

## ASK Webinar: Preparing for Apprenticeship Assessment Centre

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Lucy Springett:

Okay. Good afternoon, everyone. I can see people making their way in. So welcome to our webinar this afternoon where we'll be exploring apprenticeship assessment centres, what they involve and how you can support your child or students, or possibly yourself, if you're a student joining us today, in preparing and feeling more confident about what to expect.

We know that this is a really important topic. Assessment centres have become particularly common in recent years as part of many, many apprenticeship recruitment processes, especially for larger companies, and particularly competitive programmes where employers might have a higher number of applications.

So we're really delighted to be joined by two colleagues today, expert colleagues from E.ON, who are going to share their insights and experiences around the assessment centre process at E.ON, what that looks like, as well as their top tips for how to prepare and stand out. So I hope you're feeling a bit more confident by the end of this 30 minutes. We've got a lot to cram in, but I think we can do it. So we'll try and cover as much as we can.

Before we do get started, I will very briefly cover some of the controls for today and how to get involved in this session if you're not too familiar with Zoom. So, firstly, I should introduce myself. My name is Lucy Springett and I'm here today from Amazing Apprenticeships. We facilitate and bring you the series of webinars as part of the ASK programme. So we do have more information at the very end of the session about some of the upcoming topics that we'll be covering as well, which we'll make sure to send out to you. But for today's webinar, it is being recorded, so the recording and slides will be circulated out to you hopefully this afternoon, but if not, tomorrow morning, we try and get these over to you as quickly as possible. So please do feel free to share these. If you're a teacher, please share it with your students. If it's a family member who hasn't been able to join, a friend, please do share the recording and slides. Anyone is welcome to catch up.

As we are using the webinar function, we cannot see or hear you. So also please don't worry or panic if you've got anything going on in the background or you're busy, you're still at school, it's no problem. We can't see anything that's going on, but we do really still want you to get involved in the session. So there is a Q&A box that we'd love you to submit your questions through to. Lucia from E.ON is going to try and answer some of the questions as they come in and we know some of you have submitted some in advance, so thank you for that also. But if you aren't, if you haven't found that Q&A box yet, if you're on a laptop or your phone, it should be on a little black panel at the bottom of your screen. You should see Q&A box and you can submit that question through either anonymously or with your name. So, yeah, please do get involved. We'd love to hear your thoughts and feedback.

Whilst I, in a second, cover what we're going to talk about today. I just wanted to launch a quick poll to try and get an understanding of who's in the audience today and sort of how you feel about your knowledge about apprenticeship assessment centres at the moment. So you may have come across them, you might be invited to one, so you might be preparing at the moment, you might not know too much about it. So if you're not feeling too confident or knowledgeable, if you score yourselves as somewhere on the lower end around 1 and 5 is if you're feeling really knowledgeable. So I can see those results coming in. I'll give you a second for some others to complete it.

But today, just to give you a quick summary of what we'll be covering, I'll be doing a really brief overview of what an assessment centre actually is and some of the typical activities that might be involved across a number of organisations before I then introduce our colleagues from E.ON to share their insights and perspectives about their assessment centre process. And then we will open up to Q&A to try and answer many of your questions. Which looks like it will be helpful.

We've got 32% of people saying that they're feeling... I'll end this actually, so everyone can see the results. Saying that they're feeling that they're at 1, 24%. At 2, 36%, at 3 and a few people who are gearing towards experts, but no experts just yet. So hopefully by the end of the session we will have a few more fours and fives.

So what is an apprenticeship assessment centre? Apprenticeship application processes as a whole will really vary from employer to employer, as I'm sure many of you will have observed in your research so far. And they decide the most appropriate recruitment process for their organisation. So that can depend on the size of the organisation, the number of applicants, the type of roles that they're looking for, as to how they will do this, but it can typically include some or all of the elements that you're seeing on the screen at the moment. So ranging from submitting an application or a CV possibly, to online tests, various stages of interviews, whether that's face to face, whether it's online and of course, assessment centres. So what I would say is, if you've missed any of our previous webinars, where we explore the searching stage, the application stage, the interview stage in a little bit more detail, I would encourage you to go back and take a look at those and we can send you out the recordings as part of the follow up mailing after this webinar.

