

## ASK Webinar: Using Find an Apprenticeship to search and apply

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Helen Twomey:

Hi, everyone. Thank you for joining us. I can see the numbers popping up as people, as people join. Thank you very much for joining us today.

So this webinar is titled 'Using Find An Apprenticeship to search and apply'. And we are very lucky to have two colleagues from the Department of Education here today to take us through some of the really exciting changes and some of the things that you can do on Find an Apprenticeship.

So while people are coming in, a bit of housekeeping for me. My name is Helen Twomey. I'm the Schools and Resources Manager at Amazing Apprenticeships. And today we are in webinar function, which means that you can see us and hear us, hopefully, but we can't see you or hear you. But you can use the Q&A box. So chat is disabled, but the Q&A box - you can click into and answer, ask any questions there and we're going to have some brilliant colleagues supporting you by answering those questions. We also are recording this webinar and this will be sent out after the webinar today or tomorrow morning with any useful links and any useful documents and anything like that as well. So if you've joined our webinars before, you'll know that you get a really useful mailing really promptly afterwards.

So, a couple of questions for you before we start today, properly. Have you used Find an Apprenticeship before? And also, if you have used it, how easy did you find the process? So hopefully you can see those on the screen. So have you used Find an Apprenticeship before to search and apply? Oh, lots of nos so far. Good. Mixture of yeses and nos. If you've used it before, how easy did you find it? And we've got that on a rating scale, so kind of one to five, oh a real mix. Real mix. So about two thirds of the call, oh a bit more than that... About 60% of people have not used Find an apprenticeship before. About 40% have. And then a real mix. Some people finding it really easy, some people finding it not so easy. So that's really interesting. Hopefully by the end of the webinar today, you will know what you're doing if you haven't used it before, and you'll have learned some new features to make the experience even better if you have used it already. So I'm going to move on from the poll.

So today's session is all about accessing Finding an Apprenticeship. So how to register and what to do, new features that are coming. So exploring those and also looking at an application demo, which I'm really excited for. So I need to stop waffling and get onto that to make, because we've got real experts here today. Couple of things... So most of the session will be kind of how to search and how to apply on Find an Apprenticeship. But we also appreciate there's people here that might not use it before and we've seen that in the poll. So just to make sure everybody knows what to do. Find an Apprenticeship, the link to join is there, there's a QR code as well. If you just search 'Find an Apprenticeship', you will find it straightaway or if you search that online, as I say, all of this will come out in this, in the mailing after the webinar. Also, there is a step-by-step guide to searching and applying on Find an Apprenticeship and creating an account which you can find here and that's really and approved by Chardai, who's going to speak in a bit. She, she likes that step-by-step guide. So that is all there for you. So once, once you have listened to the webinar, have a look, get signed up if you haven't already and use the guide to help you if you need it.

So I am going to quickly introduce Chardai and Jayne. Chardai is a User Researcher at the Department of Education and Jayne is a Product Owner of Find an Apprenticeship. So absolutely perfect people to talk

through today. So I'm going to hand over now to Chardai. Thank you, Chardai.

Chardai Brice:

Thank you, Helen. So, yeah, hi everyone. So yeah, thank you so much for joining us today to talk about search and applying for apprenticeships. So as Helen mentioned, my name is Chardai Brice. I'm a User Researcher at the Department of Education and I specifically work in the team that manages Find an Apprenticeship alongside Jayne, and Jayne will be answering any questions that you put into the Q&A today as well. So I've got a few slides to get through before giving a demo and I will quickly get through them because I think the demo will be a lot more interesting and there's quite a bit to get through. So Helen, if you could go to the next slide please.

So I've just put some of the questions that I was given before this session. And these are some of the questions that I will be answering in the demo today and also on the next slide. So if you just want to take a quick look at those and just take them in and hopefully some of those are the questions that you guys have yourselves. And Helen, if we go to the next slide.

