

# Preparing for assessment centres

THE  
**ASK**  
PROGRAMME

APPRENTICESHIPS  
TRAINEESHIPS  
T LEVELS





# **What is an assessment centre?**

- **Who has heard of an assessment centre before?**
- **Who can tell me what an assessment centre is?**
- **Does anyone know what happens at an assessment centre?**
- **Has any been to an assessment centre before?**



# Typical activities



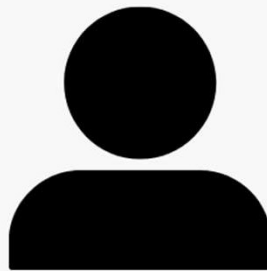
**Presentations**



**Group exercise**



**Aptitude tests**



**Individual  
exercises**



**Interviews**



**Role play  
activities**



**How confident/prepared would you feel in attending  
an assessment centre from a scale of 1 (not  
confident) – 5 (very confident)?**



# Top tips for preparing



[BT Early Careers – Top Tips](#)

# Skills and behaviours



## Customer Service Associate, BT

Level 2

### What you'll be doing

As part of our customer service team, you'll be the first person our customers interact with, and it's down to you to make sure they have a positive experience and resolve any issues first time around.

Business Customer Support Associates support our corporate customers, from small companies to global conglomerates. No matter who they are, you'll own the relationship with them from beginning to end, and will be a first line advocate for BT. You'll learn about our different products and services, how they can help our customers, and channel this into the service you give them. You'll need to be forward thinking and proactive, making sure you're anticipating their every need.

It's key in this role that you enjoy working with people. Not every conversation you have with our customers will be easy. Even when things aren't going right, you'll need to make sure you create a collaborative working relationship with your customer. We'll teach you how to listen, how to keep calm under pressure and how to relate to your customers, so you can really work out what is best for them. You'll make sure that in the end, they have a great experience with us.

This job is available in the [Enterprise](#) part of our business.