But for today, we're focusing on assessment centres specifically. And it feels like a really good time, actually, because a lot of employers are in that process, either wrapping up or in the process of running assessment centres at the moment. But an assessment centre, it can be a day or it could be a couple of days. And it's a method that many employers use to identify candidate suitability for employment ultimately. So either for an apprenticeship, for a job or possibly a graduate scheme or a different kind of programme. So it's the employer's way to get to know you a bit more and gain a bit more of an understanding of your current skills and your behaviours and see if you're the right fit for the role, essentially. But it's also a chance for you to get to know the employer as well and understand the environment that you might be in, sort of see the offices, meet colleagues, so it's a really good opportunity for you to see if it's an environment that you feel suits you as well.

Assessment centres do tend to come a bit later in the application process for this reason, after other assessments may have happened to sort of narrow down candidates. So, firstly, what I would say is if it is a real achievement for individuals to make it or be involved in, invited to assessment centres. So if you have already had an interview or invitation, sorry, to an assessment centre, that's a really big achievement and a huge well done because it is very competitive.

It can typically last anywhere from an afternoon up to two days, depending on the role or employer, as I've said. And over that time, the employer will arrange a number of activities or tasks that the candidates will work through to demonstrate their skills and strengths. So they would usually be held face to face. As I say, it could be in an office environment or at a site, at a venue, but it can sometimes take place online as well. Since COVID happened employers have been very quick to adapt and generate online settings as well where this can work. But the employer will kind of should make that clear when they're inviting you to attend, along with any instructions for what to bring or how to get there and how to join, that side of things. There will usually be a group of candidates, perhaps six to eight candidates, depending on the employer again or the size of the scheme and the cohort. And some tasks will require you to work in groups, but we'll come on to that shortly.

And then over the day you'll have the chance to demonstrate a variety of skills compared to normal face-to-face or phone interviews. So it's a real opportunity, not just for the employer to get to know you, as I say, but for you to really get a feel for the organisation and a passion for the role because you'll be undertaking some tasks that really link to the organisation and the role that you might be doing.

What activities do take place over the day can really vary from employer to employer and we're going to hear more about E.ON's shortly. But if I give a quick overview of what these could include. As I say, they do focus on assessing candidate skills and also how you might respond and interact in particular situations or what you might encounter in that job. So it could be anything from presentations. They're quite a common activity across assessment centres. And this could involve the employer sort of sending you a project brief or research to do before attending or on the day where you then generate a presentation and present back to a sort of a panel or share your analysis with the employer assessing you. There could be group exercises, so I've already touched on this a little bit, but, but this is the one that's sort of most common and I think can be quite, quite a scary thing of how to navigate this and how to work with the group and how to make sure that you stand out enough but without being overbearing. So there can be group exercises where you'll be working with other candidates on a team task. So for example, it could be working together to solve a problem or to plan an event or a project that's really linked to the employer that you're applying to. And then the employer will observe the individuals in the group and sort of how you're participating, how you're contributing or how you're working together. So they're trying to observe those behaviours that they're looking for from their applicants.

There could be aptitude tests. Sorry, you could... apologies, I've moved on. So you may be asked to complete some online assessments. Again this could be before an assessment centre but it could be done on the day. It could be numerical, it could be testing how you might respond to certain situations. So I won't say too much about this but I think you'll find out a little bit more shortly. But it could be scenario based as well. So you may have come across these already if you've applied for part-time jobs or if you're already applying for apprenticeships. It could be questions such as if a customer asked you X, how would you respond in this situation? So you might be familiar with those already. There could be role play activities. Lots of people can feel quite, it feels a bit uncomfortable or a bit weird I guess to act out different scenarios. You may not have done that before but some employers are doing this to see how you might respond to a customer for example. So you might do some role play activities that include customer engagement and interaction so they can spot your professionalism in the way that you do, so in the way that you interact. These can be a really important way of assessing as well.

