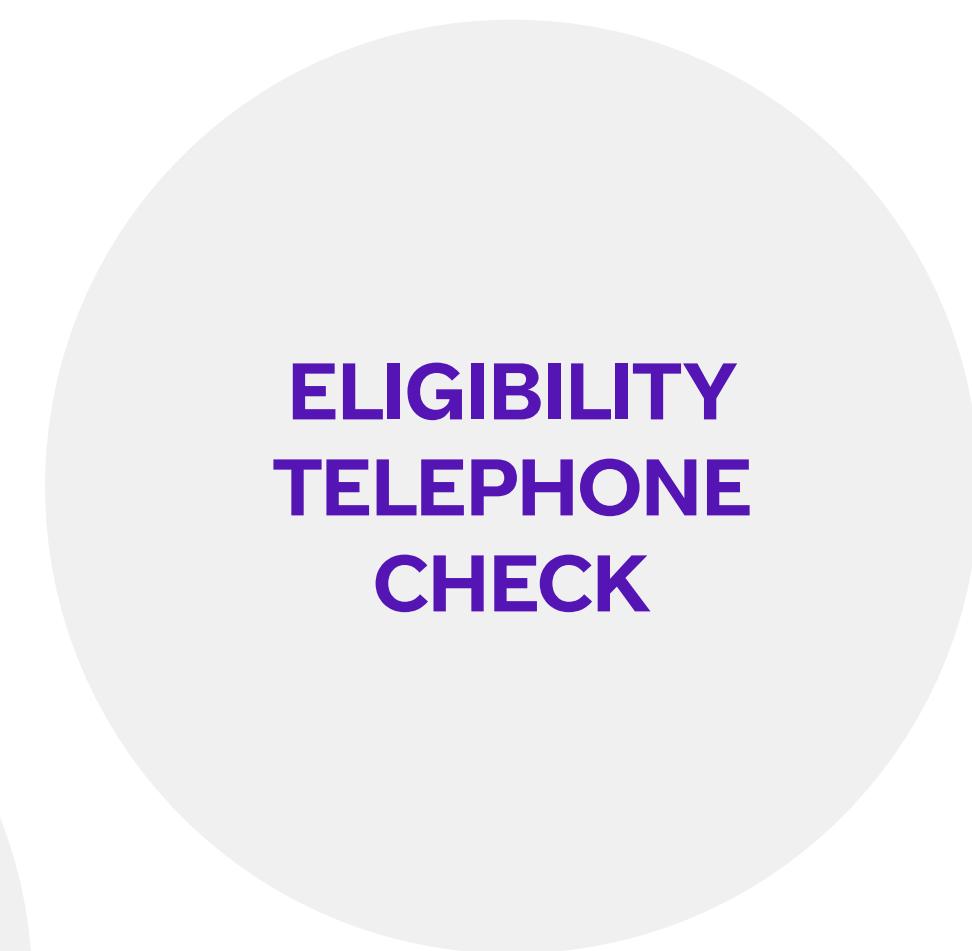
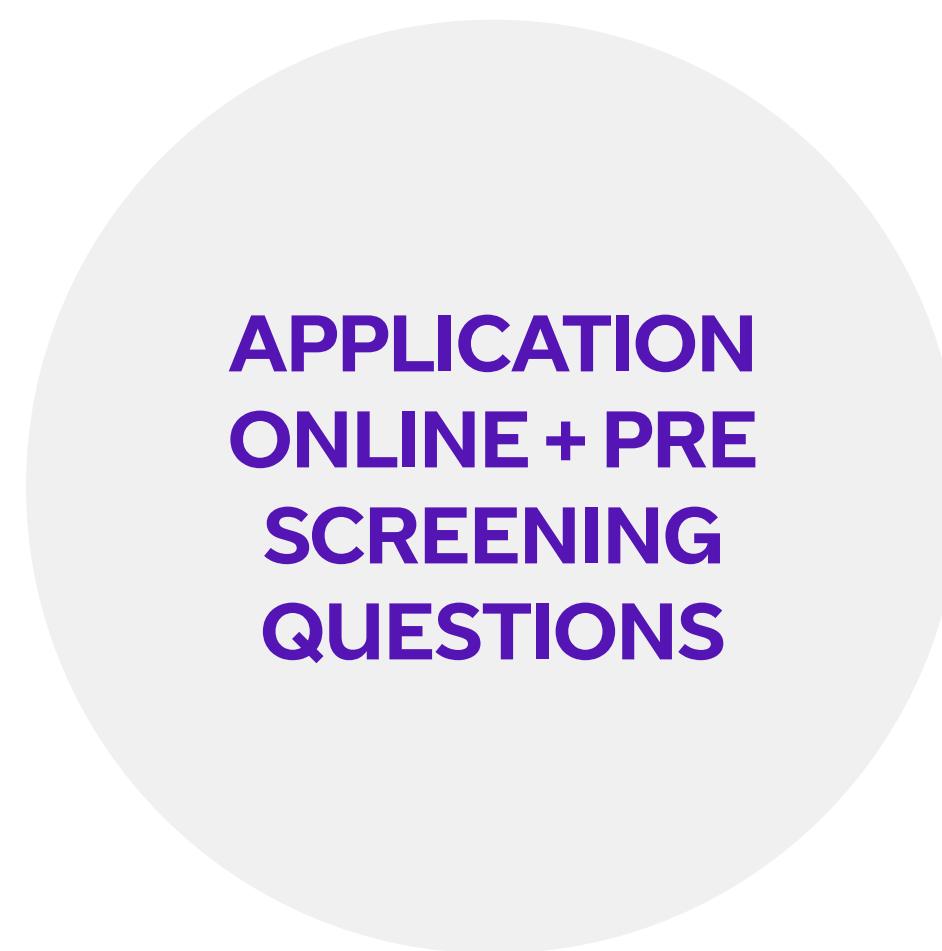
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CHAPTER 3

