

**APPRENTICESHIPS.  
A GENIUS DECISION**



# BUSINESS UNIT APPRENTICE

North and Mid Wales Trunk Road Agent





# USEFUL WEBSITES

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<https://nmwtra.wales/>



<https://traffic.wales/>

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# A WORD OF WELCOME

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We would like to welcome you to Gwynedd Council's Apprenticeship Information Pack!

The North and Mid Wales Trunk Road Agent (NMWTRA) which is hosted by Gwynedd Council, is excited to be involved with this apprentice scheme and is eager to meet with potential apprentices who wish to embark on a career in highways and transportation from across the whole Agency area which includes all of North and Mid Wales.

The Agency sees this scheme as an opportunity to bring young people into a varied and interesting area of work at the beginning of their career and to contribute to our wider succession planning to ensure we have staff with the necessary skills and experience to sustain NMWTRA into the future. We cover a wide range of disciplines including civil engineering, mechanical and electrical engineering, business and finance and Information technology. This provides a diverse range of opportunities for apprentices to develop their chosen career path with potential to progress to degree level and beyond.

Our highly valued staff welcome the opportunity to support and mentor our apprentices and assist in their overall development both academically and in the work place. NMWTRA is a fast-paced bilingual organisation faced with a continual series of challenges at the operational level and in developing our project programmes in order to keep the trunk road network operating safely and efficiently on behalf of Welsh Government and for the people of Wales.

For more information about working for NMWTRA, click on the link [Why should you work for NMWTRA?](#)

A handwritten signature in black ink, appearing to read 'Mark McNamara'.

Mark McNamara  
Head of Service

# WHAT IS AN APPRENTICESHIP?

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An apprenticeship is an opportunity to develop your career by working with experienced people, getting qualifications and earning a wage at the same time!

Apprenticeships are designed around frameworks and standards that are a combination of nationally recognised qualifications.

To become an apprentice you will have to be in employment. As your employer we will offer you workplace experiences in your chosen field, and we will support you to successfully complete your apprenticeship.

As a Council we are delighted to be able to offer the highest quality opportunities and look forward to welcoming our apprentices to our organisation.

## FAQs

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### Who can apply for an apprenticeship?

Anyone can apply if they are 16 or over, living in Wales and not in full-time education.

### Where would the training be held?

You would be released from work, to study in College or University or you could follow a distance-learning programme, if the provision is work-based only.

### How many hours must an apprentice work?

The apprentice must be employed for at least 16 hours a week.

### Which qualifications will I study?

This is dependent on the apprenticeship programme. Apprenticeship frameworks include qualifications for all levels.

### What will be the length of the apprenticeship?

Apprenticeships can take between 12 and 36 months to complete, dependant on the specific needs of the qualifications and placement

### Is there an age limit?

No, but there is a priority for young people between the ages of 16 to 19.

# BUSINESS UNIT NMWTRA



The North and Mid Wales Trunk Road Agent (NMWTRA) works on behalf of the Welsh Government to manage, maintain and improve the strategic road network in North and Mid Wales. The service comprises approximately 1080 kilometres (670 miles) including the A55 tunnels.

NMWTRA operates on a partnership basis between the Unitary Local Authorities in North and Mid Wales with Gwynedd Council acting as the Partnership's Lead Authority.

The Agency has approximately 250 staff working in offices located across North and Mid Wales including Bangor, Wrexham, Dolgellau, Llandygai, Conwy, Halkyn, Llandrindod Wells, Newtown and Aberaeron. The Apprentice may visit these offices during their employment with the Agency.

The Business Unit provides essential support functions for all the Agency's operations including financial management, audit, performance management, commercial contracts, third party claims, streetworks, business planning, health and safety, customer service, office management, project management systems, communication and quality assurance.

As an Apprentice in this field you will get experience of the full range of the Business Unit's work including:

- Learning about the **Agency's Financial** processes including processing payments, contributing to **reporting on the Agency's performance data**.
- An opportunity to **develop analytical skills** by using **Excel and PowerBI**
- Understand a variety of the Agency's essential systems e.g. **IRIS/TRAFIS/CRM**.
- **Learn how to recover costs** that derive from damage by a third party to Welsh Government property on the Trunk Road Network
- Understand the arrangements and methodology of **internal audit**
- Operation of **human resources** arrangements
- **Deal with customers** on the phone and via e-mail - input information onto the Welsh Government system.