# How can you demonstrate these skills during an assessment day



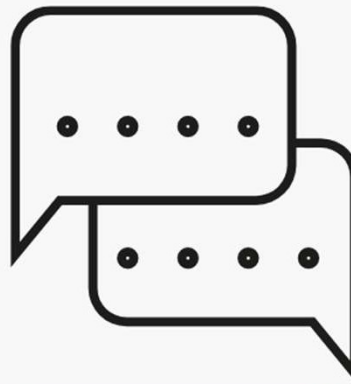
Polite and  
professional



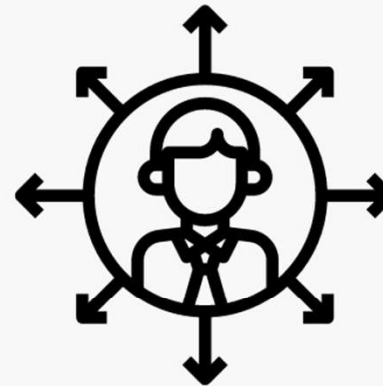
Problem  
solving



Good listener



Conversations



Proactive



Teamwork



# Instructions



**Group number  
here**

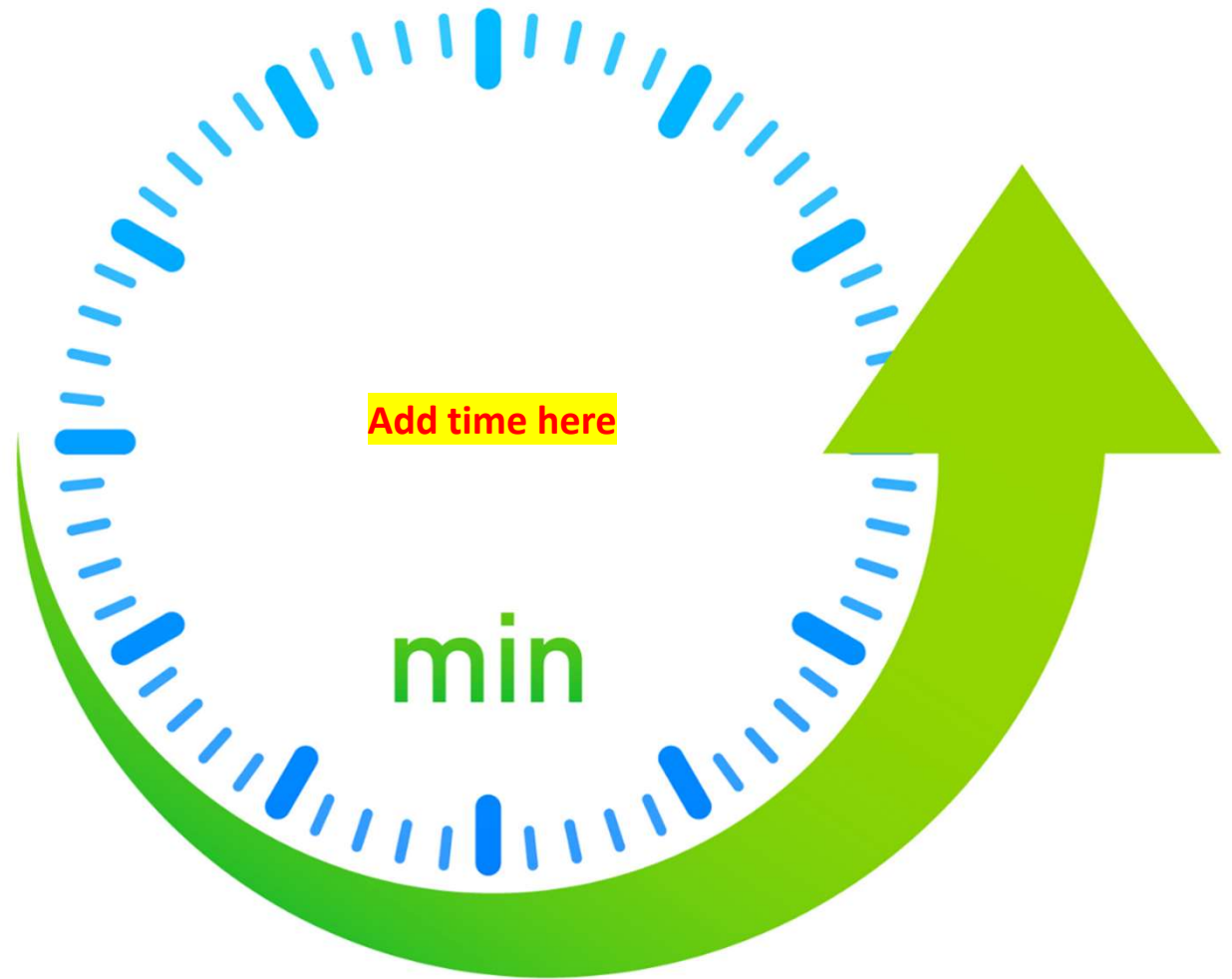


**How much time**



**Points to think  
about**

# Group task



# Discussion and feedback





# Individual tasks



Task	Priority	Reason for order / comments
An email has come in from a local employer who wants to work with you and does not currently have a relationship with your organisation. They would like further information sent to them.		
You've had a call from your manager who has an emergency meeting today and needs you to analyse and provide data for the meeting.		
You need to pull together a presentation for your manager for an employer event that they have in a weeks' time.		
A partner organisation has left you a voicemail explaining they need to reschedule a meeting they have booked in 2 weeks time.		
You need to print a document for a report but the printer is broken and the paper order has not arrived from last week.		