So before I get into the demo, there are a few new features that will be coming to Find an Apprenticeship in the near future and I just put those up on the screen for us. So in the next few weeks on the top left there, there will be apprenticeships advertised with positions available in multiple locations or across England. And essentially this means that you'll be able to check your travel to work for all of those locations where the positions will be advertised within a company. And that will all sort of be within one page, one experience on the service. And I will kind of show you what that looks like when we get to the demo. The ability to see the start date for apprenticeships upfront and also to sort by start date will also be released soon. That is something that has come up frequently in our feedback, so it is something the team are really keen to get out there. There will also be links in the service to help people searching to understand apprenticeship levels better and also just so that you can assess the best entry point into an apprenticeship for you. The team are also going to be improving the application process by building in functionality that will allow a user to sort of save paragraphs and spacing so that when you do sort of format your answers into paragraphs, that will be retained when it's submitted and when you preview your application as well, before you send it off. And next slide, please, Helen.

So before I get into the demo, I've just put some useful links on the screen here that you might find useful to get careers application or interview advice. But I also want to shout out the apprenticeships.gov website here because on there you can see more about career starter apprenticeships and apprenticeship levels as well. And I think this will also be shared post webinar in an email to you guys as well and I will also be showing you other places where you can sort of give feedback on the service and stuff like that in the demo. So I think that's the slide part over and we can get straight into searching and applying.

So Helen, if you want to stop sharing and I will share my screen. Perfect. So, one second. So to share my screen. Hopefully, everyone can see this. Helen, can you see that? That will confirm everyone else can. Good stuff.

So we're on the Find an Apprenticeship website here. I'm just going to click back because this is actually the page that you'll be taken to if you were to click onto the service. So as you can see here, I just want to pull out straight away at the beginning here that in the footer we've got sort of these 'Get help' or 'give us feedback' links. So essentially, if there is sort of something going on with the service, for example, if you're getting an error page, or if there's something that's not quite happening in the way you expect it to, you can click 'Get

help' and you can basically reach out to the Help Desk via email or over the phone to sort of sort that issue out. But if you would like to give feedback on the service and how it's worked for you that day, you can click the 'Give us feedback' link and it will take you to a survey where you can give your feedback on your experience of Find an Apprenticeship.

So in terms of the service, there were a couple of questions that were asked, so I'm just going to highlight those here. So someone asked, what is sort of the hidden features or the best way to search for an apprenticeship? And also, how can, how do I apply for something if I'm not quite sure what I want to do? And on here, obviously you can search for a 'What', you can search for a 'Where', you can leave these blank. You don't have to fill them in. You can sort of look at everything on the service, or if you sort of know where you want to work, who you want to work for, you can put that here. But if you know that you definitely don't want to move or you want to work in a specific location, you can enter your city or postcode there. But if you're really unsure about what to do, you can browse by your interests instead. And essentially this just means that you can maybe look at this list and think of the things, of the areas down here that may be of interest to you, that you think maybe this would be a good career point for me. That sounds like the right type of thing for me. Or I like that, that sort of thing. So you can click on a couple of those, like as many as you like. There's no sort of limit to that. And select those and go through and browse by your interest instead.

So if we click 'Search' here. Another thing that I need to point out is that we do have a map feature. When there's less than 300 results available, you'll be able to see that map. But for some people, you may have to enable your cookies in order to see this. So if that open map feature is not available to you. Just make sure you've enabled your cookies. So just go into the footer if you haven't had the pop up at the top of the screen. Just click on 'cookies' and click 'yes' to allowing functional cookies and that will allow you to sort of use the map feature here. So it's not necessarily a hidden feature, it's just something that you may have to enable.

In terms of this page, so I mentioned about apprenticeship levels and sort of being able to see the right entry point for you or understanding apprenticeship levels better. This link here will allow you to see sort of what qualification levels mean. So just knowing what are the entry points if you were to apply for a specific level and that sort of thing there, what experience you need, what sort of requirements would be around that if you were to click on this link there. So that will be updated soon.

And in terms of hidden features, so again the feature is not hidden but I would say that if you are going to sort of be searching and applying on this service, it's best to sign in and create an account as soon as possible. Because when you create an account you'll be able to save vacancies. You'll also be able to sign up to receive email notifications of any new vacancies that match your search criteria. And you can only do that if you're a signed-in user. But if you're signed out you won't have those features there.