# GRADUATES, APPRENTICES, PLACEMENTS

## THE ASSESSMENT JOURNEY

Click each circle to find out more



Assessment Event

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CHAPTER 3

# FIELD & CUSTOMER ENGINEERS

## THE ASSESSMENT JOURNEY

Click each circle to find out more

APPLICATION ONLINE  
+ PRE SCREENING  
QUESTIONS

TEXT INTERVIEW  
& “YOUR VIDEO  
QUESTION”

ELIGIBILITY  
TELEPHONE CHECK

FACE TO FACE OR  
VIRTUAL INTERVIEW  
AT PLACE OF WORK

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# KEY POINTS TO THINK ABOUT

## Applications for our Early Careers roles are **now open**.

We have an apply by date on our adverts but we may close applications as soon as we have enough applicants, so its better to apply sooner rather than later to avoid being disappointed.

We don't need your CV or a cover letter – the questions that we ask you will cover everything we need to know about you.

You need to keep checking the email address you used to make the application as we'll use this to send you guidance on the next steps. You can also see the current status of your application in the BT Portal, during our busy times from Jan –April there may be a delay in updates.

If for any reason you need to change this email address during the process, please either update via the BT Portal or contact us via [recruit@bt.com](mailto:recruit@bt.com)

All of our programmes require a final interview as part of the assessment event – these mostly take place on a face-to-face basis but some of our assessment events may be virtual, depending on the location of the role. These will be taking place from **April-June 2026**.

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# HOW TO PREPARE TO APPLY

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## RIGHT TO WORK DOCUMENTATION

All applicants must provide valid documentation to confirm their eligibility to work in the UK. Acceptable documents include:

- A valid UK passport
- A passport or national identity card from an EU/EEA country
- A biometric residence permit

If you do not hold these, you may provide:

- A UK-issued birth or adoption certificate and
- An official document showing your National Insurance number

For non-UK citizens, evidence of immigration status and permission to work will be required, such as:

- A visa
- A Home Office share code

Please note:

- All documents must be original and in date
- Photocopies or expired documents cannot be accepted

## PREPARE FOR YOUR ASSESSMENT

- Research Your Options: Know the roles, expectations, and career paths available.
- Follow industry insights, join LinkedIn Groups related to your desired field to show commitment.
- Practice Interview Skills: Prepare for competency-based questions and technical questions related to the industry. Structure your responses using the STAR method.
- Prepare examples of past experiences that demonstrate key skills.

- Think about why you're suited for the apprenticeship, your passion for the programme , and how you align with the company's values.

- [Interview Simulator Tool: Practice & Ace Your Interview](#)
- [Free Mock Interview Practice Tool | 70+ Job Profiles | AI Feedback | FreeMockInterview](#)

# APPLICATION TIPS

- Research the company and the role you are applying for.
- Identify your skills that would benefit you in the role.
- Competency-based interviews are common in the UK. Prepare answers using the STAR method (Situation, Task, Action, Result) and tailor examples to the job role.
- Prepare examples of past experiences that demonstrate key skills.
- Assessment events often include case study exercises where you'll need to analyse business situations. Practice structuring and presenting solutions logically.
- Be ready to collaborate and communicate clearly in group tasks.

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# THE TEXT BASED INTERVIEW & YOUR VIDEO QUESTION

## EVER WISHED INTERVIEWS WERE LESS AWKWARD?

Good news – they can be! A **Text Based Interview** is like having an interview over text. No video calls, no dressing up – just you, your device, and a few questions. We will also ask you one question that you'll record yourself answering.

## HOW DOES IT WORK?

You will be asked 5 text-based questions, and it's really important that you use between 50-150 words to answer each question.

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The questions and skills scored are relevant to the role.

- No bias about age, gender, race or disability.
- Totally fair and data-driven.

## **Why is this awesome?**

- It's **way less stressful** than a traditional interview.
- Our AI looks only at what you say – not who you are.
- You can re-write and check your answers as many times as you need before you submit.
- Your answers are checked for fairness.

## **Bonus for YOU**

When you're done, you'll get:

- A **personality profile**.
- A **coaching tip** to help you improve - This is **just for you** – your future employer never sees it.

# TIPS ON HOW TO MASTER THE TEXT BASED INTERVIEW

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**Check your Wi-Fi & battery**  
Stay connected and charged.  
You can do this on any device.

**Keep answers clear**  
Aim for 50–150 words per  
question (max 500). To make  
sure you get an accurate  
feedback report make your  
answers at least 150 words.

**Give yourself 20–30 minutes**  
There is no time  
limit so take your  
time and don't rush.

**Save and return anytime**  
You'll get a link to pick up  
where you left off.

**Find a quiet spot**  
No distractions.

**Check spelling**  
Quick review before  
you hit submit.

**Use real examples**  
From school, hobbies,  
family, or work.

**Be original**  
No copying or using AI  
tools. Text Based Interview  
checks for copying from  
various internet sources and  
can detect if answers come  
from site like ChatGPT.

**Most importantly,  
be yourself!**



# YOUR VIDEO QUESTION

Your Video Question gives you the chance to bring your answers to life. It's an opportunity to show us your interest in BT - things that don't always come through in text so this is your opportunity to share your thoughts in your own words.

Your video will help us get a more complete picture of you alongside your Text Based Interview responses.