Then there could be individual exercises. So these will aim to assess your skills and competencies. So it could include what are called in tray exercises. So where you're asked to deal with the workload of a typical day, for example, you might be given some background information to the role and then some imaginary situations or tasks or responsibilities about what your job would include and circumstances around that. And then you might be asked to organise or prioritise what that day could look like. So this can really vary but I think there's quite a few examples online that you can research as well and do lots of practice tests to prepare yourselves as well.

And then lastly interviews, the thing that people might be most familiar with can take place on the day as well. So this could either be with an individual, it could be a panel of interviewers, it could include apprentices. So this can also really vary and you'll be informed beforehand about an interview taking place on the day.

So as I said I've tried to be brief and give that really top level overview because it's really important we hear from our employers to really bring this to life. So I'm now really delighted to introduce you to Naomi and Lucia. Naomi is an early talent consultant at E.ON fresh out of running assessment centres actually to recruit for this year's apprentices. So we're really lucky to have Naomi here, and Lucia is a project management degree

apprentice who has been through this process herself and is here to share her experiences and expertise as well. So as I said, do use the Q&A box but I'm going to hand over to Naomi now to talk us through their experiences. Thank you Naomi.

Naomi Furlonger:

Brilliant. Thanks Lucy. Good afternoon everybody. I'm really, really pleased to be here and as Lucy said I'm fresh out of assessment centre so it's really great timing actually to have the webinar today because it's fresh on my mind and I can hopefully give some really good advice.

So if we just go on to the first slide there Lucy, won't dwell on this one too much but just really to give you a bit of an overview about the types of apprenticeships that we offer here at E.ON. So we offer kind of a couple of different levels of apprenticeship. So we have lower level apprenticeships that are your level three and these are in Lighting and Grid and our Maintenance Engineer. And I suppose these are your lower level and these are really your hands on apprenticeship roles. I suppose when it gets to your lower level the recruitment process is slightly less daunting I suppose than when you come to your higher level apprenticeships. And I suppose with the lower level it potentially doesn't include assessment centres and all kind of the online assessment centre process. That's more required when it comes to your higher level apprenticeships.

So our degree apprenticeship level, so on the slide in front of you that's the majority of the degree of the apprenticeship information on there. So these range from an E.ON point of view from engineering to project management to accountancy and taxation to digital marketing. So a really, really good variety of degree apprenticeships that we offer here at E.ON. I know after the call today we're going to send a link to our early careers pages and there's some more information there about the different types of programmes. So please don't worry about reading all the information here. But I suppose just to point out really that actually you know as an energy company we offer a really, really good variety of degree apprenticeship programmes. So onto the next slide.

So again just to really briefly again cover off the application process because I know today I want to focus on assessment centres but as Lucy mentioned the application process does vary from company to company. And here has just outlined our application process here at E.ON for the degree apprenticeship programmes. So we would generally have an online application so you would find the link on our website, you would find the link through some of the apprenticeship platforms that we work with and you would apply online. And this is kind of a very simple stage really. You'd upload a CV, answer a couple of brief questions about whether you have the right to work in the UK, what your qualifications are. And that's kind of the first stage.

So once you're through that stage and this is really have you right got, have you got the right qualifications that we need for the programme and have you got the right to work in the UK? You'll then be sent to our online profile screening part of the assessment and this essentially is an online assessment process. So this is a platform that we use and you would be asked to do logical reasoning, personality tests, business-related scenario tests. And then as part of that process we also have a video interview. So these are pre-recorded video interviews. So it's not somebody physically there asking you the questions, it's questions that you would see pop up on the screen and you would have a certain amount of time to answer those questions. Nothing too daunting in the questions. They're never asked there to catch you out. It's basically just so we can get a little bit more information about you that's not on your CV or not as part of your qualifications.

Once you're through this stage we would then review your application and we would then invite you to the assessment centre process. As Lucy has mentioned, degree apprenticeships are massively competitive and becoming more and more competitive each year. We have thousands of applications for a small number of

offers that we have. I say that not wanting to put you off at all but more to the point that Lucy mentioned in terms of actually if you do get invited to assessment centre or you've already been to an assessment centre, it is a really, really great thing. You should be very, very proud of the fact that actually you've got through that process, to that stage and you've been invited because they are really, really competitive.