So I'm going to go into sort of another version of find an apprenticeship here just to actually apply for an apprenticeship without actually applying for one in real life. So again this is a signed-in account and once I've signed in you get, you get a Saved vacancies area, Your applications, Settings. So what you can do here is you can, actually this is where you can save your vacancies. There will be a heart feature on the search page and on this page. I mentioned as well that there is a 'Check your travel to work'. This is in a drop-down on the actual vacancy page itself and you can click on that and there will be a map feature, you put in your postcode, you select your mode of travelling and it will tell you how long that should take from A to B as well. Again if this was more than one location, you'd also select whichever address you were sort of willing to apply for in that instance as well to know sort of your way to work.

So in this instance we're now going to sort of go through and apply for this apprenticeship just so you guys can

have a look at the application process here. So when you apply for apprenticeships using Find an Apprenticeship you will always be asked very similar questions as these. So if the employer is a Disability Confident employer, there will also be a question down here just saying whether you want to apply under that scheme or not. And in the application questions the company/employer who is hiring can also ask two additional questions. These are questions that the company just have tailored for their own business for you to answer. And that is up to them what they put there. But these questions here are the core questions that you will always have in Find an Apprenticeship when applying and when you fill these out, these answers will be saved and carried over to each application that you apply for. But you always have the opportunity to make updates to those and change them and tailor them if you wish.

So I'll just go through here and fill out the answers. I have prewritten some answers so that we won't be sat here all day. So when you go to add your sort of school, college and university qualifications, you don't have to add any qualifications. So if you don't have any qualifications or if you don't sort of feel there are certain qualifications you don't want to add, you don't have to add everything. I would strongly encourage someone to add everything if they can. So in this instance we're going to click 'yes' and we're going to add a mathematics GCSE as we're applying for an engineering apprenticeship here. So on here you can add as many subjects as you like. You can just click add another subject per GCSE and again the same if you're doing it for A-levels. And in here you're going to put your subject and what grade you got and whether it's a predicted grade or not as well. So if you tick this box, obviously the company will be able to see that this is sort of provisional based on your exams, and I will save and continue.

And yes, I've completed this section, so you'll be able to see and sort of amend anything, if you've made any typos or if you've, you know, maybe added the wrong qualification, you can go back in and change that. Or if you've missed a qualification, you can add another one. If you do want to add another one, we can go back here and add a BTEC. There's also an apprenticeship, A-level, Degree or Other. So this includes if you have maybe any qualifications from Scotland, for example, or for anything else there. So I'll just click 'back' here. In this instance, I'm going to click 'Yes, I've completed this section'. And again, like I said, these answers will always carry over to the next application that you start.

With training courses, when you're adding a training course, again, there's a lot of helpful text. So if you just make sure you read each page thoroughly when you're applying just so that you know what sort of things you can add where. But again, so if you've done a First Aid training course, or if you've had a health and safety course, or if you've used any particular software and done a course for that, for example, if you were doing engineering, maybe you did CAD design or something like that, again you can add a training course here. And of course you can also click 'no', you may have not done any training courses. And again, that's absolutely fine. In this instance we'll just add a First Aid training course, training course and the year that you completed it and again, 'Save and continue'. Again, you can add another one or you can change or delete the one you've put in.

And then work history. So for work history, I'm going to click 'No' to Jobs here. Again, an apprenticeship can be your first job, that is absolutely fine. You don't need to have job history or work history to apply for an apprenticeship. If you did want to add a job, all you have to do is sort of put in your job title, company. You have 100 words to just describe sort of the responsibilities you had in that job. And a start date and you could put in an end date basically, if you click 'No' here. And then, but in this instance we're going to click 'No'. But volunteering and work experience, again, if you have been sort of in school and you've completed a week or two of work experience, this is the perfect place to put that. Again, if you've done some volunteering maybe at a charity shop or just some unpaid work this can also go here. And I'm going to put an answer in here, so I just need to copy and paste that. And again, you have 100 words here to sort of put that in. And again, you can tick

yes or no for this. So if you are still doing it, you can put that or you can just put 'No'. Again, if it's just been a week, of course it's still the same month and that's absolutely fine. You can still put the same month and year as your end date as well. That's... So if you've only done, say, a week's work experience in school, then this would be how you would answer that question.

Again, you will get sort of a playback screen of the answer you put in and I mentioned earlier about formatting. So if you had broken this out into paragraphs, soon that sort of formatting will be saved and retained across. So when you do see this, there will be paragraph breaks and the formatting will work as it should. At the moment, everyone who applies for an apprenticeship, this will be sort of a solid block of text.

