

Is an apprenticeship right for me?

We want you to make the best choice before you apply for one of our apprenticeships. Here is some information about our programmes and the type of person you need to be to get the most benefit from them.

In this questionnaire you'll explore the key qualities you need to bring to our opportunities. We will also ask you about your approach to some of the tasks, or your ability to undertake them. This will help you to decide whether or not you are the perfect fit for an apprenticeship with us.

NEXT >

How to complete this questionnaire



We recommend you have a pen and sheet of paper with you as work through this questionnaire. As you progress through each page, we will prompt you to write down your scores.

START >

Passion for what we do

Everyone working for Crawley Borough Council is united by one aim - always striving to make the lives of people living, working and visiting our town better. Whether you are interested in an apprenticeship that delivers a service directly to customers or one that supports such teams in the background, we're looking for people who share this passion.

[NEXT >](#)

Passion for what we do

How suited do you feel?

1

not suited at all

2

3

not sure

4

5

very suited



Write down you score on your sheet of paper

NEXT >

Working hard and learning

During the Apprenticeship there will be lots to learn. Gaining knowledge, developing new skills, building effective relationships with a wide variety of people, using new tools, systems or equipment, the list goes on. This all takes effort and being comfortable with working outside of your comfort zone. You won't always get things right first time, but we'll help you get the hang of it. With practice, you'll be able to reach perfection. You must, therefore, be patient, willing to learn and conscientious when it comes to practising.

NEXT >

Working hard and learning

How suited do you feel?

1

not suited at all

2

3

not sure

4

5

very suited



Write down you score on your sheet of paper

NEXT >

Taking ownership

At Crawley Borough Council, you'll be supported throughout your development. However, to truly succeed as an apprentice, you need to take responsibility for driving your development forward. It will be important to embrace the opportunities you're presented. You will also need to demonstrate the self-motivation to improve yourself. For example by asking for feedback from colleagues and customers, taking steps to increase your knowledge or offering to take on additional duties that will improve your skills further. This may require more work or greater commitment from you, but, you'll benefit in the long-run as it will prepare you for the next step in your career.

[NEXT >](#)

Taking ownership

How suited do you feel?

1

not suited at all

2

3

not sure

4

5

very suited



Write down you score on your sheet of paper

NEXT >

Great customer service

Delivering excellent customer service is at the heart of what we do. Customers and colleagues trust us to provide correct advice that is explained simply. You will be expected to deliver a consistently high standard of service. To do this you will need to continuously develop your service-related knowledge and people skills.

[NEXT >](#)

Great customer service

How suited do you feel?

1

not suited at all

2

3

not sure

4

5

very suited



Write down you score on your sheet of paper

NEXT >

Working together as one team

At Crawley Borough Council, teamwork and collaboration are in our nature. As an Apprentice, you'll work as part of a team and support other colleagues and external partners. This will involve: turning up on time, helping to deliver your team's work priorities and sharing your views on how to improve our service. We take the time to get to know each other and are flexible in our approach to ensure we get the best from each other.

[NEXT >](#)

Working together as one team

How suited do you feel?

1

not suited at all

2

3

not sure

4

5

very suited



Write down you score on your sheet of paper

NEXT >

Interacting with others

You need the confidence and maturity to deal with a range of different people and situations. For example, interacting with experienced colleagues, dealing with challenging customers or providing information to others in a professional manner. This could include contributing at team meetings or presenting to students about the Apprentice Scheme.

NEXT >

Interacting with others

How suited do you feel?

1

not suited at all

2

3

not sure

4

5

very suited



Write down you score on your sheet of paper

NEXT >

Managing your time

As an apprentice you will need to manage your time effectively. It will be very important to find the right balance between on the job experience and personal development. You will receive quality support from your designated Line Manager, Training Assessor and 'buddy', but it will be your responsibility to manage your time day-to-day. You will need to ensure that you continue to develop your skills, have ample time to complete your Apprenticeship portfolio and deliver what's required of you in the day job.

[NEXT >](#)

Managing your time

How suited do you feel?

1

not suited at all

2

3

not sure

4

5

very suited



Write down you score on your sheet of paper

NEXT >

Being professional

Your success in the workplace will very much depend on your ability to act professionally. Having a positive outlook and a 'can do' attitude will help you go far. Keeping your promises, delivering high quality work on time, keeping up to date with day to day developments and supporting others are also essential ingredients. When the going gets tough or you're faced with situations that take you out of your comfort zone, you need to keep calm, focused and keep your emotions in check.

NEXT >

Being professional

How suited do you feel?

1

not suited at all

2

3

not sure

4

5

very suited



Write down you score on your sheet of paper

NEXT >

Reacting to change

Working in local government calls for a high level of adaptability and you need to be responsive to change. There may be times when we ask you to move to a different team or work with new people on a particular piece of work. On occasions we may call on you to be flexible about the times you start or end your day, take your breaks or the location from which you work. Procedures you've learnt in your training may also change as we improve how we deliver our services. This will require you to adapt accordingly and change the way you work. Flexibility is particularly important for Apprentices, as you will need to manage your study in response to real-time developments at work. You'll have to think on your feet and decide what the best course of action is.

[NEXT >](#)

Reacting to change

How suited do you feel?

1

not suited at all

2

3

not sure

4

5

very suited



Write down you score on your sheet of paper

NEXT >

Working with technology

At Crawley Borough Council, technology is playing an increasingly important role in delivering high quality, customer focused services. It is an essential part of how we communicate with others and, as an apprentice, will be one of the ways in which you access training and development. Ideally, you should be able to use technology with confidence and ease. If this is not the case, we will provide you with support to develop this critical skill.

[NEXT >](#)

Working with technology

How suited do you feel?

1

not suited at all

2

3

not sure

4

5

very suited



Write down you score on your sheet of paper

NEXT >

Take a look at your scores

If you scored mostly
1's and 2's

[click here](#)

If you scored mostly
3's

[click here](#)

If you scored mostly
4's and 5's

[click here](#)

I scored mostly 1's and 2's

Unfortunately this suggests that an apprenticeship with us may not bring out the best in you, so you may want to consider whether this is an ideal career path for you right now. Of course, it may be that a different route into a career with Crawley Borough Council would be more appropriate, so we'd encourage you to look at other opportunities we have available on our job vacancies page.

I scored mostly 3's

At this point, an apprenticeship with us may not be the perfect fit for your skills and preferred way of working. We recommend you think carefully about your responses and whether this route is the best one for you.

I scored mostly 4's and 5's

We are pleased to say an apprenticeship with us could really suit you and your preferred way of working. We'd encourage you to take a look at our currently available apprenticeship opportunities. They are listed on our job vacancies page. If there is one in a professional area that excites you, we encourage you to consider applying.