# Tips for preparing



Read any materials  
beforehand



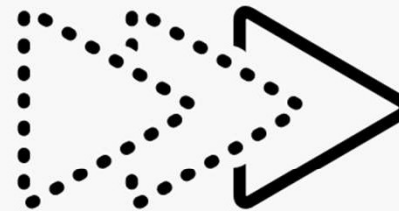
Re-read the job  
description



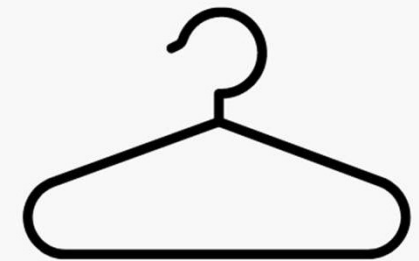
Arrive early



Research the  
organisation



Prepare questions  
– think ahead



Choose outfit day  
before

# Useful websites



## Free online test practice



SHL

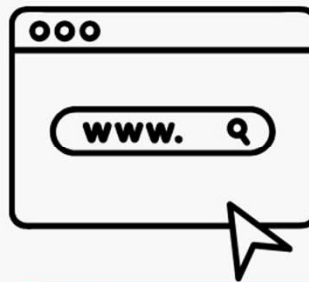


Psychometric  
test



Assessment Day

## Presentation and interview tips



Employer  
