Meet our apprentices.
They’re not your average Joe.
Not your average apprenticeship.

Managers Guide
Your guide to our apprenticeships

INTERNAL ONLY
Not your average apprenticeship

Barclays Apprenticeships are breaking the mould. There’s no typical apprentice here. They might be of any age, any background – as long as they’ve driven and dedicated. And there’s no typical career path they might take either. Apprentices are in branch, Skybranch, in head office, and in all kinds of departments.

With opportunities right across Barclays, we need more people involved than ever – taking on apprentices, and recognising colleagues who might embark on their own programme. And if you’re already one of our advocates, we need you to keep going.

Why? Because our apprentices might be all kinds of people with all kinds of experience, but there’s one thing that’s certain: they make an impact, and one that’s critical to our business.

Our apprenticeships are opening doors for people of all ages and from all kinds of backgrounds, reaching out to people affected by unemployment in the UK. But they’re also helping us build a strong pipeline of talent. Provided with the right support, our apprentices build valuable skills and gain professional qualifications in areas where we need it – and where our customers need us most.

Here are five key reasons why apprenticeships are changing the face of Barclays:

**Saving money**
98% retention rate so far in 2017 – saving £2m+ in recruitment costs

**Delighting customers**
Customer satisfaction rate on the rise, with customers praising their experiences with our apprentices

**Winning new business**
10-year contract for 100+ public sector organisations – thanks to our citizenship

**Influencing industry**
Commendations at the highest level, from the House of Commons to the Confederation of British Industry

**Ensuring shared growth**
Increased diversity: 100% of trainees come from NEET backgrounds, 43% of Foundation Apprentices from disadvantaged areas, 20% of all Apprenticeships from BAME backgrounds and 3% have a declared disability.

“Every business needs to ensure that it’s bringing in fresh talent who can innovate the way it does business. This has definitely been the case with our apprentices. Almost without exception they’ve been motivated, talented, and given us a different insight into both the industry and our customers.”

Mike Thompson,
Head of Apprenticeships at Barclays
Let’s go back to basics

Now that we’ve got your attention, it’s time we busted a few myths. If you’re not already an advocate for the programme, then the thing is, you might never have considered hiring an apprentice at all, or maybe you’ve only had the chance to give it a little thought. Either way, you might have certain ideas in mind about the average apprentice. Who they are. Where they could work. What opportunities they have.

But in reality, there’s no such thing as an ‘average’ apprentice. Here’s why:

Who can be an apprentice?
Internal colleague or external candidate. School leaver or retiree. Ex-military or returning parent. As long as they’re over 16 our doors are open. There are opportunities at Foundation for those with fewer than two A Levels and little or no experience, while for current colleagues and those with more experience, there’s the Higher Apprenticeship. But other than that, there are no specifications, so come to us with an open mind about what you need as a manager, and we’ll help you find an apprentice with the ambition to help you.

Where can apprentices work?
Our opportunities are growing all the time. Across our UK team, all kinds of departments are taking on apprentices – from in-branch and Skybranch roles to head office roles within Group Finance, Risk, Audit and more. If you want to take on an apprentice but you’re not sure if it’s right for your department, just talk to us. You’ll be surprised.

Who can have an apprentice?
Whatever your department, if you currently have entry-level roles within your team – usually BA1 to BA3 – then you could consider taking on a Foundation Apprentice at any time.

The process and criteria for recruiting a Higher Apprentice is a little different. We have one intake of Higher Apprentices each year, with applications opening in February/March to start in September. We currently offer Higher Apprenticeships in Risk; Internal Audit; Leadership and Management; Group Finance, and Relationship Management, but we’re always interested in branching out into new departments, so just talk to us if that’s something you’re interested in.

How can I find out more?
Our apprentices work in all kinds of roles, but if you’ve never had one before, then whether you’re interested in Higher or Foundation, you should always get in touch with the Early Careers team first. They’ll talk with you about your opportunity and how to take it forward.