So the two questions in the Application questions, these are the big questions in the application. These are the two that would probably be most appropriate to tailor. So the What are your skills and strengths? When you go to look at this vacancy, which you can open in a new tab on the previous screen, it will tell you sort of what skills the company are looking for in somebody and is absolutely okay if they have put a huge list here and you think, I don't have all of those. I would say pick three that you really resonate with if you can, and write about those a bit more in depth. But this is just a way to allow you to know what to work with when you're sort of writing your application answer. So you can say, oh, I think I've done this. I've got examples of this. And you can put that in your answer there. You have 300 words to write a skills and strengths answer. And again, I'm just going to copy and paste this. So you would put your answer in there. And again, if you've completed this section, you can click 'yes'. You can also click 'no', I'll come back to it later. So this, if you do click that and continue what you'll see is 'Incomplete'. And if you click back in there to come back to it later again, you can click 'yes', continue, and that will save your answer there.

If we go into what interests you about this apprenticeship again, there's a bit of text here just to sort of help you formulate that answer. So sort of this is the apprenticeship that you'll be doing in the job role. And why do you want to work for this company specifically? And if you've sort of got any hobbies relevant to this apprenticeship, sort of what are they? How would that sort of help boost your application? So this is all designed sort of to give you things to write about, to stand out to the company. And again, I will copy and paste my answer here. And again, if we click 'Yes, I've completed this section'.

And again, so as you can see as you go through this, it will tell you sort of what you've completed. If you are, say, applying for your second or third apprenticeship you will get sort of a blue box up here that says your answers have been copied over from your last application. It will always be from your last application and not the first application you did. So your answers will always rewrite. So if you've changed your answers for an application it will then copy over those answers for your next application. If it has copied over, this won't say 'Complete', it will just say previous answer. That's absolutely fine. If you don't want to change it, you don't have to. But it's always good to maybe go in and check and maybe revise those things.

If we go down now to 'Interview adjustments'. So again, 'Request adjustments on your application'. So this is just about asking for support at an interview. If you are someone that has a disability. If you have a disability or a health condition or you are neurodiverse, you can ask for reasonable adjustments for your interview if you are offered one. So again, this could be a quiet place for the interview, extra time if there's any sort of examination in the interview or just step-free access to the interview room. Again just to stress that you don't have to click yes, if you do require support at an interview, if you don't want to. You can also discuss this if you get an interview or if you just don't need support in general, if you tick yes, you can just briefly outline sort of what reasonable adjustments you would like here. And this will just allow the company a bit more time to sort of prep for your interview as well and allow them to set that up for you if you do sort of require some support

at an interview. So I'm going to click 'No' in this instance and continue. And once we've filled that out, we can then click either 'Save and finish later' if you want to come back later, or we can click 'Continue'. This will allow you to see and check your application before submitting it.

So again, this is what the company will see when they receive your application. So they'll get your personal details, so your telephone number, email address and so on. You will get your GCSEs, training courses, any jobs, volunteering experience, the application. questions again. So this is where I mentioned about the formatting. Again this, the paragraph formatting that you might have input will eventually sort of be saved in this process. So when you submit, this will be broken into paragraphs if you've put them in. And just go and check your answers. You have the ability to change each section as you go through. And down here, just tick 'I understand. I won't be able to make any changes after I submit my application'. So this is your last chance to sort of go through and make sure you haven't made any typos or you haven't sort of submitted the wrong answer. Or if you want to, like, add anything that you've missed. Because once you've submitted this, you will not be able to go in and edit an application that has been sent to the company.

So in this instance we're going to click submit and once you've submitted that, again, that will be submitted. You should receive an email to say that your application has been received and that the company will reach out to you if you're invited to interview. And you can check the status of your application in your, the application section of your account. So in your applications here, these are ones you've started but not submitted yet. Obviously I've just finished one, so that's not going to have anything in there. But you can look in Submitted to see what you've submitted. You can also withdraw your application in here. So if you decide you no longer want to apply to this company, you can withdraw your application. And you can also view the application you've submitted. So if you've got an application in here and you think, I would really love to copy some of my answers from that one, and maybe they're different from your last application, you can copy and paste them from this part of your account. You can also just have a Word document saved with your answers written out as well, so that you can copy and paste them in whenever you like. And if you were to withdraw an application from here, you would also, if you decide to change your mind, you would have to go and apply again as though it's a new application in that instance. And then if you are successful, these will go into your Successful section of your applications. And if you are unsuccessful, you will get an application sort of go into here, and you will also have feedback from the company if they've made you unsuccessful as well. So you can use your feedback to sort of improve upon your next application and stuff like that.

