

“Grasp every opportunity that comes along, always remain positive and embrace the changes”

Introduction

BT is a global communications company, with customers in more than 170 countries. Innovative and dynamic, we're using the power of computing, IT and communications to make a better world. Crucially, we're committed to doing so in a responsible, sustainable way. Here's just a flavour of what we do: BT Sport, UK broadband, BT TV, committed to renewable energy, transforming healthcare, cyber security, and BT Wi-fi. Our unique Better Future programme is about using the power of communications to improve lives and ways of doing business for everyone. Our apprentices have a big role to play. Find out more on the Better Future website.



Image: Sam Bayliss, Apprentice Development Coach - BT

How did you get started in your career?

I joined BT in May 1984 as a telephonist after a friend recommended I should apply as BT were recruiting

Can you outline a typical work day?

Every day is different when working with apprentices but always very rewarding. It mostly comprises of dealing with emails, scheduling reviews, assessing diploma evidence and giving guidance on what work they can complete to ensure they meet their next target.

What do you enjoy most about your job?

The opportunity to see apprentices grow and development from when they are first interviewed to assimilating. It is really gratifying to see how their career progresses as they grow as individuals especially when they are promoted into senior roles within the company.

What skills are important for anyone wishing to start in your profession?

This depends on the vacancies we have on offer, but you'll need a minimum of English Language and Math's at GCSE grade C or above plus at least three other GCSE subjects at the same grades. These must be standalone qualifications, not contained within other qualifications. For some vacancies you will also need two or three A levels at grade C or above.

What main personal attributes do you think is important for your type of job?

Our apprentices come from a diverse range of backgrounds and have a wide variety of skills, interests and experiences. It's what makes them a force to be reckoned with. Take a look at the attached link and read the case studies to see what a diverse range of people we have and their valuable skills.

<http://www.btplc.com/Careercentre/Ourlocations/UK/Apprenticeships/OurApprentices/index.htm>

Do you have any tips or suggestions on how young people and adults can enter your industry?

Visit the website as there are lots of hints and tips to help you get started

<http://www.btplc.com/Careercentre/Ourlocations/UK/Apprenticeships/HowToApply/ApplyNow/>

What career progression opportunities are available in your business/sector?

It's absolutely in our interests that you have every chance to achieve your full potential. That's why at BT, opportunities to grow and develop don't just come along at the beginning - they're a feature of your entire career. From the word go, you'll have your own Development Action Plan, specially tailored to help you succeed in your job and progress in your career.

Why is it important for your sector to attract and train young people and new entrants?

People join us for many different reasons; it all depends on what they're looking for. For some, it's because they want a chance to shape the future, and drive forward a new era of change. For others, it's because of the way that we look after our people, and encourage them to get the best out of themselves. Or maybe, because they want a foundation of technical training and experience that will open doors throughout the industry. Or simply because they like helping people get the very best out of today's communications technology. Whatever your reasons, we'd like to add to them.

General words of wisdom

Grasp every opportunity that comes along, always remain positive and embrace the changes that naturally occur. You never know where they are going to take you and who you may meet along the way.

Further contact/information

If you would like to find out more about an Apprenticeship with BT, then please visit their website

<http://www.btplc.com/Careercentre/Ourlocations/UK/Apprenticeships/HowToApply/ApplyNow/>