websites

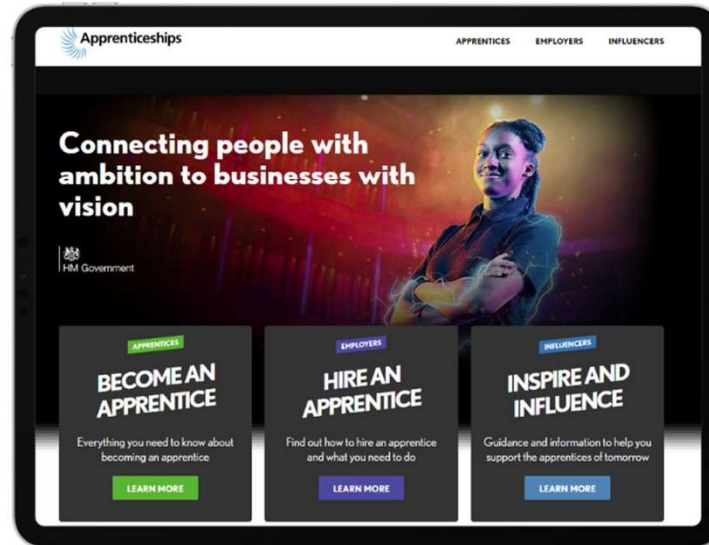


Assessment  
Centre HQ

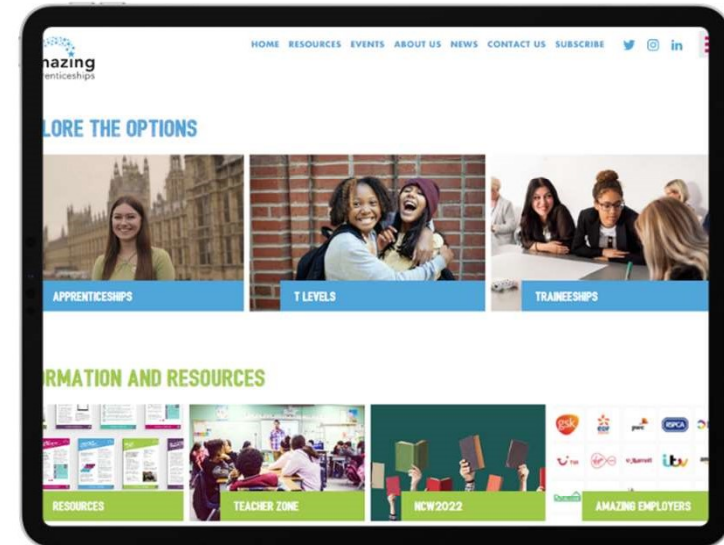


Google top tips

# Contact us



Apprenticeships.gov.uk



AmazingApprenticeships.com



# Explore your education and training choices

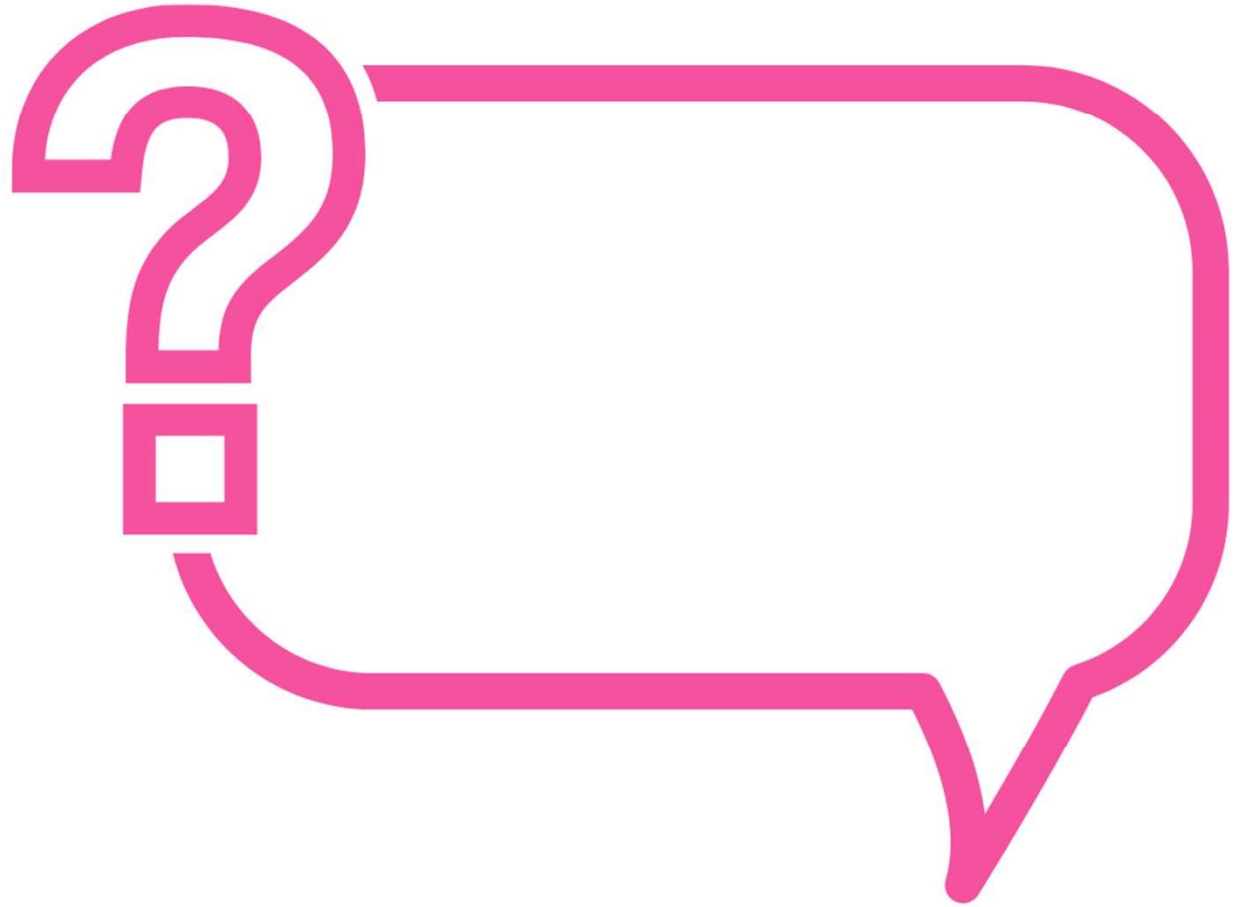
Still not sure what's next for you? Whether you know where you're heading or not knowing about the different routes open to you is a great place to start.