And I suppose just put on the bottom of there just as a note and you know if anyone here is looking to apply for a degree apprenticeship, you do apply for them through a company or an organisation and not through a university. So you're employed by the company, we work with the university to deliver the qualifications. But actually you don't apply through the university. You can find information on university sites about degree apprenticeships but actually it's the company that you then apply for. So then on to the next slide.

So if we talk specifically about assessment centres then. So what I will first of all say is, I know it's easy for me to say this side of the table but they are not as scary as they seem. I remember back when I was 17/18, and I remember being really daunted by the sort of an assessment centre. Now sitting on the other side, actually I hope that we do what we can to make it a less scary experience when you actually come into the site. So we do all our assessment centres in person. I know again, as Lucy said, some of them are virtual, some of them in person. We've always done ours in person, apart from during COVID when obviously it wasn't possible. Because we just think we get a lot more out of a candidate meeting them in person, meeting them face to face. You get the chance to come into the office and that's a really, really important part of it. And as Lucy said, and I'll talk later, as much as that is about us getting to know you, but about you getting to know whether it's the right environment that you want to work in in the future. So we feel it's really important to have them physical and you actually come into our office and we do ours lasting about three hours. So we'll generally do one in the morning and one in the afternoon. Again, you know, assessment centres are tiring, they're hard work. We don't want to keep you there longer than we need to. So we do three hour sessions.

And as part of the sessions we have a variety of different activities that we do and again, this is kind of based on the programme and kind of a base that slightly changes year on year. But generally we'll bring you in, we'll have a welcome and we do an icebreaker. So this is something that actually might sound a bit of a strange thing to do as part of an assessment centre, but actually it welcomes you. And, you know, we notice that actually candidates will come in and be very, very nervous and look very, very daunted. After half an hour of doing an icebreaker, they're much more relaxed and much more focused and actually that's really important to us because we want you to bring your best self to the day and you can't bring your best self to an assessment centre if you're so nervous and so scared of what's to come. So the welcome, the icebreaker, is really aimed at getting to know you, getting a little bit more about you, but also helping to calm those initial nerves that you've got of coming into a new environment.

We would then ask you to do a presentation. So generally our presentations are pre-prepared. You would get a topic about a week before and you would be asked to prepare your presentation. On the day you would deliver the presentation and then we would follow that up with a Q&A. I think again this is quite a generic assessment that many companies use as part of their assessment centre. Some of them may ask you to do pre-prepared one. Some of them it may be that you get a topic on the day and you prepare it there and then. We always do a pre-prepared one because we want you to have that time in advance to prepare to be able to practise your presentations and again do it to the best of your ability on the day.

We then go on to do an interview. Now this is the longest part of the assessment and generally probably is about 45 minutes but again it's not there to catch you out. It's really the point of the assessment centre where we can really get to know you. So we would do a competency-based interview. So you'll generally get questions such as tell me about a time when you demonstrated your project management skills or tell me

about a time when you had to deal with a team of people that you know, weren't getting on and you had to deal with conflict and that sort of thing. So there's lots of questions there based on different scenarios. Again it's all about getting to know you and getting to know whether you are the right person for the role. And then after that you would have a task-based group activity. Again I think this is a very common part of an assessment centre. And really the aim of this part is to really look at how do you work as a team because to any organisation, to any role, teamwork is really, really important.

So again we do this activity how do you work as a team? And again you will probably be assessed by a group of assessors who just observe you throughout the group activity part of it. As part of that day you will generally meet six assessors. So for each activity you will have two assessors and you will rotate so you see different assessors. So that then means at the end of the day when they're looking at who is the best candidate, we've got a really good variety of people who are seeing the candidates throughout the day.

Another exercise that we do is a case study exercise. So during the day you will be given a case study. You will be given about an hour to prepare and read the case study and then to prepare some questions. You would then go and see a couple of assessors and you would be asked those questions, asked to present back on your findings and then maybe asked a couple of follow up questions as part of that as well.