It's just a short video asking 1 question on your motivation to work with us. Simple.

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# TOP TIPS FOR YOUR VIDEO QUESTION

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**Find a quiet spot**  
Fewer distractions  
= better focus.

**Check your tech**  
Make sure  
your camera  
and mic work.

**Light it up**  
Sit somewhere  
bright so we can  
see you clearly.

**Dress  
comfortably**  
no need for a suit!

**Take your time**  
**you can record**  
**at your own pace**  
you have a 90  
second limit.

**Read the  
question first**  
Take a moment  
to think before  
you start.

**Imagine  
you're having a  
chat with a friend**  
It feels more like a  
real conversation.

**Practice once**  
A quick test  
video can help  
you feel ready.

**Before you click  
submit play it back  
and make sure  
you're happy**  
you have 5  
attempts.



# SCREENING CALL

We're thrilled you're starting this journey with us!

Before we move forward, we just need to confirm a few important details – like your right to work in the UK and the qualifications for the programme you've chosen. Having your supporting documents ready will help us keep things moving smoothly. We can't wait to see you take the next step!

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# YOUR ASSESSMENT CENTRE - TODAY IS ALL ABOUT YOU!

This is your chance to make the most of the experience, ask any questions you have, find your way to the office, meet some of your potential colleagues, and get a real feel for what it's like to actually work at BT. We want you to leave with a clear picture of the role, the team, and the environment, so take every opportunity to explore and connect!

You'll be with us for 3 - 4 hours at your chosen location for an interview and group exercise - no need to prepare a presentation, and we can provide you feedback if you request it.

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We want everyone to feel comfortable and able to perform at their best during our assessment centres. There is no formal dress code – please wear whatever makes you feel most at ease. We also understand that people express themselves in different ways, and we do not assess candidates based on body language, eye contact, or other non-verbal behaviours. Our focus is on your skills, experience, and how you approach the tasks. We welcome neurodiverse applicants and aim to create an environment that supports different ways of thinking and communicating.



# THE ASSESSMENT CENTRE WHAT HAPPENS

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## LET'S KICK THINGS OFF!

When you arrive, you'll be greeted by our friendly recruiters who will guide you through the first part of the assessment centre.

## FIRST ACTIVITY – YOUR TIME TO SHINE!

You'll start with one of these:

- A face-to-face interview with the hiring manager for your role ([click here to find out more](#))
- Or a group discussion with 3 or 4 other candidates ([click here to find out more](#))

## TAKE A BREATHER AND CONNECT

After your first exercise, you'll have a chance to:

- Chat with your buddy – they're there to answer any questions about the role or the company and are usually in a similar role to what you've applied to. They've also been through the whole process before and know what it's like to be on a programme in BT so ask away.
- Grab a refreshment and relax before the next stage.

## QUICK DOCUMENT CHECK

We'll take your right-to-work documents that you told us about in your initial application (passport, driving licence, etc.) to copy and verify—this is a simple step to make sure everything is in order.

## SECOND ASSESSMENT

Next up, you'll complete your second exercise. This is another great opportunity to show us your skills and personality!

## EXPLORE YOUR FUTURE WORKPLACE

Once both assessments are complete, your buddy will take you on a tour of the building – so you can get a feel for the environment you might soon be working in if you're successful.

# GROUP DISCUSSION

## Welcome to the BT AI Innovation Team!

You've been invited to take part in an exciting team challenge where you'll help BT explore how to use Artificial Intelligence (AI) **responsibly**.

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### WHAT'S THE TASK?

You and your teammates will look at different types of AI and figure out:

- What the **benefits** are
- What the **risks** might be
- And how BT can use AI in the **best and most responsible way**

### TIMINGS

- There will be four in a group, each with your assigned BT assessor in the background. Once you have been prepped you
- You will have individual preparation time; reading and making notes on the overall materials as well as your individual brief.
- You will then have **35 minutes** for your group discussion. Make sure that by the end of your discussion, your group has a clear final set of recommendations for BT. Everyone will be marked based on the group discussion.

### A FEW THINGS TO KEEP IN MIND

- Some of the materials are **made up** just for this task, so feel free to make **reasonable guesses** – just be sure to explain your reasoning.
- You **don't need to know anything about AI beforehand** – everything you need is included in the materials.

### HOW DOES IT WORK?

- Everyone has the same overall goal, but each person will be looking at **different types of AI**, so you'll need to **work together** to get the full picture.
- There's no **single right answer**—what matters most is how well you explain your thinking and work as a team.

# HOW TO ACE THE GROUP DISCUSSION

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**Start strong**  
Offer structure  
or summarise  
the task

**Collaborate**  
Build on others'  
ideas and encourage  
quieter members  
of the team

**Summarise**  
Offer to recap key  
points or decisions

**Stay focused**  
Keep the group  
on track and  
manage time

**Use inclusive  
language**  
Remember others  
around you

**Avoid**  
dominating,  
interrupting, or  
being overly quiet

**Assessors look for**  
Teamwork, leadership,  
problem-solving, and  
alignment with BT's 5  
key Behaviours

**Remember it's not  
how much you speak  
its about what you  
say when you do!**

# HOW TO ACE THE GROUP DISCUSSION

## Before the Discussion in your prep time

- Understand the Topic; **Make as many notes as you can** and back up your points with facts or examples that you find in the information you've been given.
- Prepare Key Points; **Jot down a few arguments**, counter-arguments, and questions you might raise. This helps you stay focused and relevant.

