

Build your career,

# CREATE THE FUTURE

BT Apprenticeships



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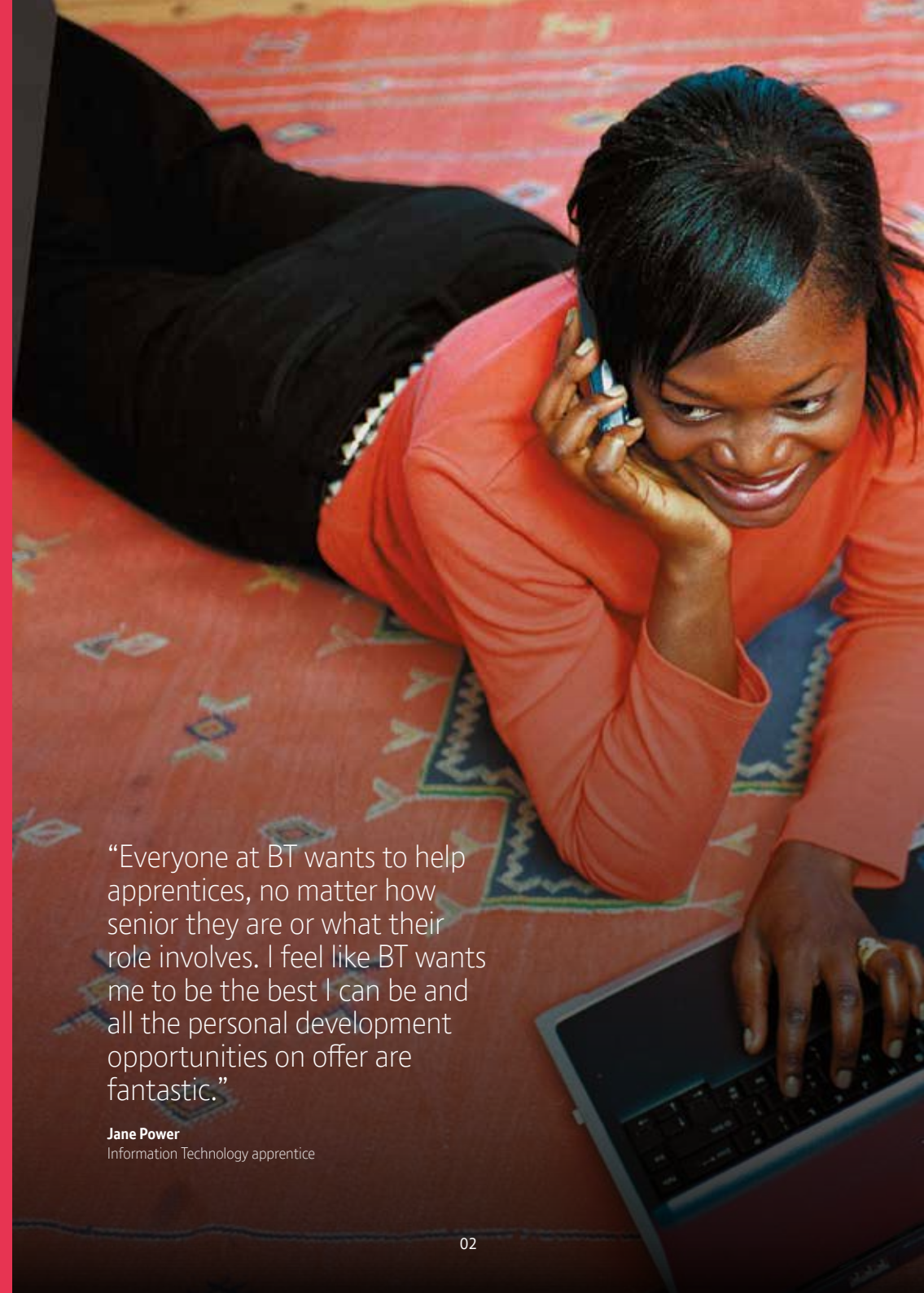
# CREATE THE FUTURE

**At BT, we use the power of communications to make a better world. We create amazing new products and services to make customers' lives easier and we're always looking for the next new technology so that we can develop fresh innovations and connect people.**

We're constantly looking to the future and offer hundreds of roles for apprentices, in all sorts of areas – from BT Sport, to Mobile, to Openreach Engineering, to Software Programming and Finance. We're in different locations too – from Ipswich to Belfast – and many places in between!

We're the UK's number one investor in the technology sector, creating new possibilities like secure fingerprint technology for festival goers that enabled our customers to register their credit card details against their finger veins! So as an apprentice, you'll be part of cutting-edge work.

If you've got the dedication, and you share our passion for changing customers' lives, you can transform your potential into an exciting career. Your journey with BT doesn't end once you have finished the apprenticeship programme. You can continue to share great ideas and seize every chance to learn and grow, and you could progress all the way to a senior role, shaping the next big thing.