All throughout those activities we have kind of one generic room where you'll go back to. We have refreshments in the room, we have friendly faces in the room. We have a lot of our degree apprentices come along on the day as well. So you have people who are actually doing the roles that you can meet, you can chat to. So again it's all aimed at us not just assessing you, but you finding out about the role, about E.ON and about whether it's the right opportunity for you. So that's the assessments that we actually do. So if we just go on to the next slide then Lucy.

So really this is probably the more interesting bit. So some do's and don'ts and these are kind of hopefully some tips that you can take away from it. So in terms of do's and don'ts, how do you prepare? So research the company before the day, know the company that you're going in to meet, know about it. It's really interesting the amount of, you know, people that we have at assessment centres that don't really know enough about the company they're going for, what do they do. And I think in particular for me it's about, you know, what. So we are, we are a European company, we are owned by Germany and that's brilliant. Know your basics about that, but also know about the activity that we do here in the UK. It's not hard to find this information online. You know, it's really readily available information and actually spending an hour, a couple of hours doing a bit of research really will pay back on the day.

Also read the information you get from the company really carefully. So we send emails out before the day, we'll send a bit of a preparation package out. Make sure you've read that so you know what's expected of you. Companies often won't give too much away. They won't tell you exactly what's expected, but they'll give you as much information as they can to help prepare you.

Know about the role you're applying for. What does it mean to do that role? We specifically ask a question about the programme and what does it mean to be a digital marketer? What does it mean to be a project manager? Know that, you know, know what it means. We don't expect you to know the ins and outs, we don't expect you to know everything but actually you've applied for that role so you should know a little bit about exactly what the role entails.

Know your CV and application well. So you've submitted your CV, so make sure you come to the assessment centre in the interview part and what you're saying is reflective of that CV. Now for us, a lot of our assessors

won't have seen your CV, but we just need to make sure that information matches up to what we've already been told as part of the application. Show that you're passionate and motivated and don't just say it. As part of our assessment centres, we know you've got the qualification or potential qualifications. We look for that passion, that motivation. So show it in your body language and how you act. Don't just say you're passionate and motivated and sit there and not show it, because you know we need to physically feel that as well.

Another important one is pretend you're being assessed. Sorry, remember that you're being assessed at all times. Now, I don't mean this in a really negative way, we're constantly watching you, but from that moment you enter the building to that moment you leave the building, you are being assessed. Now, you've got your formal assessments, when you've got your formal assessment stages, but actually those in between bits, you are being assessed as well. So don't go back to the room after one, after your interview and sit there and go, oh, my goodness, that was awful. Because there are people there that will be feeding back on that during the later parts of the day when we're talking about who would be the right candidate. Those conversations that you have in the lift, on the stairs, on the way to the toilet. Those conversations are all really, really valid. So make sure throughout the whole day you are bringing your best self to the assessment centre.

Engage with colleagues that are there on the day. So we invite degree apprentices, engage with them, ask them some questions, show that you're interested. Again, that all counts towards whether you are the right person for the role or not. And actually it's your time, it's your opportunity to ask any questions you want to. So don't go away from the assessment centre with those questions that are on your mind. You've got the opportunity to ask them there and then whether that's of the assessors or of the, you know, other people that are there during the day. Ask any questions. Once you're working you'll find people are always really, really willing to talk about their role and they're always enthusiastic. So ask those questions on the day. Remember assessors aren't there to catch you out. They want to find out if you're right for that role but also they want to find out if the role's right for you and if the company is right for you. So none of those questions are there to catch you out. If you don't understand a question, ask again. That's not a bad thing. But just make sure that you know you are looking, you are presenting yourself to be the right fit, but you're also looking if it's the right fit for you.

Dress smart. We don't all come suited and booted anymore, you know, in offices you will go into an office and see there's a variety of different types of clothing that people wear. But you know, my recommendation would be to dress smart on the day. Don't come in your jeans and hoodies but just dress a little bit smarter than you would do in your day-to-day life. And all, you know, most of all bring your best self and enjoy it. You know, it's again it's easier for us to stay on the other side of the table but you know, it's an experience that you can really get value from. So please do enjoy it.