**GET  
THE  
JUMP**  
**SKILLS  
FOR LIFE**



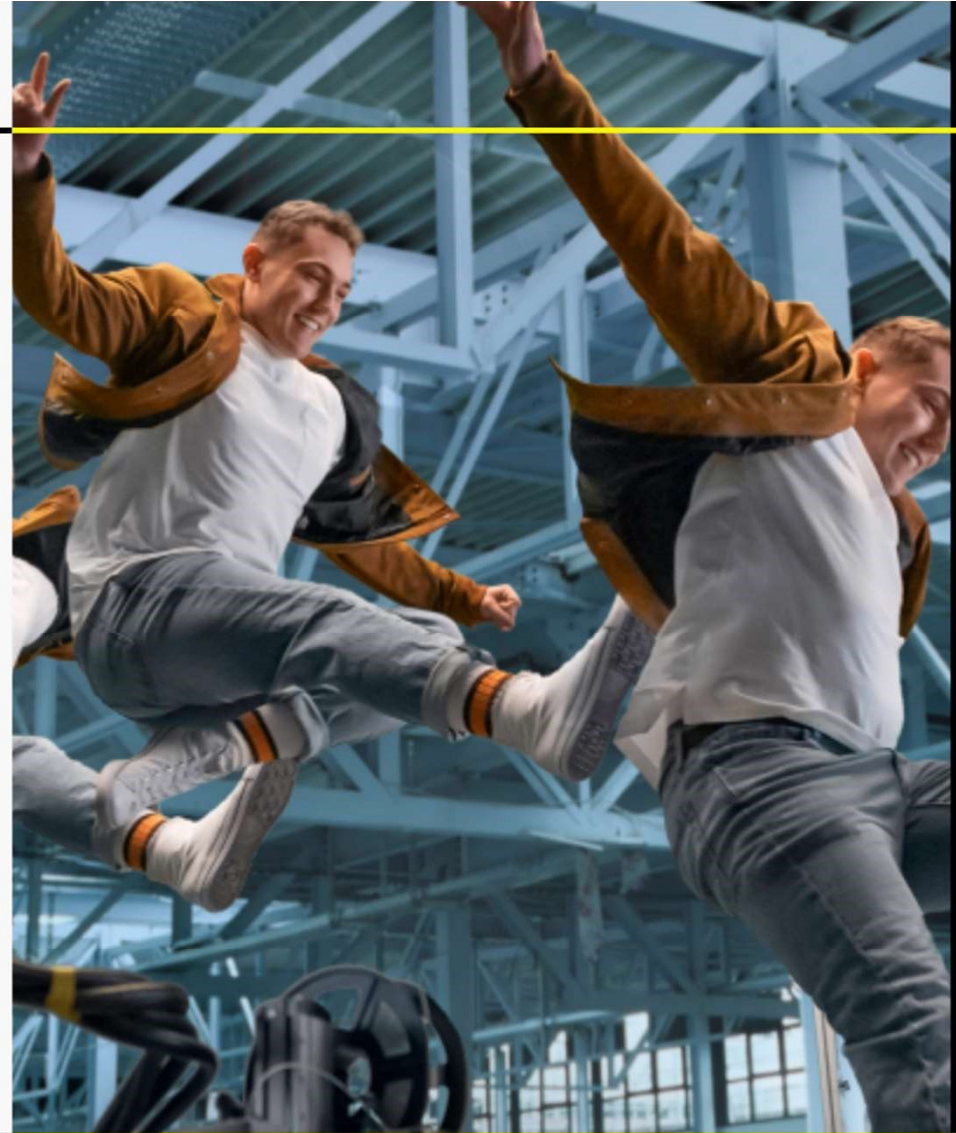
**Any Questions?**



# Mock Interview

THE  
**ASK**  
PROGRAMME

APPRENTICESHIPS  
TRAINEESHIPS  
T LEVELS



# What we will be covering today



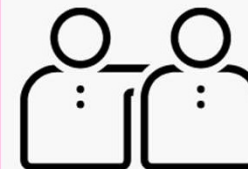
What is an  
interview and  
what happens?



Interview  
preparation



Typical  
questions and  
how to answer  
them



Mock  
interview  
role play



Buzzwords



Feedback



Your  
questions

# What is an interview?



Form of assessment

Assessing candidate  
and their suitability

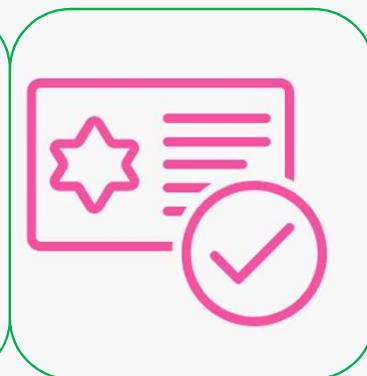
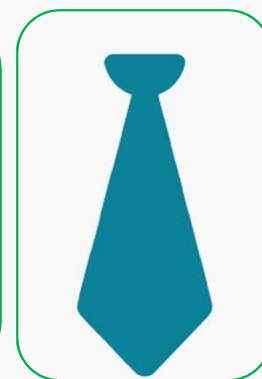
Used by employers  
looking to hire