## During the Discussion

- **Be an active listener;** Pay close attention to others. This shows respect and helps you respond thoughtfully rather than repeating points.
- Speak Clearly and Concisely; Make your points in a structured way – state your idea, support it, and conclude briefly.
- Critical Thinking Tips; Ask insightful questions to deepen the discussion.
- Build on others' ideas to show collaboration.
- **Summarise key points** if the conversation gets scattered - this helps refocus the group.
- Stay Calm and Respectful and Disagree politely. Use phrases like “I see your point, but...” or “That’s interesting – what if we also consider...”
- Encourage Others; **Invite quieter members to share their views.** This shows leadership and teamwork.

## After the Discussion

- Follow up with a **summary or action plan.**

If you need additional support please refer to our disability pages.

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# FACE TO FACE INTERVIEW

## Duration

40 minutes – 5 questions

## Format

Motivational and competency-based questions

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## YOUR INTERVIEW OVERVIEW

Here's what the interview will focus on:

### **Why BT?**

- What makes BT exciting for you?

### **Why this programme?**

- Why is it the right fit for your future?

## KEY THEMES

### **Motivation**

- What attracts you to BT as an employer?
- How does this programme match your career goals?
- How do your values and ambitions fit BT's culture?

### **Show evidence with examples**

- Use the STAR method (Situation, Task, Action, Result) to keep answers clear.

### **Learning & adaptability**

- How do you handle new challenges and pick up skills quickly?

### **Skills & Competencies**

- Learning fast and grabbing new opportunities
- Working well in a busy, fast-paced environment
- Staying resilient and solving problems when things get tough
- Teamwork and adaptability

## WHAT WE'RE LOOKING FOR

Bring examples that show:

- Times you learned something new under pressure
- How you handled challenges and delivered results
- Evidence of teamwork and a proactive attitude
- Pro tip: Use STAR to make your answers clear and professional. Link to star on the next page

STAR

# TELL ME ABOUT A TIME WHEN...

START

## SITUATION

***Where were you?  
How were you feeling?***

The interviewer wants you to set the scene of a challenging situation you recently found yourself in.

MIDDLE

## TASK

***What did you achieve?***

The interviewer will be looking to see what you were trying to achieve from the situation.

END

## RESULT

***What was the outcome of your actions?***

What did you achieve through your actions, and did you meet your objectives?

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# SAMPLE QUESTIONS

+ RELATABLE STAR ANSWERS

## Top Tips

- Use **real-life examples** from school, part-time jobs, sports, or volunteering.
- BT loves a positive approach – demonstrate your interest and engagement in a way that feels comfortable for you.
- Always **link back to BT** and how you'll thrive in their environment.

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## Q1: WHY DO YOU WANT TO WORK AT BT?

- **Situation:** I researched companies that lead in tech and innovation.
- **Task:** Find one that invests in young talent.
- **Action:** BT stood out for its apprenticeships and learning culture.
- **Result:** I want to join BT because it offers real growth and exciting projects.

## Q2: WHY ARE YOU INTERESTED IN THIS PROGRAMME?

- **Situation:** I've always been curious about tech and problem-solving.
- **Task:** Look for a programme that gives hands-on experience.
- **Action:** BT's programme offers rotations and mentoring, which is perfect for learning.
- **Result:** It matches my goals to build skills and start a tech career.

## Q3: TELL ME ABOUT A TIME YOU LEARNED SOMETHING NEW QUICKLY.

- **Situation:** At school, I had to learn a new app for a group project.
- **Task:** Make sure the team could use it for presentations.
- **Action:** I watched tutorials, practiced, and taught my friends.
- **Result:** We finished the project early and got great feedback.

## Q4: DESCRIBE A TIME YOU HANDLED A CHALLENGE IN A BUSY ENVIRONMENT.

- **Situation:** I worked a Saturday shift at a café during a rush.
- **Task:** Keep customers happy and orders flowing.
- **Action:** I stayed calm, organised tasks, and helped teammates.
- **Result:** We served everyone on time and even got compliments.

## Q5: SHARE AN EXAMPLE OF WHEN YOU STEPPED OUTSIDE YOUR COMFORT ZONE.

- **Situation:** I volunteered to speak at a school assembly.
- **Task:** Present a project to 200 students.
- **Action:** Practiced with friends, used cue cards, and stayed confident.
- **Result:** The talk went well, and I felt proud for trying something new.

