



TOP TIPS

YOUR GUIDE TO APPLYING FOR A RCH GROUP APPRENTICESHIP

FIND INFORMATION ON:

Interviews

Selection Process

Preparation

AND MUCH MORE!

RCH GROUP

 river clyde
homes

 Home Fix
SCOTLAND

HOW CAN I HELP MYSELF WHEN APPLYING FOR A ROLE?

Make sure you list your qualifications and clearly state any other interests, hobbies and achievements. For example, is there a sport you do every week, arts class or have you taken part in the Duke of Edinburgh Award? These are just some ideas to think about. We are looking for enthusiastic people to join our teams and there will be a lot of competition, so our advice is to really sell yourself.

Please ensure we can see your address, telephone number and email address on your CV. Also, remember when choosing an email address for your CV it is important that you use a professional email that is easy to read and remember. Consider the following:

- **Use a variation of your first and last name.**
- **Avoid using nicknames or numbers.**
- **Use a respectable email provider, such as gmail.**

HOW AM I SELECTED FOR AN APPRENTICESHIP POST?

When we have received your CV, we use the information from this to select the candidates to take through to the next stage. The information on your CV will be fully assessed with the qualities on the role profile. We check you have the pre-requisite qualifications, knowledge, skills, and experience required.

INTERVIEW

If selected, you will then be invited to an interview. At RCH Group we conduct competency-based interviews. There will be at least two people interviewing you and you will be asked a series of questions. We look for full answers with plenty of examples that cover the **STAR TECHNIQUE**.

STAR stands for **Situation, Task, Action, Result**. Using this strategy is helpful in response to competency-based questions such as, "Describe a time when..." and "Share an example of a situation where...".

Past behaviour is a good indicator of how you might perform at work, and this is why we ask these kinds of questions.

The concepts in the STAR acronym comprise the following:

SITUATION: Describe the context within which you performed a job or faced a challenge. For example, perhaps you were working on a group project at school or college or a situation from a previous job. Be as specific as possible.

TASK: Next, describe your responsibility in that situation. Perhaps you had to help your group complete a project within a tight deadline or resolve a conflict with a co-worker.

ACTION: You then describe how you completed the task or endeavoured to meet the challenge. Focus on what you did, rather than what your team or co-worker did.

(Tip: Instead of saying, “We did” say “I did”).

RESULT: Finally, explain the outcomes or results generated by the action taken. It may be helpful to emphasise what you accomplished, or what you learned.

HOW TO PREPARE FOR AN INTERVIEW USING STAR

You'll benefit from preparing several scenarios from school, college or jobs you've held.

First, make a list of the skills and/or experiences that are required for the job. It will help you to look at the role profile for indications of the required or preferred skills/qualities.

Then, consider specific examples of occasions when you displayed those skills. For each example, name the situation, task, action, and result.

Whatever examples you select, make sure they are relevant to the job that you are being interviewed for.

The interview panel score each of your answers from 0 to 6, and at the end of the process the total score is calculated and candidates with the highest scores are then offered the positions.

WILL I NEED TO ATTEND AN ASSESSMENT CENTRE?

If you have applied for one of our Trade Apprenticeship posts, you will be invited to an Assessment Centre which will consist of:

- Short exercises in English and Maths
- Group observational exercise
- Face-to-face interview
- If you have applied for Electrician or Plumbing apprenticeship, you will also be required to complete additional tests that are required by their specific training providers SELECT and SNIPEF. The SELECT one is done by candidates online and we administer the plumbing test at the assessment centre.

ADDITIONAL SUPPORT

Our HR team are always available to answer any queries over the phone or by email. If required, we will make reasonable adjustments for you prior to your interview / Assessment Centre, and we have Officers on hand to assist anyone who requires additional support on the day of your interview / Assessment Centre.



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