“Everyone at BT wants to help apprentices, no matter how senior they are or what their role involves. I feel like BT wants me to be the best I can be and all the personal development opportunities on offer are fantastic.”

**Jane Power**  
Information Technology apprentice



“At BT, I’ve had the opportunity to get involved in so many important causes – from taking calls for Red Nose Day, to helping out at the London Olympics, to organising my own volunteering events.”

**Laura Harvey**  
Apprentice Alumnus



## Making tomorrow amazing

We'll give you award-winning training and recognised qualifications. Depending on your programme, those could go from advanced apprenticeships all the way up to degree level. You'll be given real responsibilities in a properly paid role, where you'll develop valuable practical skills every day. We'll select a role that gives you opportunities to make a difference to our teams, projects and customers.

You'll gain the expertise you need to excel in an industry that's always evolving. We'll give you a warm welcome and plenty of support from day one. That includes a personal development plan and daily encouragement from your peers, colleagues, manager and trainers. The combination of studying and working means you can achieve your ambitions fast. Lots of our apprentices have won industry awards because of the positive impact they've had at BT.

Your development doesn't stop with your apprentice programme. After your apprenticeship and throughout your career here, our BT Academy will keep on providing you with bespoke learning based on the world's best thinking.

## Doing the right thing

Every day our work touches millions of lives in 170 countries. We're committed to making things better for our customers by providing vital services and finding new ways to improve their lives.

We have the following goals to deliver by 2020 in order to support our customers and communities:

- Improve society globally through ever increasing digital connections.
- Help people everywhere live more sustainably, using earth's natural resources wisely.
- Use technology to improve millions more lives, in partnership with good causes. As an apprentice, you'll be an enthusiastic ambassador for these goals – from the determination you bring to our projects, to the dedication you show by taking part in rewarding volunteering activities. Your focus on tomorrow will inspire us to achieve many more amazing things.

## Who we're looking for

The more diverse our people are, the better. We value all sorts of perspectives and ideas, because diversity makes us stronger.

Whatever your background, there are ten particular qualities that we expect everyone here to demonstrate. We call them our Strengths.

## Do you share them?

- **Learner** – keen and quick to grow
- **Drive** – ambitious to do brilliantly
- **Team** – supportive of colleagues
- **Networker** – connects with other people
- **Ownership** – takes personal responsibility
- **Analytical** – careful problem solver
- **Change** – open to doing things differently
- **Customer** – passion for the people we serve
- **Commercial** – fascinated by business
- **Efficient** – plans to achieve success

We look for 'sparks' of great potential that we can develop further with our training programmes and support. If you've got the spark, you can build a great future with BT.



# CREATE THE FUTURE

## Our programmes

### HR

Human Resources plays a critical role within BT. We value our people, and we want to make sure that everyone has the opportunity to succeed. The HR teams play a key role in providing core HR services and expert advice to line managers, employees and HR business partners/specialists from across BT. You'll work towards a Chartered Institute of Personnel and Development (CIPD) qualification and you'll gain professional experience and working knowledge across a huge variety of specialisms.

### Customer Experience

For most of our ten million customers, our Customer Care team is the voice of BT. We're the ones people turn to, online or on the phone. We bring our service to life, from superfast broadband to TV, sport and beyond. You'll learn to give a brilliant experience to the customers you work with – whether you become an expert in championing products, diagnosing and fixing technology issues, or identifying new sales opportunities.

### Finance

Your chance to become a chartered management accountant or chartered internal auditor, gaining globally recognised qualifications. You'll work in a range of different, fast-paced and exciting business areas as you develop your skills and knowledge in the field of accountancy. You'll work closely with numbers and people to solve problems and influence the right business decisions and behaviour.

### Information Technology

Information Technology is at the beating heart of our innovative business. Join a Software team and you'll support app development and testing – from the web, to smart phones and BT systems. Network roles offer scope to get involved in planning, installing and testing our global networks. We also have roles within TV and Digital Media, where you will get involved in the design, delivery and support of BT TV. BT has a long heritage of technology innovation. Research and Innovation apprentices work on a variety of cutting-edge research projects working alongside world-experts, inventing the next generation of services that BT customers will use. The teams work across technology areas such as future TV services, mobile networks, cyber security, future networks, and machine learning.

“We help businesses to grow, communities to flourish and individuals to get more out of life. Acting with integrity and working ethically, we make a difference.”

Gavin Patterson  
Chief Executive



### Cyber Security

Cyber security is your opportunity to keep BT and our customers safe from current and future network threats and attacks. The programme develops a range of technical skills across digital security, information assurance and risk to help you develop a career path into cyber security. The programme is designed to build a foundation of skills and knowledge in critical areas, before progressing to deeper specialist skills, including cryptography, computer forensics, intelligence gathering and many more.