Couple of don'ts. So really, really a big watch out here is don't rely on ChatGPT and AI tools to write your presentations and interview questions or do your video interview. I know it's a fact of life now I'm still a bit of a dinosaur and getting to grips with this, this ChatGPT and AI. We know younger people use it more and more but please don't rely on it because you are going to get caught out. If you get an AI chatbot to write your presentation, when we ask you questions off the back of it, we're going to catch you out. You're not going to be able to answer those questions. So you, by all means use it. We are very, very open to you, use it to support your application, use it to support your presentation, drafting your interview questions. But please do not rely on it. We want to know about you and you as a person, not you as a chatbot, not you as an AI tool.

On group exercises, it's not the apprentice, it's not always the loudest in the group that wins. You know, in group activities, they may sound very daunting, but they're all about, you know, how do you work as a group? Do you talk over somebody? That's very negative. Do you work well in a group? Do you include everybody?

Do you consider other people's views, viewpoints? They're the things that we're looking for. So don't think that just because you shout the loudest, you're going to be the one that gets the best marks. Don't make anything up about yourself and the application process. Again, that links into knowing your CV and application well. We will find out the truth at an assessment centre. So please don't make things up.

Don't compare yourself to other candidates as well. Focus on you and your performance only. We're looking at you as a person and not, you know, not everybody else. Don't think, you know you're applying for an apprenticeship, don't think you need to come and be an apprentice already and know everything. We expect you to know what the role is that you're applying for, but we don't expect you to know every single thing about that role. So we want to see your passion, your motivation. You're coming to do an apprenticeship and to learn about what that role means and all the things about it, but we want to know that you're passionate about E.ON, about an apprenticeship, about the programme that you've applied for. So show that passion.

And last but not least, please don't panic. You know, we want to see your true self and you're not going to show your true self if you don't relax and enjoy the experience. So panicking will make you nervous. So we ask you kind of, you know, don't panic. We, we hope we put you at ease and we hope that we make an enjoyable experience for you. So that was all, I think, from my point of view. And I think I'll hand back to Lucy for any questions.

Lucy Springett:

Thank you so much, Naomi. You managed to cover an awful lot in a short space of time and I know, Lucia, you've been working really hard on the Q&A as well in answering some questions there as well. So thank you very much. We'd love to hear from you Lucia, in telling us about your experience, we know it was a, a while ago now, you're into your apprenticeship scheme, but from your perspective, what was that experience like? How did you prepare? What's your best advice for those who are considering applying and attending an assessment centre?

Lucia Miola:

Yeah, of course. Hello everyone. I think for me obviously there's some, some themes coming up in the, in the questions. I think for me I was, I made sure that I was really prepared. I knew my presentation sort of inside and out. My mum and dad sort of watched it enough times that they probably could have gone themselves to interview. You know they knew my presentation back, back to front as well because I'd just done it to them so many times. So find someone that you can practise with.

Find someone that you can get them to ask you questions. Lots of people saying, how can I practise? Is there a student, is there a friend, is there a career adviser, a teacher, anyone that could, Google, you know, sort of your, your typical interview questions. We're not, we're not, you know, trying to ask you really specific technical detail. I think just, you know, if you can, if you can have some examples in your back pocket of really practical application of how you've done sort of work experience or any sort of times that you've been particularly supporting of a group activity, various things like that you know, give yourself opportunity to, to come up with some examples so that you're, when you're on there on the day, you can, you can give the right examples to the assessor.

And there were some questions around sort of extra support and requirements like that. I myself, I'm dyslexic and I was open about that in my interview process and E.ON were able to support me by giving me some, some additional time or some additional provision. So just make sure that you're open and honest when the, when the assessor asks you. You might feel as though you might not want to disclose that. That it might discredit you or put something in, not in your favour. But actually a lot of the time it's better to be open and

honest about these things so that they can support you. That's all, that's all that we want to do. We want to get the best out of you. So make sure to just to be honest about those things as well. Because they can help.