So I think that's everything and I think there's still enough time. So Helen, I will stop sharing here. I think there's just one more slide I think I need to talk about, isn't there, Helen?

Helen Twomey:

Thank you, Chardai. I feel like I've learned loads. I thought I knew Find an Apprenticeship really well, but I feel like I've learned loads of stuff. Thank you for those. Just those little extra things like the cookies and all those extra bits are really interesting. Can I ask you quickly because I've got a question. Are there things like being able to favourite and the things that you mentioned that are coming that are new. Sorry if I've misunderstood that one. Are they, when are they coming? I know you said soon, but is that, is there a date?

Chardai Brice:

Yeah, I can't give definitive dates for things that are going to be released. So we do know, I can definitely say that the multiple locations work will be coming within the next four weeks. Is that right, Jayne? Yeah, Jayne's nodding. But beyond that, I think things, there are things that impact our delivery back here as well. Just, you

know, how long they take to build and that sort of thing. So I can't give definitive dates.

Helen Twomey:

Yeah, just thought you never know, I'll just ask. Sorry I interrupted you there, I'm going to share your next slide.

Chardai Brice:

So as I mentioned earlier, I am the User Researcher on this team. So the Find an Apprenticeship website has been built with 18 months' worth of user feedback. So we invite users to take part in sessions to help build and shape this service so that it's easy to use and that you guys can sort of get the most out of that experience when it is built. And I'm constantly sort of running these sessions. So if anyone does sort of want to take part in research, they can either fill out the get feed give feedback survey on the Find an Apprenticeship website, but my contact details will also be shared in a follow-up email after this. So if anyone does wish to sort of take part in research opportunities for Find an Apprenticeship feel free to send me an email sort of just to say I would like to take part in some future research for this project and I can sort of note your details down and then we can, I can contact you in due course when those opportunities come up. So thank you.

Helen Twomey:

Thank you. I've just noticed we've got a couple of minutes so I think we can answer a couple of questions I've just seen on the Q&A. Someone has asked that for the questions, is there a maximum number of words or guidelines, which I think there is, isn't there? When we were looking there?

Chardai Brice:

Yeah. So I think there's the... So if you're talking about the skills and strengths question and the what interests you about this apprenticeship, I do believe they're 300 words. I will just quickly double check that. But I do think, I think that. Yeah.

Helen Twomey:

We also had a question which was are apprenticeships open to people who are not already in the line of work they wish to enter? The ones I've seen seem to be for people who are already working in the job. Absolutely, apprenticeships are by the nature of being an apprentice you're new to that role and you're learning. So, yes, definitely. There should be a huge number of apprenticeships that are available if you don't already have a job. Apprenticeships can be used and some of the some things like the level six and seven apprenticeships can be used to upskill existing employees so that can be possibly what you're seeing. Really happy, when you get the mailing, if you want to get the person that asked that question, if you want to get in touch and we can help you out a bit more, maybe we'll give you some more things. So you'll see my email address in the mailing that comes through or you can email [hello@amazingapprenticeships.com](mailto:hello@amazingapprenticeships.com) and we can perhaps give you a bit more, bit more help with that because yes, I understand that that can be tricky when you're looking.

One more question before we finish up. Is it possible to search only for these types of open apprenticeships? Not sure what.

Chardai Brice:

Yeah, I'm not sure what open apprentice, does this mean?

Helen Twomey:

Oh, does it mean possibly if they're not the, they haven't opened for the employer for applications yet. So are

there, are there vacancies on Find an Apprenticeship that haven't opened yet? Possibly. Is that?

