BT Apprenticeships
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Build your career, create your 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 Louth in Lincolnshire 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 venus! 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
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 apprenticeship 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.

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
- Driven – ambitions to do brilliantly
- Team – supporter 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 – focused 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.

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 our 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 dedication 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.
Supply Chain
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.

Sales
If you’re keen to build a rewarding career in Sales, we’ll give you the support you need to make a success of it from day one. As a sales apprentice, you may be growing relationships with existing customers or seeking new opportunities. As well as building strong relationships with customers, you’ll make valuable connections with colleagues across BT.

Billing
Everything we do in our organisation, across every activity, means that in the end we have to collect the cash, allowing BT to invest in providing our customers the products and services they demand in today’s society. You’ll be part of a professional organisation with people working towards a range of industry recognised accredited qualifications such as CIQM and AAT whilst holding BT to deliver on its financial promises to its thousands of shareholders and millions of customers all over the world.

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 real contribution to the company. Working with customers and building brilliant relationships so we can better meet the customer needs.

Our programmes

HR
Human Resources plays a critical role within BT. We value our people, and we want to make sure they have the opportunity to succeed. The HR team play a key role in providing our HR services and expert advice to line managers, employees and HR business partners. 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 Service Operations
For most of our ten million customers, our Contact Centre is the voice of BT. We’re the ones people turn to, online or on the phone. We bring our services 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, or diagnosing and fixing technology issues.

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 accounting. 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 application 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 TV roles where you could be working with BT Sport.

Cyber Security
Cyber security is your opportunity to keep BT and our customers safe from the latest 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 cryptology, computer forensics, intelligence gathering and many more.

Vehicle Technician
You might be surprised by what we do at BT Fleet, our specialist vehicle 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 customer 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.
The BT Journey

Welcome to BT
Meet other apprentices, make friends and begin to build your network.

2
Begin learning about your new role and the world of BT apprenticeships, with the support of your team and mentors.

3
Discover the BT Academy
Experience brilliant learning content and interacting with industry experts on our innovative social media platform.

4
Make a difference for customers
Get involved in driving the exciting initiatives we have to deliver great customer experience.

5
Get involved in our volunteering opportunities!
Some apprentices have travelled as far as Moldova to use their skills to help others. Others have helped take children in need on Christmas trips!

6
Develop yourself to achieve brilliant results
Use feedback from detailed performance reviews and all the learning support we offer, to improve.

7
The end of your apprenticeship journey opportunity! Time to celebrate, well done!

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.

- £14,114 to £18,000 per annum starting salary may 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.
- Discounts from other companies on everything from insurance to computing equipment.
- Masterclasses - learn about business from our senior managers and top lecturers.
- 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.
- Activities - get involved in volunteering, fundraising and social events.

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
 Entry requirements

For information about the kind of person we look for, please see page 4. As well as all the qualities we mention on 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 on a permanent basis
- not in full-time education

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

- Advanced apprenticeship
- 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 B/C or above

Please check the apprenticeships for the exact requirements for each programme, which may include different qualifications or credentials such as a driving licence.

 Application process

We've designed our application journey to help us find out about you, and help you discover more about us. We want you to enjoy the experience and get a lot from it. There are three steps. We'll provide you with feedback after each one, so you can understand our decisions.

1. Online application form
   Prepare your CV and cover letter, then fill out our form. Please take your time and give as much information as you can, so we can understand your potential and see how you'd suit life at BT.

2. Situational strengths test
   We care about how you'll approach your job, so we've designed an online test based on common scenarios you could face here at BT. This is your chance to show us how you'd respond.

3. Assessment centre
   When there's a vacancy that suits you, and you have been successful, we’ll invite you to our assessment centre. Here, we’ll explore what you can do, what you’re passionate about, and your long-term potential.

4. Ready to apply?
   Go to bt.com/apprentices where you'll also find handy hints for applying.
Qualifications

- Whilst doing your day-to-day job at BT, you will also have NVQ, Degree Level work to complete, depending on the type of apprenticeship you enter into.

- Qualifications you will gain are:
  1. Level 3 Certificate in ICT Systems and Principles
  2. Level 3 Diploma in Professional Competence for IT and Telecoms Professionals

- Apprentices will attend a separate training centre to work towards these qualifications, provided through Stoke-On-Trent college.

- Within the workplace you are given study days to complete coursework
Useful Information

• Any information regarding the BT Apprenticeship scheme, please visit www.BT.com/apprentices

• Or feel free to send me an email, if you have any queries or questions to govinder.sondhi@bt.com