ADDITIONAL SUPPORT – PERFORMING TO YOUR BEST

# ACCESSIBILITY SUPPORT FOR CANDIDATES

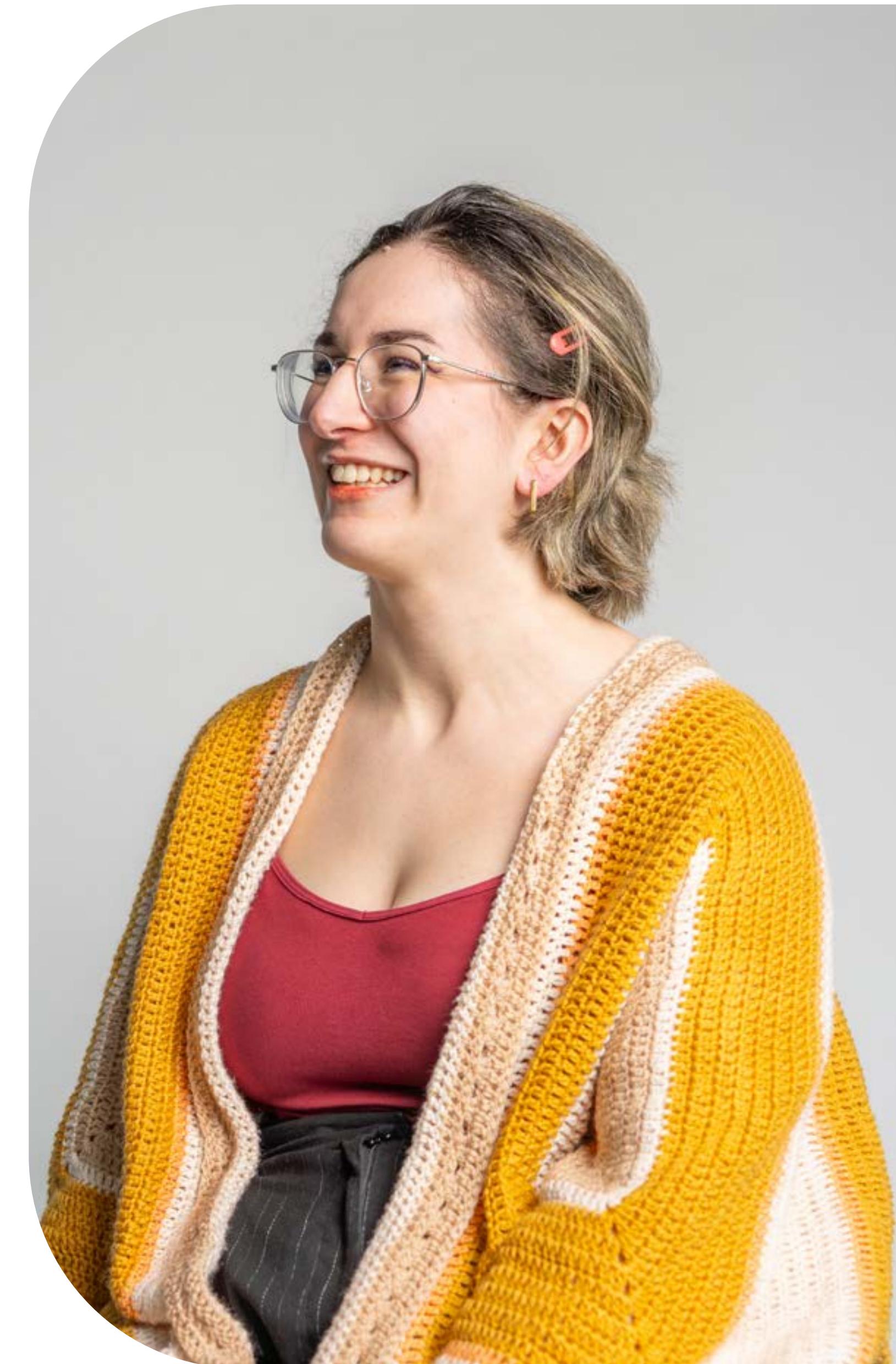
At BT, we believe everyone deserves an equal chance to join our team. If you have a neurodivergent or other health-related condition, we want you to know that your application is not just welcome, it's valued.

We'll provide the support you need at every stage of the process so you can be yourself and show us your best.

**Our goal is simple: to remove barriers, create opportunities, and ensure you're assessed only on what matters, your skills and potential.**

This guide is designed for our candidates who require additional support during our recruitment process.

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ADDITIONAL SUPPORT – PERFORMING TO YOUR BEST

# OUR COMMITMENT TO INCLUSION

BT Group is a Level **3 Disability Confident Employer**.

We recognise that inclusion and diversity are not just the right thing to do – they are critical to our growth and future success. Our workplace must reflect the customers we serve, including the **24% of the UK population who are disabled or have a long-term health condition**.

We value the unique perspectives disabled people bring to our business. We cannot build an inclusive digital future without them.

That is why we are striving to make it fair and easy for people with every kind of disability to apply and build a career with us.

When you apply for a role with us, we want you to feel respected, welcomed, and confident that you'll be assessed only on your suitability for the position. We're committed to removing barriers wherever we can.

We also work with external experts, such as the **Business Disability Forum**, to ensure we meet the standards expected of a **Disability Confident Leader**.

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## ADDITIONAL SUPPORT – PERFORMING TO YOUR BEST

# SHARING INFORMATION ABOUT YOUR DISABILITY OR HEALTH CONDITION

We encourage candidates to let us know if you have a neurodivergent or health condition. Sharing this information empowers us to support you effectively and helps us continue building a truly inclusive workplace.

To help us understand how well we're reaching and attracting a diverse range of candidates, we invite you to complete a few **voluntary monitoring questions**.

Your answers are:

- Completely confidential.
- Kept separate from your application.
- Used only to help us improve recruitment practices.

You should feel safe and comfortable sharing as much or as little as you wish — and if you'd prefer not to answer any question, simply select **“Prefer not to say.”**

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## ADDITIONAL SUPPORT – PERFORMING TO YOUR BEST

# YOUR JOURNEY AT A GLANCE – LET US KNOW IF YOU NEED ADDITIONAL SUPPORT

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1. **APPLY**  
No CV required.
2. **UNTIMED ONLINE ASSESSMENT**  
Written responses to a mix of five scenario-based and experience-based interview questions at your own pace.  
  
**Please note:** responses are scored on spelling and grammar. As this exercise is not timed, you will have the opportunity to check your spelling and grammar before submitting.
3. **ONLINE VIDEO RECORDED QUESTION**  
90-second video, up to 5 attempts.
4. **SHORT SCREENING CALL WITH OUR RECRUITER**  
A conversation in the format that suits you, covering pre-screening questions.
5. **ON-SITE COMPETENCY INTERVIEW**  
Accessible, supportive, and designed to help you feel at ease and be yourself.
6. **GROUP EXERCISE**  
Included in some of our programmes.
7. **TIME FLEXIBILITY**  
Each step allows you the time you need to complete.