Employer asks a  
series of questions

Opportunity to ask  
questions

Both parties get to  
know each other

# How to prepare



# Researching the company



# Typical interview questions



**?** Tell me about your greatest achievement.

**?** Give an example of a time you worked in a team to solve a problem.

**?** Describe your relevant strengths and experience.

**?** Why do you want this apprenticeship?

**?** How would you respond if you made a mistake at work?

**?** Why should we hire you?

## How to give relevant examples



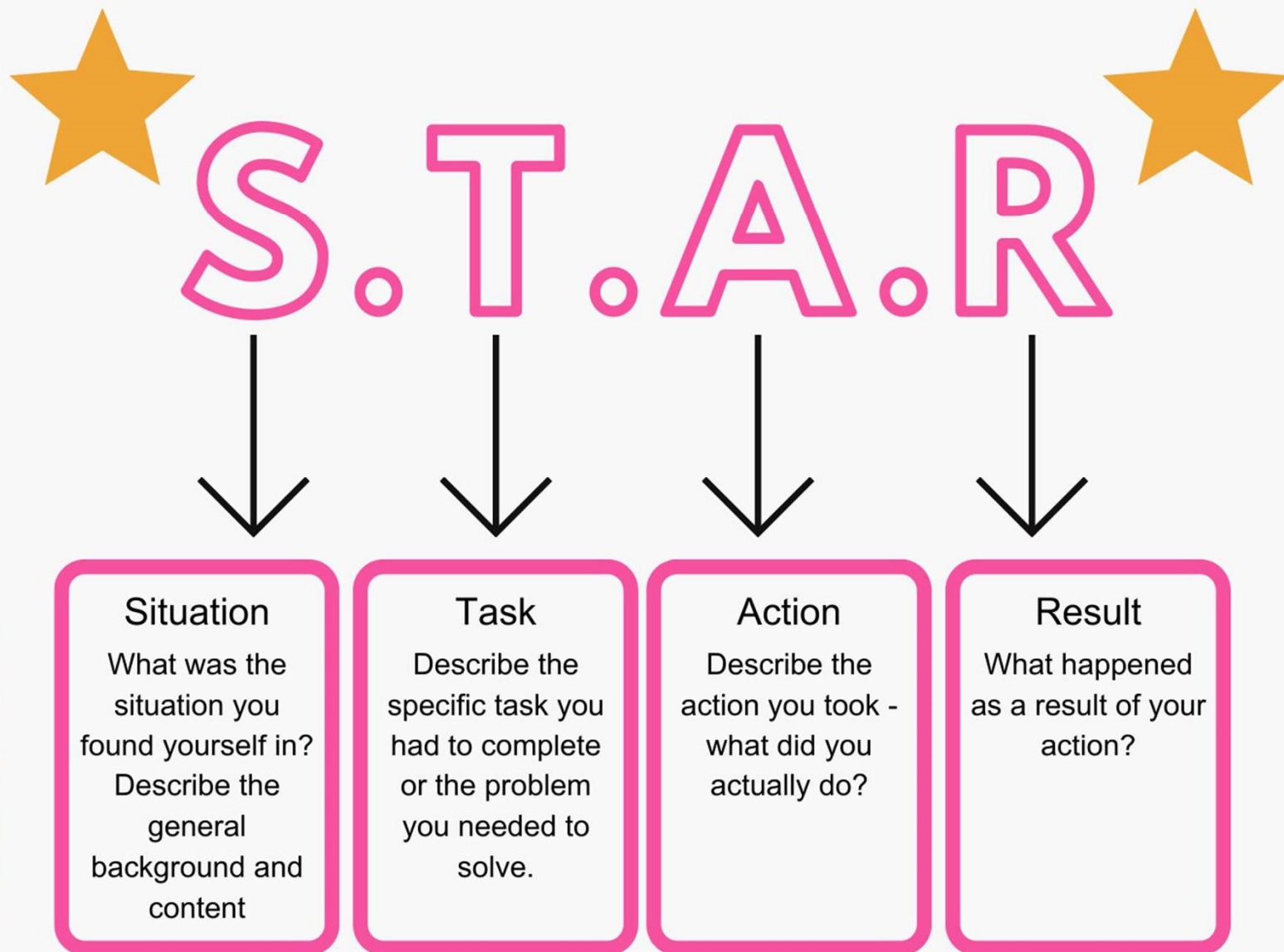
“ Describe your  
relevant strengths  
and experience ”

“ Give an example  
when you have  
worked with others to  
solve a problem ”

“ One of my strengths is my attention to detail.  
When I am working on my coursework projects I  
make sure that I proofread and edit carefully  
before I hand it in ”



# Using the STAR technique



# Tips for preparing



**Arrive on  
time**



**Be polite and  
friendly**



**Pause and think  
about answers**



**Remember  
names**



**Stay focused**



**Keep eye  
contact**

**Any Questions?**



# Student Evaluation form



<https://tinyurl.com/54xcd7fd>



Department  
for Education

# Anything to promote?