## What opportunities will be available to me as I follow my apprenticeship?

Following an apprenticeship will open many doors for you and offer various opportunities to develop your skills and prepare for the world of work.

Apprenticeship Framework	Level	Type	Provider	Length of Apprenticeship
Business Administration	Diploma	Business Administration	Coleg Llandrillo	2 years

### CONTINUOUS DEVELOPMENT

An important part of doing an apprenticeship is to ensure that you continuously develop. During the apprenticeship you will be assessed through a combination of the following methods:

- Completion of portfolio of evidence
- Observations in the workplace
- Theoretical tasks and tests

### DELIVERY METHODS

The apprenticeship will be delivered through a combination of the following methods:

- Experiences at work
- Sessions in the college to complete tasks and theory tests

### THE NEXT STEPS

On successful completion of this program, you will have a number of options for the future in terms of education and the world of work.

You could specialise or choose a job in the following areas:

- Business
- Financial and Commercial
- Performance Management
- Health and Safety and the Environment
- Streetworks Co-ordination



# THE BENEFITS

There are many benefits from following an apprenticeship route. Here are just a few of them...

## Learn skills essential to the job

Whilst working with experienced staff, you will have the opportunity to learn from team members, develop your skills and gain confidence in your field.

01

02

## Gain valuable experiences

As you take on the role of an apprentice you will have the opportunity to learn about your responsibilities as you work. We will take into account that you have no previous experience in the field, and offer you the best possible opportunities to learn!

## To receive training of the highest standard

You will complete your qualifications working closely with an educational organisation. The organisations providing the apprenticeships with a high quality service in your area, but organisations are committed

03

04

## Complete recognized qualifications in your field

The qualifications you follow are sure to open new doors for you. They are qualifications recognized by employers, and our apprenticeship fields are developing rapidly in present time.

## Receive experienced support and assistance

While working in your field, you will have a placement mentor, and a mentor from the College who will offer you support. They can help you in your day to day role, or with your college work - just ask!

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## Self Development

Gwynedd Council encourages all staff to continue to develop themselves once they have secured a post. You will have the opportunity to develop yourself further and take advantage of our in-house courses once you are in your role.

And of course, by following an apprenticeship in Gwynedd Council you will...

EARN A SALARY WHILST YOU WORK

If going to College or University doesn't feel like the next natural step for you, taking an apprenticeship would enable you to work, earn, gain a qualification and benefit from the valuable work experience. If you live in Wales, over 16 years of age, and not in full-time education, an apprenticeship can be the perfect opportunity for you to develop your career.

WORK IN A WELSH ENVIRONMENT

Gwynedd Council can also offer you the opportunity to work every day in a Welsh environment. The Welsh language is part of our culture, and receiving an apprenticeship with us would be the perfect opportunity for you to be part of this atmosphere.

# THE BENEFITS

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In addition there are many benefits to be gained from working for NMWTRA

- ✓ You will work in a bilingual environment
- ✓ You will be able to join the Local Government Pension Scheme
- ✓ You will have 24.5 days holiday, plus 8 days bank / public holidays
- ✓ You will be part of our Flexible Hours Scheme
- ✓ You will benefit from a range of internal and external training and development opportunities.
- ✓ Take advantage of a cycle to work scheme
- ✓ Being part of the credit union
- ✓ Benefit from discounts in local and national stores Take advantage of the Children's Play Scheme Support for a healthy life
- ✓
- ✓

## WHAT IS AN APPRENTICE'S SALARY?

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This is Gwynedd Council's Apprentice Scale (in line with the National Minimum Wage).

Apprentice (age)	Annually	Monthly
Under 18	£12,347.39	£1,028.95
18 - 20	£16,591.81	£1,382.65
21+	£22,070.96	£1,839.25

# THE APPLICATION PROCESS

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## Step 1:

The Application  
Form



## Step 2:

Experiences



## Step 3:

Preparation



## Step 4:

The Recruitment  
Centre

## THE APPLICATION FORM

- Use the guidance on the Apprenticeship website to complete your application.
- Be mindful of your spelling and grammar, and remember to re-read your application before you submit it.

## EXPERIENCES

- Try to tailor your experiences to correspond with what we are looking for.
- Use a variety of experiences that offers the best overview of your skills.
- If you are unsure of what to include, ask a friend, a tutor, or someone you trust to give you ideas and advice!

## PREPARATION

- It would be wise to research into the Council before applying to learn more about the challenges we are facing at the moment.
- Summarise in a sentence why you are applying, and list your strengths - you will be surprised at what you have to offer!