You can find out more about that in our practical PDF guide to recruiting apprentices – available at joinus.barclays.com/notyouraverage or, email the team directly at GrowwithBarclaysLineManagerQueries@barclayscorp.com
What apprenticeships are on offer?

So you know a little more about what kind of people we look for – but what kind of opportunities do we offer them? There are two main Apprenticeship programmes where Apprentices can start. Here’s how they work and what you can expect from these Apprentices:

Foundation to Advanced Apprenticeship

Up to 3 years of training at entry level + a recognised qualification

Our Foundation Apprenticeships offer entry-level roles to people of all backgrounds. It’s the start of a two-step programme, lasting up to three years: up to 18 months on the Foundation programme, and up to 18 months on the Advanced programme (provided the apprentice passes their final Foundation assessments).

Over the three years, we’ll take them from the ground up – from complete beginner to qualified professional. Because of that, the programme is designed for those with little or no experience, as well as those who (for whatever reason) have been out of work for a while.

Candidates might include:

- School leavers
- Long-term unemployed
- Full-time carers
- Retirees
- Returning parents
- Career changers

Because some of our Foundation Apprentices have never worked before, or they’ve been out of work for a while, we also offer a short Traineeship before their interview for the programme. Over a few weeks, they’ll learn the basic workplace skills they need, helping them get settled with you if they’re successful at interview.

Higher Apprenticeship

3-4 years of specialist training + a university degree or professional qualification (duration and qualification vary across departments)

The Higher Apprenticeship is for our slightly more experienced candidates or internal colleagues, offering a practical alternative to university or a chance to progress, at any stage in life. If you recommend a colleague to become a Barclays Apprentice, it’s most likely this is where they’ll start.

Higher Apprentices applying externally have at least 80 UCAS points (or 200 obtained pre-2017) or a year’s work experience, although they might not have any experience in their chosen department. Internal candidates must have been with us for 12 months with a PD rating of ‘Strong’ or ‘Outstanding’.

On the programme, our Higher Apprentices train and study in more focussed subject areas, and as such, we offer a range of vacancies in different departments across the bank. Currently, those include: Leadership and Management, Risk, Internal Audit, Group Finance, and Relationship Management.
What could an apprentice’s journey be like?

The best part of our programme is that our apprentices can choose their own way – with guidance from you. At the end of their training, they might take a full-time role with you, or you might encourage them to take on the next programme and hone their skills. Here’s how it could look:

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**Traineeship**
Let’s say your apprentice applies for the Foundation programme but needs a little experience first. We train them in core employment skills, give them some work experience, and prep them for their Foundation interview.

**Foundation to Advanced**
At Foundation level, the Apprentice learns essential skills as they study for a new qualification, all with your support. After their final Foundation assessments, successful apprentices move automatically into the Advanced Apprenticeship. There, they’ll begin to focus on a more particular skill-set and study toward a more complex qualification.

**Higher**
Your Higher Apprentice works toward a university degree or professional qualification, whilst learning a specialist vocation in their department.

**Full-time role or Graduate programme**
After finishing any one of the Apprenticeships, your Apprentice might opt to begin a full-time role. If they’re a Higher Apprentice, we might also suggest they join the Barclays Graduate programme.

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I think I’ve got it. What happens now?

Now that you know the basics, it’s time to find out about how our apprentices are changing the face of our bank. After all, they’re not your average apprentice, and what they could achieve? Well, it’s not your average future – for us or them.

**Find out the impact our apprentices have on their teams, then find out how to get your own in our next two guides at joinus.barclays.com/notyouraverage**

Any questions about the facts of apprenticeships?

Talk to us at:

**GrowwithBarclaysLineManagerQueries@barclayscorp.com**

For the most up-to-date information, support packs and full end-to-end detail regarding all Apprenticeship programmes, please visit our intranet site:

**http://community.barclays.intranet/sites/growwithbarclays/default.aspx**