# SUPPORT DURING YOUR RECRUITMENT JOURNEY

- Dedicated recruiter to support you – Recruit@bt.com
- Additional support can be requested at any stage
- Most of our buildings are **accessible** – we will share building details in advance
- Alternative communication methods
- Pre-visits to sites on request
- Buddy support through our **Able2 Disability Network**
- A support companion if needed
- Clear schedule, structure, and expectations in writing
- Interviewers trained in neuro-inclusive practice
- Our recruiter will discuss any additional support with you and follow up after the assessment

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# SUPPORT WHEN YOU JOIN US

OUR COMMITMENT DOESN'T END AT RECRUITMENT. WHEN YOU JOIN US:

- You can use our **Workplace Adjustments** process to get the tools and environment you need
- You can create a **BT Passport** – a simple document that helps share what you need to work effectively, including disability, health, or caring responsibilities
- Our **Able2 internal people network** provides lived-experience support and contributes to our Diversity & Inclusion plans
- We partner with the **Business Disability Forum** to strengthen our approach

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# YOUR FINAL CHECKLIST

CHAPTER 4

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# USE OF AI IN THE EARLY CAREERS PROCESS

We use AI tools to **enhance fairness, efficiency, and candidate experience** in our recruitment process.

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## FAIRNESS & CONSISTENCY

- AI helps us ensure every applicant is assessed using the same criteria, reducing unconscious bias and promoting a more level playing field.
- This is especially important in early careers, where candidates may have limited experience but great potential.

## SUSTAINABILITY

- AI has reduced the amount of paperwork in the early stages of our process.

## HUMAN + AI COLLABORATION

- AI doesn't make final decisions.
- Every hiring decision still involves human judgment and care.

## EFFICIENCY & SPEED

- AI allows us to process applications more quickly, so candidates aren't left waiting for weeks.
- It helps us identify key strengths and match applicants to roles faster, without compromising quality.

# FINAL CHECKLIST (PAGE 1)

## BEFORE YOU APPLY

Research BT and the role you're interested in.

Check **entry requirements** for your programme (e.g. degree level, GCSEs, A-levels).

Prepare your **Right to Work documents** (passport, driving licence, visa if applicable).

Gather your **qualification certificates**.

Review BT's **values and behaviours** (Ambition, Customer, Accountability, Straight Talking, Teamwork).

## APPLICATION STAGE

Complete the **online application form**.

Answer the **pre-screening questions**.

Upload **Right to Work and qualification documents**.

Complete any **security clearance checks** required for your role (BPSS before AC) where applicable.



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# FINAL CHECKLIST (PAGE 2)

## ONLINE ASSESSMENT

Complete the 5 questions.

Take advantage of the edit facility if you wish to amend.

Review feedback provided after the assessment this will be sent to you directly .

## VIDEO QUESTION

Prepare for 1 question.

Test your tech setup (camera, microphone, internet).

Practice with free video interview tools.

## ASSESSMENT EVENT

Check your **travel times and plan** how you will get to the office.

Set your alarm and make sure you arrive at **least 10 minutes before** you are due to begin.

Prepare examples for **competency-based questions** using the STAR method.

Bring original **Right to Work documents** for verification.

Request **feedback** if you'd like it using [recruit@bt.com](mailto:recruit@bt.com)



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# WHAT IF THINGS DON'T GO TO PLAN

## REFLECT, DON'T DWELL

It's normal to feel disappointed, but try to shift your mindset from "I failed" to "I learned." **Ask yourself:**

- What parts of the interview went well?
- Where did I struggle – was it nerves, preparation, or understanding the questions?

## ASK FOR FEEDBACK

If possible, request feedback from the employer. Many early careers recruiters are happy to share insights. **You might learn:**

- What skills you need to develop
- How your answers could be improved
- Whether your experience matched the role