### Vehicle Technician

You might be surprised by what we do at BT Fleet, our specialist fleet management business. We look after Openreach vehicles, used to maintain the UK's communication network. We also manage vehicles for clients including the AA and National Grid and combined with Openreach's fleet that's over 75,000 vehicles. Joining a garage service team, you'll learn to maintain, service and repair cars and commercial vehicles.

### Engineering

Independent, outdoor working, in all weathers – Engineering careers at BT are uniquely challenging, rewarding and diverse. You can specialise in power, switch, radio or network engineering roles. Whether you're working in business or residential customers' premises, or out and about on our infrastructure, you'll travel a lot. With a 'can-do' attitude, the difference BT makes is in your hands

### Logistics

Two areas that keep BT's business moving forward safely. If you're seeking a varied, active and hands on role, you could specialise in the logistics of complex warehousing and warehouse management.

### Business Management

Business Management – With roles in contract management, business operations and product management, you'll be given the opportunity to add value and make a great contribution to the company. Working with customers and building brilliant relationships so we can better meet the customer needs.



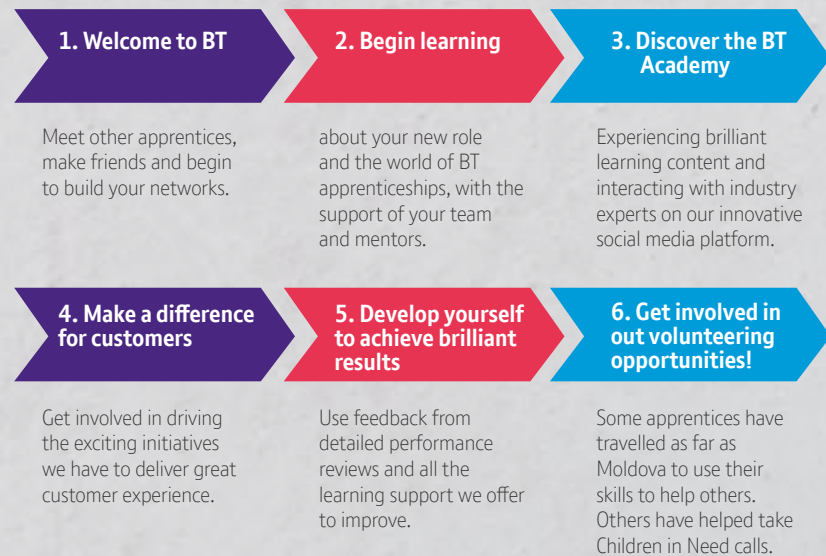
“My advice for anyone going through the recruitment process is to do your research and let your personality come through in the interview. The assessment centre can seem daunting, but the best way to get through it is to work together and let your individual talent do its work.”

