



Llywodraeth Cymru
Welsh Government



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Difference
with us**

Apprenticeship 2019

Interview Guide

This guidance outlines best practices to get you prepared for this stage of the application process.

gov.wales/apprentices2019

Interview

Your interview may consist of a range of question types. These may include questions about:

1. Your previous experience

The interviewer will most likely ask questions about previous experience you've had that are related to the job description.

A good way of answering these questions would be through the STAR technique:

- **Situation and Task**

Describe the situation you were faced with and the task that you needed to achieve

- **Action**

This should be the main part of your answer. Clearly set out each action you took to resolve the situation. Concentrate on the actions that you did yourself, rather than others.

- **Result**

End your answer with a short and sweet description of the result of your actions.

2. How you would manage situations relevant to the role

Our apprentices have a variety of roles across the organisation. The interviewer may describe some tasks that apprentices are asked to do. Take a moment to work out how you would react to the situation. Explain to the interviewer what steps you would take and why you would do so.

3. What you enjoy doing

Try to relax and give your first most natural response that shows your enthusiasm and what motivates you.

How to prepare?

Think about your previous experience and what you have enjoyed doing in all aspects of your life: your education, work experience, your part-time job, position in a society / community, hours spent volunteering, caring responsibilities (including family members) or sporting achievements. Reflect on the job description and do some research about the organisation. Think about how your strengths and experiences might be relevant to the apprenticeship.

First impressions count

Greet your interviewer with a smile and firm handshake. Maintain good eye contact.

Be prepared

Re-read the key skills found in the application form just before the interview. Do your research on the organisation thoroughly.

Don't waffle

Answer questions properly – even if you need a few moments' silence to collect your thoughts - It's better to say you need a minute to think about your answer rather than speak instantly and regret it afterwards.

Why should we hire you?

We are looking for – motivated and enthusiastic applicants that are passionate about bringing innovative ideas and suggestions to support a forever growing and changing Wales.

Be positive

Your interviewer will be thinking about what it would be like to work with you. Interviewers like to see someone who enjoys a challenge and is enthusiastic.

Remember your body language

It is not what you say, but how you say it. During the interview, do not fold your arms and lean back or look to the floor. Sit upright and try to maintain good eye contact. Use your hands and lean forward when making a point.

Clarify anything you are unsure of

If you are not certain what is meant by a particular question, ask for clarification. At the end, ask the interviewer if there is anything else he or she needs to know about. Do not be afraid to ask when you are likely to hear if you have been successful or not.

Follow the three P's:

Prepare - Practice – Perform

Reasonable Adjustments

We offer reasonable adjustment at all stages of our recruitment. Please ensure that you make us aware as soon as possible if there is any adjustment that you may need to complete your application or at interview. As an Employer we offer **Disability Confident Interview Scheme**.

As part of our commitment to encouraging disabled people to apply to the Welsh Government we will offer an interview to disabled people who meet the minimum requirements for the post.

Welsh Government has adopted the social model definition of disability, which recognises that barriers in society act to disable people who have impairments or health conditions or who use British Sign Language. We are committed to removing barriers so that all (or potential new) staff can perform at their best. The Equality Act 2010 uses the medical model definition of disability (“a physical or mental impairment which has a substantial and long-term impact on a person’s ability to carry out normal day to day activities”).

We guarantee to interview anyone who is disabled, whose application meets the minimum criteria for the post. By ‘minimum criteria’ we mean that you must provide us with evidence in your application which demonstrates that you generally meet the level of competence for the role and any qualifications, skills or experience defined as essential.

If you have an impairment or health condition, or use British Sign Language and need to discuss reasonable adjustments for any part of this recruitment process, or wish to discuss how we will support you if you were to be successful, please contact the **sharedservicehelpdesk@gov.wales**.

As an example, please see below some of the adjustments we have offered in the past. These examples don’t include all impairments, and they are only examples; we know that individual requirements differ and other adjustments may be available to meet your particular needs. We can only work with you to arrange adjustments if we are made aware of your requirements prior to your application submission or interview. We are committed to the employment and career development of disabled people and encourage you to talk to us about adjustments if you need them. .

- **Autism (ASD)** – Autism spectrum disorder (ASD) - questions may be re-worded to include language that is appropriate and we can alter the environment to be suitable to your needs.
- **Visual Impairment** – Applications in Braille can be requested and a guide can be offered for interview.
- **Myalgic Encephalomyelitis (M.E.) / Chronic fatigue syndrome (CFS)** – A suitable time for interview can be offered to suit the needs of the individual.
- **Deaf / Hearing Impairment** – We can organise for an interpreter to attend the interview or we may use a qualified panel members that uses sign.
- **Dyslexia** – More time can be provided at interview or for any assessments. The language of the application has also been drafted to ensure it is clear and informative.
- **Mobility Impairments** and Access Requirements can all be catered for too.

Good Luck!