Jayne Farrington:

I think, can I come in there? I think the anonymous person that's asking that question, I think that relates to the question above where they're saying that they believe that there is, their people are already, already in a job when they're having to apply. All apprenticeships, all apprenticeships that are advertised on Find an Apprenticeship on our site are available and open and are jobs. So I think that, that was not always the case before we redesigned Recruit and Find an Apprenticeship, we were advertising apprenticeships that actually weren't jobs. They weren't linked to an employer. Every apprenticeship now that is on our site is linked directly to an employer who is offering to employ that apprentice. And so they will be employed by the company that are advertising that apprenticeship until the end of that apprenticeship. They may well continue on after that as well. But they are definitely, all apprenticeships on our site are linked to an employer that is offering to employ you to do that apprenticeship. Hopefully I've answered it.

Helen Twomey:

Yeah. If not, again, please reach out to us. You know, after the mailing you'll get our details. And we have got a techie one here, Chardai, which I have no idea about. I've tried to show the maps by enabling my cookies, but they didn't appear to have an option to see this. Could that be It's not under 300, is that, I think it has to be under 300 basically. So that could be the first step. But if you have tried that, Michelle.

Chardai Brice:

Yeah, I was going to suggest that. So if you've enabled functional cookies, because I think there are two types of cookies on that cookies link. So as long as you've enabled functional cookies and also have results under 300, you should be able to see the map. If not, I would definitely probably reach out to the help desk in that instance just to see if they can investigate what's going on there.

Helen Twomey:

Thank you. And we've got just one more because I'm very conscious of your time. Someone's asked, Mickie has asked, will there be more apprenticeships available for 16-year-olds and not just aimed at 18 plus? So Mickie? Yes, we know that there's not always the vacancies that you want to find that you want in the right area. But keep your eyes peeled for foundation apprenticeships which the government announced a little while ago and we're all waiting with bated breath to hear a bit more because hopefully that will make more apprenticeships available to 16-year-olds. But yeah, keep looking, get your Find an Apprenticeship account set up, get your alerts set up and keep looking. And like I say, contact us if we can give you a bit of support on that.

I am going to wrap up the questions now but again please do get in touch if you want to ask anything. Just want to flag a couple more things if you are a school or college joining us today, then hopefully you know all about the ASK programme and you can visit [careersandenterprise.co.uk/the-ask-programme](https://careersandenterprise.co.uk/the-ask-programme) to access all sorts of support to share apprenticeship information with your students.

I'm going to go through this really quickly because it's 4:01pm. Other support available, the Amazing Apprenticeships website, Skills for Careers, which I think Chardai mentioned earlier as well. And something that you can sign up for which actually has quite a lot of those sort of level two and three vacancies that we mentioned, is Vacancy Snapshot, which is just an email with some nice vacancies that people have submitted. So that's just another way to access vacancies.



There are more webinars all the time, so we've got following on now that you've learned how to apply, we've got a webinar in March called 'How to Impress in the apprenticeship application process'. And a couple more coming up as well. And then each month there's always a new ASK webinar so you can find all of those. If you found this one, hopefully you know where to find these. But if not the link is there and the QR code as well. One coming up which we wanted to highlight because they're a brilliant option is Higher Technical Qualifications. So if you are interested in looking at these level four and five qualifications that are directly approved by employers and created by employers as delivering the skills they need, then please join us for this webinar. That is also on the same page I showed you earlier.

Oh, keep, one more slide, I promise. Lots of vacancy listings in the Higher and Degree listing. A new one came out in January so you can find lots there of level four and above apprenticeships. If you are a parent or carer, Choices magazine is, we like to call it the ultimate parent and carer guide to apprenticeships and technical education. It's completely free, it comes out once a month. The new edition comes out, I think it's March 10th or 11th, I should know that. And you can sign up to get it. Like I say, it's completely free and you'll just get it emailed to you and lot, they will sit on the Amazing Apprenticeships website as well.

And the last one is an application guide that we put together with the Department for Education just as kind of a checklist of things to make sure that you've got ready. So as soon as you see that they can see that you're interested in, you can apply. Right, I'm going to stop talking now. Thank you so much Chardai for your presence, for presenting and Jayne for your brilliant question answering there. Thank you so much for taking the time today. Like I say, really interesting and hope, I'm sure really useful. The recording and the slides will be sent out to you and they will also, the recording will sit on the Amazing Apprenticeship website so you can watch it as many times as you like. Thank you so much Chardai and Jayne. I'm going to stop sharing and then it will let me stop the webinar. Thank you. Thank you everyone for joining.

Jayne Farrington:  
Thank you.

Chardai Brice:  
Thank you.