**Rosie Bjorkstrand**  
Finance apprentice

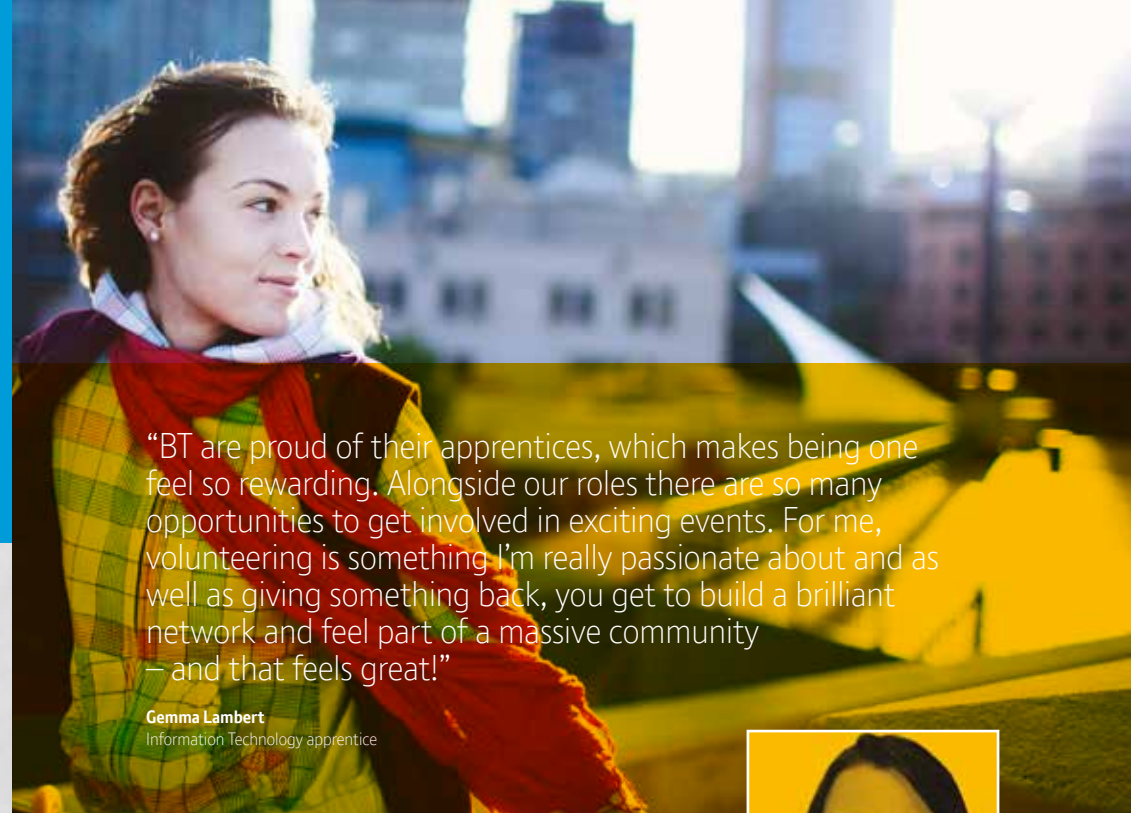


## The BT Journey

We wanted to share an idea of what your journey at BT could look like. The exact experience you would have depends on the role and qualification. If you apply, and attend one of our Assessment Centres, you'll hear about everything in addition to the below that's in store for you and is unique to the opportunity you applied to. Remember that, regardless of your role, at BT you can really drive your career and the opportunities are endless. Go as far as you can, build your long-term career and create your future!



**The end of your apprenticeship journey!  
Opportunities! Time to celebrate, well done!**



“BT are proud of their apprentices, which makes being one feel so rewarding. Alongside our roles there are so many opportunities to get involved in exciting events. For me, volunteering is something I'm really passionate about and as well as giving something back, you get to build a brilliant network and feel part of a massive community – and that feels great!”

**Gemma Lambert**  
Information Technology apprentice



## The rewards you deserve

**Great work deserves great rewards. In return for your ideas, commitment and dedication, you'll earn a salary and a range of benefits as soon as you join.**

£14,963 to £20,000 per annum starting salaries vary depending upon the programme you join. Your overall package will be reviewed after you have completed your apprenticeship. Your salary may increase at this point.

**Free broadband** (and BT Vision and BT Sport for £1).

**Opportunity** to buy shares with BT Sharesave.

**22 days' annual leave** (plus bank holidays).

**Buddy system** get mentored by experienced managers, coaches and experienced apprentices.

**Discounts** from other companies on everything from insurance to computing equipment.

**Masterclasses** where you'll learn about business from our senior managers and top leaders.

**Study leave** for professional exams.

A brilliant **pension** for your future.

**Activities** get involved in volunteering, fundraising and social events.



## Entry requirements

As well as all the qualities we mention in the ‘who we’re looking for’ section, we’ll expect you to supply proof of these criteria and qualifications:

- Aged 16 or over
- Eligible to work in the UK
- Not in full-time education

Requirements vary, but in general you’ll need the following (or equivalent) qualifications:

- Intermediate apprenticeship: no qualifications required although Maths and English skills will be tested
- Advanced apprenticeship: 4 GCSEs at A\*-C including Maths and English or grades 4 to 9 in the new grading structure
- Higher apprenticeship: 2 A Levels at grades A\*-C
- Full degree apprenticeship: 3 A Levels at grades BCC or above

Please check [bt.com/apprentices](http://bt.com/apprentices) for the exact requirements for each programme, which may include different qualifications or credentials such as a driving licence.

## Application process

There’s a good reason why we make our recruitment process so rigorous. We want to be absolutely sure we take on the right people. Not just people who’ll get the most out of the apprenticeship, but those who will also bring the most to BT.

**01 Application form**  
Fill in our online application form and upload your qualification certificates if you already have them. We’ll be looking for evidence that you’re suitable for life at BT.

**02 Situational strengths test**  
If you meet our minimum criteria on the application form, you’ll receive an invite to complete our online situational strengths test within a week. The test will assess you on the strengths that are essential to succeed as an apprentice at BT, ensuring that if you’re successful you’ll really enjoy working here and will hopefully want to build a long-term career with us.

Once you’ve completed the test, we’ll let you know straight away if we’re going to progress your application to the next stage or not. We’ll also give you feedback on your top 3 strengths, even if you haven’t been successful.

**03 Video interview**  
If successful in the situational strengths test you will 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 will then review your interview and will let you know the outcome within a week. If you are 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.

**04 Assessment centre**  
If you have demonstrated what we are looking for and we have a vacancy in your location, we will then review your application alongside other applications. We aren’t able to invite every candidate that makes it to this stage to an assessment centre and so we pick the most suitable candidates for assessment. We will ensure to keep you regularly updated of your progress.

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