## REVIEW AND IMPROVE

**Use the feedback to:**

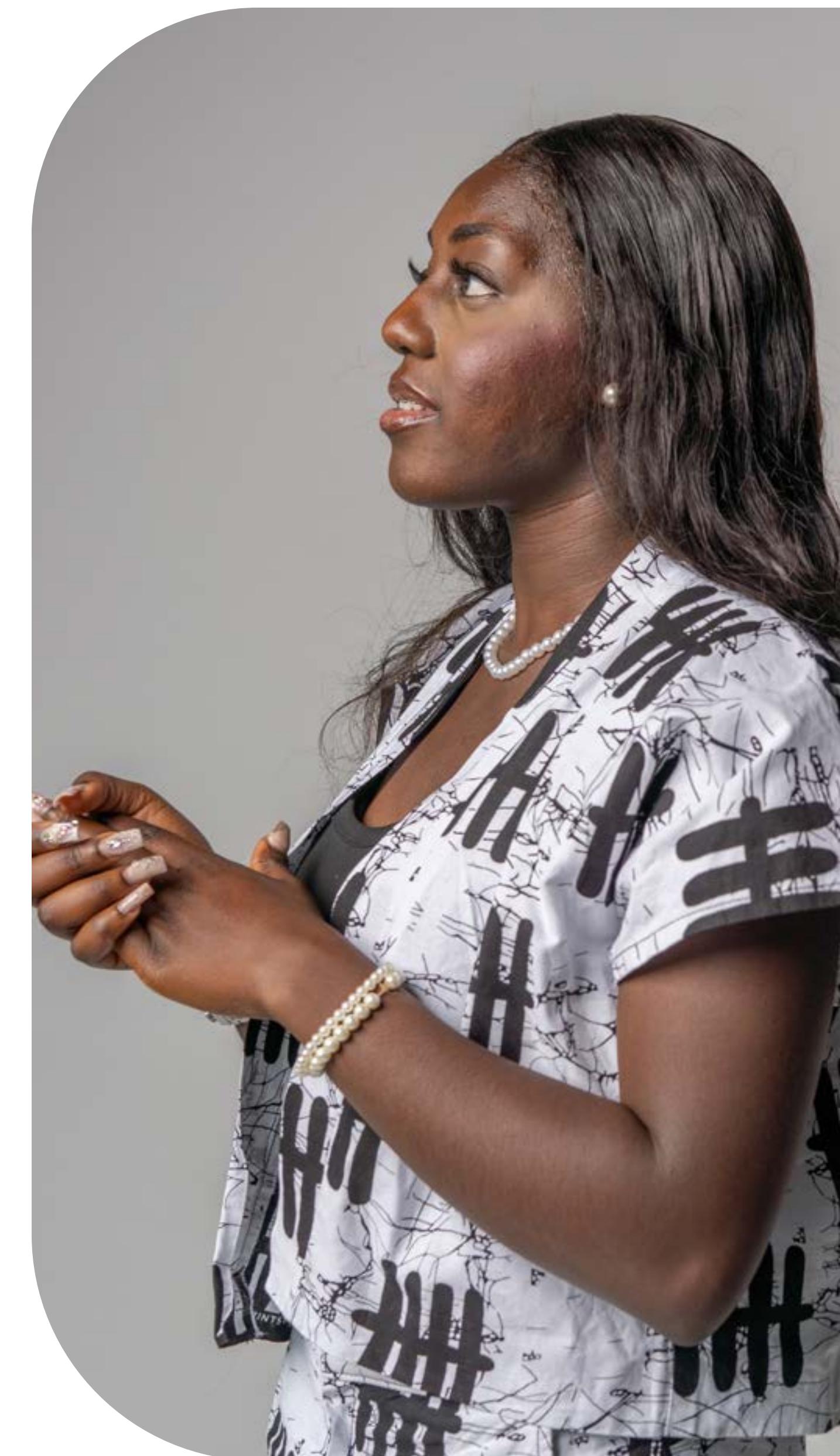
- Practice common interview questions
- Improve your CV or application
- Work on communication or confidence

**You can also try:**

- Mock interviews with a teacher, mentor, or career advisor
- Free online interview simulators or prep tools
- Remember: Every interview is a learning opportunity. Keep going—you're building skills and confidence with each step

If you need additional support  
please refer to our disability pages.

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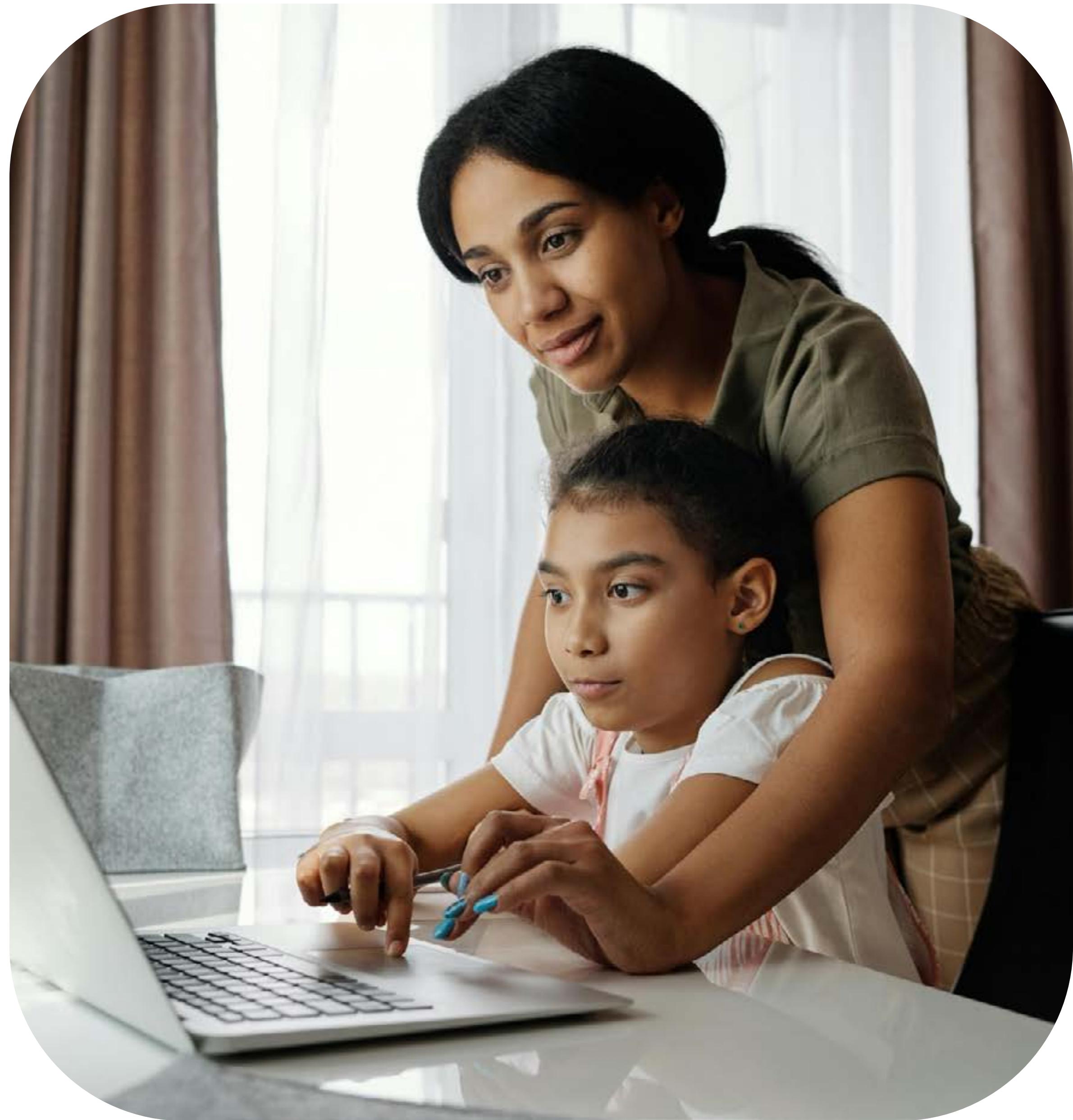