So yeah, no, it's just and I think feedback, there was a question in there about feedback, about not getting some feedback following, following not getting the, the position. What I would say perhaps is contact them again to, to see, you know, whatever your, whoever your contact was for the, for the interview contact them and see if you can get some, some, some time with them or on the day when the interviewer asks you, have you got any questions for us? You could ask for feedback then and there and, and ask for, you know, how did you feel like I've performed? And are there any concerns that you have about my, my, my opportunity to, to get this role and, and ask them in the room. And you know, I think you're there to interview the company as much as they're there to interview you. So, you know, make sure that you're, you're asking the questions that you want to know the answers to. And if that's some feedback, then make sure to use their time to get some feedback into how you could improve your answers if you had to do another assessment centre.

Lucy Springett:

Thank you. Really important advice, all of those elements and I think yeah, great to sort of flag about disclosing and we see that a lot working with employers, that employers only want to be able to support people to be their best selves, as you said Naomi, in that application process. So really important point there made, Lucia, thank you.

I know we're a little bit over, but it would be great, Lucia, to hear, did anything surprise you in the assessment centre stage? Did you enjoy it more than you might have thought? Any particular elements more than you might have thought you would?

Lucia Miola:

Definitely. I was, I was surprised at like seeing the inside of the office. I live in, I live in Nottingham and you know, I've always walked past the office, so that was really cool to see inside. E.ON's got some really, really creative, creative office, office sort of design. So that was really cool to see inside of.

But also just as Naomi mentioned, getting to speak to some of the apprentices was really, really impactful. So on the day you're sort of guided round by all the different apprentices in the years above you. So the person that I was guided around by, I'm now very close friends with and she's in the year above me and she's just about to finish her apprenticeship and we've continued that friendship and relationship. So that was really nice and yeah, it surprised me how nice everyone was. I think you do convince yourself that everyone's going to be really scary and like The Apprentice. We're really not, you know, and almost don't be like The Apprentice, you know, like Naomi said. So we're yeah, we're a friendly bunch and we want to get the most out of you. So, yeah.

Lucy Springett:

And lovely you're giving back now and you're attending the assessment centres as the experienced person giving your insight. So thank you so much.

I appreciate that we've still got quite a flurry of questions coming in, so what I would like to do is I'll try and take some of those offline and we'll come back from our perspective as Amazing Apprenticeships. If there are any tools that we can sign post you to - practise tests, we'll definitely send out links for those and we will try and pick up with Naomi and Lucia as well on any particular questions for E.ON that we might be able to try and answer offline for you. You've already given so much insight, so thank you there. I'm nominating more of your time to, to answer some questions, but thank you very much.

Very briefly, because I know we're, we're a little bit over now. I just wanted to quickly signpost to further places to go for support. You will be getting these slides so you can use the QR codes and we'll put the links into the email. You can go to Amazing Apprenticeships. We've got lots of resources about application processes and there's employer profiles on Meet the Employer where you can hear from 20 plus employers about their application journeys and top tips and insights. You can go to the Skills for Careers website and we send out Vacancy mailing monthly where E.ON's vacancy is actually featured. So you can sign up to receive that as well and find out about the latest vacancies that are available.

There is a Choices magazine for the parents and carers on the call that goes out monthly where you can hear about apprenticeships, T Levels, HTQs and hear from employers and apprentices. So please do subscribe to those as well.

And then lastly, I did say we would share some information about future webinars that are taking place. So we have a webinar in May focusing on apprenticeships for individuals with additional needs. So please do come along to that and ask your more specific questions, and we can try to help there. How students can use the summer to start their apprenticeship research, particularly some of the year 12s you might be considering next year. But also then in July, for any year 11s or year 13s who might still be looking for an apprenticeship, then we will have a session available to support them and signpost them.

So, apologies that we've gone over, although I'm sure you'll agree it has been very invaluable, and the extra four minutes was very worth it. But thank you so much, Naomi and Lucia, for your time. We could listen to you for another hour, so we'll have to get you back onto something else. But thank you so much. We really do appreciate all of your support. Thank you, everyone, for coming along to the session today. And we will be in touch tomorrow morning with all of the slides and information for you. And hopefully we'll see you on another webinar soon. But thank you very much. Have a good evening, and we will see you soon.

Lucia Miola:

Thanks, everyone. Thank you. Bye.