## THE RECRUITMENT CENTRE

- Congratulations on securing your place at the recruitment centre!
- Remember why you have applied for an apprenticeship.
- Remember what you have to offer.
- Remember to be yourself and enjoy the day!

# APPLICATION GUIDANCE

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It is important that your application focuses on information that is relevant to the job, and that it is presented concisely and clearly.

You should look carefully at the Person Specification to ensure that your application meets our requirements.

When completing the Further Information section of your Job Application, we will ask you to answer specific questions following a structure and guidelines, and stick to the word count.

We will consider the following when we shortlist.

1

You can use examples of your employment, experiences you have gained through school or college, work experiences, hobbies or / and voluntary work you have completed.

2

As communication and language accuracy in Welsh and English is essential, we encourage all applicants to complete the form in Welsh.

3

Following the structure and guidelines that have been identified will be advantageous in terms of application.

4

When describing your examples, you should detail your skills, strengths and experiences.

**Skills** - What you can do.

**Strengths** - The skills you do best.

**Experiences** - What you have done that demonstrates your skills and strengths.

# WHAT MAKES THE PERFECT APPRENTICE?

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## SHOW THE APPROPRIATE BEHAVIOUR AND ATTITUDE

- Be fair and able to treat others with respect
- Be helpful and courteous

## SHOW COMMITMENT TO WORK

- Be responsible for carrying out the duties of an apprentice role to the highest level
- Fulfil all required duties
- Understand the importance of equal opportunities

## CONTRIBUTE TOWARDS RESULTS OF WORTH

- Contribute to the success of the organisation, the team and service
- Be able to organise your own time

## WORKING AS PART OF A TEAM

- Be able to work as part of a team
- Contribute towards team meetings and communicate regularly and effectively with other team members

## COMMUNICATING WITH CONFIDENCE

- Be able to communicate with confidence in Welsh and English
- Be able to show the appropriate skills to communicate effectively with any audience

## COMMITMENT TO LEARNING

- Commit to your development to fulfil your job and apprenticeship
- Continuously identify and implement personal development needs

## UNDERSTAND WHAT IS REQUIRED TO WORK FOR THE COUNCIL

- Understand the challenges that is facing the Council
- Pursue opportunities to be creative and innovative
- Ensure that the people of Gwynedd is central to everything that you do

# CREATING AN EFFECTIVE APPLICATION

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## IMPORTANT POINTS (which we will consider when shortlisting)

- As communication and language accuracy in Welsh and English is essential, we encourage you to complete the form in Welsh
- Following the structure and guidelines below will be beneficial to your application
- In your examples, you should detail what you did and the impact it has had
- Write no more than 200 words per point below

### 1. WHY APPLY FOR THIS APPRENTICESHIP?

Explain why you're applying for this apprenticeship in particular. Remember to note your interest in the field and why this apprenticeship appeals to you.

**2. APPROPRIATE BEHAVIOUR AND ATTITUDE** Describe one event that shows you demonstrated correct and professional behavior or responded positively to a difficult situation you faced – e.g. showed respect, positive attitude, collaboration, motivating people, using appropriate language.

### 3. COMMITMENT TO WORK

Describe one event that shows you contributed to outcomes of value when working on a task or project.

### 4. CONTRIBUTE TO RESULTS OF WORTH

Describe one event that shows you contributed to the success of a project or event.

### 5. WORK AS PART OF A TEAM

Describe one event that shows you worked effectively as part of a team.

### 6. COMMUNICATE WITH CONFIDENCE

Describe one event that shows you communicated confidently orally or in writing to individuals or to a group.

### 7. COMMITMENT TO LEARNING

Describe one event that demonstrates your willingness to learn.

### 8. UNDERSTAND WHAT IS REQUIRED TO WORK FOR THE COUNCIL

Explain why you want a career with the Council

# CREATING AN EFFECTIVE APPLICATION

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Are you keen to fill in an application form but not sure how to structure your answers? How about using the PREP method?

Start by answering the question: “I believe that...”

*I believe that one of my main strengths is my written communication skills.*

Then give an explanation: “And the reason why I believe this is...”

*I believe this because I can structure my answers clearly on paper, and take the time to construct my answer before noting it.*

Provide an example that supports your situation: “For example, only last week...”

*For example, I managed to persuade my school council that our football team needed a new kit by writing them a letter.*

Finish by summarising your point: “And that's why I believe that...”

*I believe that this is a good example of how I have succeeded by using my written communication skills.*