# WHAT'S NEXT

Keep going and push forward on your journey – here's a few ideas on how you can do this and build on what you have learnt from your journey with us.

- Please join our socials (on the last page of this pack) and keep an eye out at [BT Group Careers](#) for upcoming roles.
- [Accessing free training and courses | National Careers Service](#)
- [Free courses for jobs | Skills for Careers](#)
- [Education & Development - Free courses | OpenLearn](#)

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# PARENTS AND TEACHERS PAGE

An **apprenticeship** is a way for a young person to learn a job or profession while working and earning money. It combines on-the-job training with classroom learning, meaning your child will gain real experience in the workplace while also studying towards a qualification.

Apprenticeships are available in a wide range of industries—from engineering and healthcare to digital marketing, finance, and even law.

## Benefits of an Apprenticeship

- Real-World Experience
- Earning While Learning
- Career Progression
- Confidence and Independence
- No Tuition Fees

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# PARENTS & TEACHERS PAGE

## How You Can Support Your Young Person

As an important person in a young person's life, your support can make a big difference.

Here's how you can help:

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### 01. **EXPLORE OPTIONS TOGETHER**

- Help them research different apprenticeship roles and industries.
- Attend open days or job fairs with them if possible.

### 02. **ENCOURAGE APPLICATIONS**

- Support them in writing CVs and cover letters.
- Practice interview techniques together.

### 03. **STAY POSITIVE AND PATIENT**

- The application process can be competitive. Encourage resilience and celebrate small wins.

### 04. **HELP WITH TIME MANAGEMENT**

- Apprenticeships can be demanding. Help them balance work, study, and rest.

### 05. **BE THEIR CHEERLEADER**

- Celebrate milestones like passing exams or completing projects.
- Offer emotional support during stressful periods.

### 06. **STAY INFORMED**

- Understand the structure of their course so you can help them stay on track.
- Ask questions if you attend fairs, keep up to date **with the news** and do your own research

# SOME DO'S AND DON'TS FOR WHEREVER YOU DECIDE TO APPLY

## DO'S

- **Research the Employer** - Understand the company's values, mission, and culture. Check their early careers programs and what they expect from applicants.
- **Tailor Your Application** - Customise your CV and cover letter for the role. Highlight relevant skills, internships, and extracurricular activities.
- **Prepare for Assessments** - Practice online tests (numerical, verbal, situational judgment). Familiarise yourself with video interview platforms and test your tech setup.
- **Show Enthusiasm** - Demonstrate genuine interest in the role and industry. Ask thoughtful questions during interviews.
- **Use the STAR Method** - Structure answers for competency-based questions: **Situation, Task, Action, Result**.
- **Network** - Attend career fairs, webinars, and connect with recruiters on LinkedIn.
- **Follow Instructions** - Complete all application steps carefully. Submit documents in the requested format and before deadlines.
- **Be Professional Online** - Ensure your social media and LinkedIn profile reflect a professional image.
- **Prepare for Group Exercises** - Practice collaboration and communication skills. Show respect for others' ideas.

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# DON'TS

- **Don't Apply Blindly** - Avoid sending generic applications to multiple employers without research.
- **Don't Ignore Deadlines** - Late submissions often disqualify candidates.
- **Don't Overlook Instructions** - Missing details (e.g. word count, file format) can cost you the opportunity.
- **Don't Be Unprepared for Tech** - Poor internet, bad lighting, or noisy environments during video interviews create a negative impression. Do some checks ahead of time.
- **Don't Memorise Answers** - Sounding robotic or rehearsed can impact your authenticity.
- **Don't Undervalue Soft Skills** - Employers look for teamwork, communication, and problem-solving – not just academic grades.
- **Don't Speak Negatively** - Avoid criticising previous employers, teachers, or peers.
- **Don't Forget to Follow Up** - Skipping a polite thank you email after interviews can seem unprofessional.
- **Don't Lie** - Exaggerating experience or qualifications can lead to disqualification.

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# USEFUL RESOURCES

- [Find an apprenticeship - GOV.UK](#)
- [Apprenticeships | Learn About Apprenticeships And Find The Right One For You](#)
- [Alternatives To University | NGTU](#)
- [Home / Institute for Apprenticeships and Technical Education](#)
- [Amazing Apprenticeships](#)
- [Find Apprenticeships | RateMyApprenticeship](#)
- [Bright Network graduate-career-advice](#)
- [Home | Discover your skills and careers | National Careers Service](#)
- [Careers Advice | Apprenticeships and Jobs Advice | UCAS](#)



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# APPLY NOW

We look forward to your application!

If you have any issues or would like to speak to one of our team, please contact us on [recruit@bt.com](mailto:recruit@bt.com)

GOOD LUCK!

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[Click to follow us on our socials too!](#)