



Llywodraeth Cymru
Welsh Government



**Make a
Difference
with us**

Apprentices 2017

Frequently asked questions

gov.wales/apprentices2017

Shared Service Helpdesk

Tel: 029 2082 5454

Email: sharedservicehelpdesk@wales.gsi.gov.uk

Please refer to our step by step guidance and website in the first instance to answer your query. If you can't find the answer there, please read these FAQs. Alternatively you can ring Shared Service Helpdesk as outlined above.

1. When can I apply?

Applications for the Welsh Government Apprentices 2017 scheme will open on 19th May and close at 4pm on 3 July 2017.

Before completing your application, please ensure that you've visited the website to check that you meet the eligibility criteria.

2. Can I apply after the deadline?

You won't be able to submit an application after the deadline of 4pm on 3 July 2017. If you miss this deadline you won't have the chance to apply again until the next scheme.

3. What if I have technical issues?

If you experience any technical difficulties with the online application please contact Shared Service Helpdesk on the above channels.

4. Can I amend my personal details after I've submitted my application?

Before submitting your application you can amend your registered e-mail address by logging into your account on the Welsh Government's online application system, and going to the 'Edit personal details' section.

Once submitted, you can't amend or delete your application form, so make sure that all your details are correct before submitting.

5. How is the Welsh Government's Application Form different to the Apprenticeship Recommendation form?

The Welsh Government's Application Form is your main application for the work experience element of the apprenticeship scheme.

The Apprenticeship Recommendation form is part of Acorn's assessment for your eligibility to receive the funding, and undertake the NVQ level 3 qualification in Business Admin.

6. How will my learning programme be delivered?

Acorn are our training providers, and they will be delivering the Apprenticeship NVQ level 3 training; you can find advice and information to help you understand more about Acorn and the training they provide by visiting: <http://www.acornlearning.co.uk/apprenticeships/apprentices/wales>

7. Is it important that I answer the diversity questions?

We are committed to being an Equal Opportunities Employer. We wish to ensure that all applicants are treated fairly and appointed solely on their suitability for the post irrespective of whom they are or where they come from.

To help us measure how effective we have been in communicating with and attracting a diverse range of people to work with, you are requested to diversity and equality monitoring forms.

We are sensitive to the fact that some people would rather not complete diversity forms – either because they fear the information will be misused, or because they consider some of the questions to be highly personal. We would like to put your mind at rest.

We can assure you that the information being given is kept **separately** from the information used in recruitment decisions. The information will not be used to influence recruitment decisions. All information is strictly **confidential**, PURELY for statistical purposes and to ensure that policies are being applied fairly; it will only be shared with a restricted number of authorised personnel.

We will not discriminate against individuals who decide not to complete the form. However, we ask that as many people as possible agree to help us measure diversity – because it matters to us.

8. What is the Disability Confident Scheme?

The Welsh Government operates under the Disability Confident Scheme and welcomes applications from people with disabilities. The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment and the impairment has a substantial and long term adverse effect on their ability to carry out normal day to day activities.



Under the scheme a disabled candidate will be selected for interview if they meet the minimum essential criteria for the apprenticeship.

9. Eligibility for Training, Funding and the Wales Essential Skills Toolkit (WEST) Assessment

Please note: this stage of the application process is completely led and managed by Acorn and any questions you may have at this stage should be referred to them.

Acorn can be contacted by email **wgapps@acornpeople.com** or ask for Emma Jones on **01633 663000**.

10. I can't make the interview dates – what can I do?

We are holding interviews over a 3 week period. We may decide to offer one or two other dates, but this is uncertain at this time. You should therefore plan to attend within the dates already listed in our step by step guide.



Mae'r Rhaglenni Prentisiaeth, a arweinir gan Lywodraeth Cymru, yn cael cymorth ariannol gan Gronfa Gymdeithasol Ewrop.

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