

A man and two women are sitting around a white table in a modern office setting, engaged in a discussion. The man, on the left, is wearing a blue blazer and dark trousers. The woman in the middle is wearing a black sleeveless top. The woman on the right is wearing a light-colored patterned top and glasses. They are all looking at documents on the table. The background shows a large window with a view of a green lawn and trees.

Apprentices, Interns & Graduates

Find your path

Our top tips on how to apply

 **RBS Early Careers**

Find your path

Charitable giving is important to us too. Collectively, we raised over

£4,£££££££

in 2017 for the causes that matter most to our people.

We're the only organisation to have featured on the **Times list of Top Employers for Women** every year since it was launched.



50|50
by 2020

Our brands include some of the best-known and most prestigious names in banking and financial services.



Ulster Bank

Our employee-led networks continue to drive inclusion throughout the bank.

This year, we'll be contributing more than

1,000,000

HOURS OF VOLUNTEERING

Our people are actively encouraged and supported in their studies towards a professional qualification.



2018 EMPLOYER
OF THE YEAR –
THE WOMEN IN
FINANCE AWARDS.

This is Europe's largest diversity initiative which celebrates leading change and breaking down barriers.



Contents

2 Find your path | 4 Recruitment process | 5 Apprenticeships | 8 Graduates and Interns

Leaving education can be both exciting and daunting, especially when you're facing choices that could change the direction of your future. That's why we've made sure our career options are easy to understand so you'll know exactly what to do and expect.



School Leavers

If you're leaving school/college, our apprenticeships are a fantastic starting point. While working towards a recognised qualification and learning a variety of new skills, we'll provide support every step of the way. Our apprenticeship programme is open to people of any background who are the age of 16 and over. It's a fantastic alternative to full-time education, and a unique opportunity to become part of a diverse, challenging and exciting organisation.



Undergraduates or Graduates

If you decide to go to university, don't leave it until your final year to consider opportunities. Whilst you're studying you can meet us on campus at careers events and visit our regional offices for insight days. These provide a fantastic opportunity to speak to our colleagues and decide on which programme's suitable for you. You can also check out our Facebook and Instagram pages, Twitter feed and LinkedIn channels.

Applying to us

There are some small differences to our recruitment journey depending on whether you apply for an apprenticeship, internship or graduate role. But everyone will complete a short online application form, online tests and video interview. There's more information about each stage of the recruitment journey on pages 13-19.

Apprentices



Step 1

Submit your application form and CV



Step 2

Online tests (situational judgement test)



Step 3

Video assessment



Step 4

Face-to-face interview

Graduates and Interns



Step 1

Submit your online application form



Step 2

Situational judgement and online tests



Step 3

Numerical and logical tests



Step 4

Video assessment



Step 5

Assessment centre

Apprenticeships

“Our apprenticeships are totally inclusive and open to everyone – it doesn’t matter how old you are, what your background is or what your qualifications are. All you need is a desire to learn and develop new skills and build a successful career.”

Our apprentices bring new ideas, a new perspective, digital skills and they challenge the way we do things to ensure our services reflect our customers’ needs. They can continue with their education, get a professional qualification and start earning money whilst taking the first steps on their career journey. We find our apprentices to be engaged, loyal and they bring digital skills with a determination to build a long-term career with RBS.”

Mike White

Apprentice Manager

RBS Early Careers

“Although it’s an apprenticeship, we earn a proper salary for the day-to-day role – we also know what we’ll be earning when we complete the apprenticeship, so we know what we’re working towards.”

Financial Services

Relationship Management Apprentice

“I’ve already had such a good experience here and I’ve found the company to be really supportive and inclusive. The skills you learn in a telephony role can set you up for whichever direction you want to go in. I’d highly recommend it.”

Telephony, Customer Service Apprentice

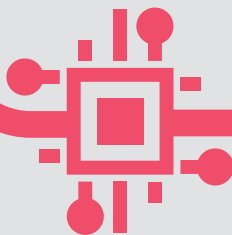
Apprenticeships

Our apprenticeships combine on-the-job learning with studying for qualifications.



Business Administration

You'll be supporting colleagues who work directly with our customers who are using our products and services. You'll be helping your team with everything they need to serve our customers well. You could be working on high-profile projects to improve the way we work and the services we provide – meaning no two days will ever be the same.



Technology

Here, you'll join a cutting-edge team focussed on making our customers' digital experiences the best they can be. You'll work on making sure our technology's safe, secure, responsive and ready for the future.



Customer Service

Either face-to-face or over the phone, you'll be there for our customers. Dealing with all sorts of queries and requests, you'll build an understanding of their needs so they get the right product or service, or resolve any potential problems.



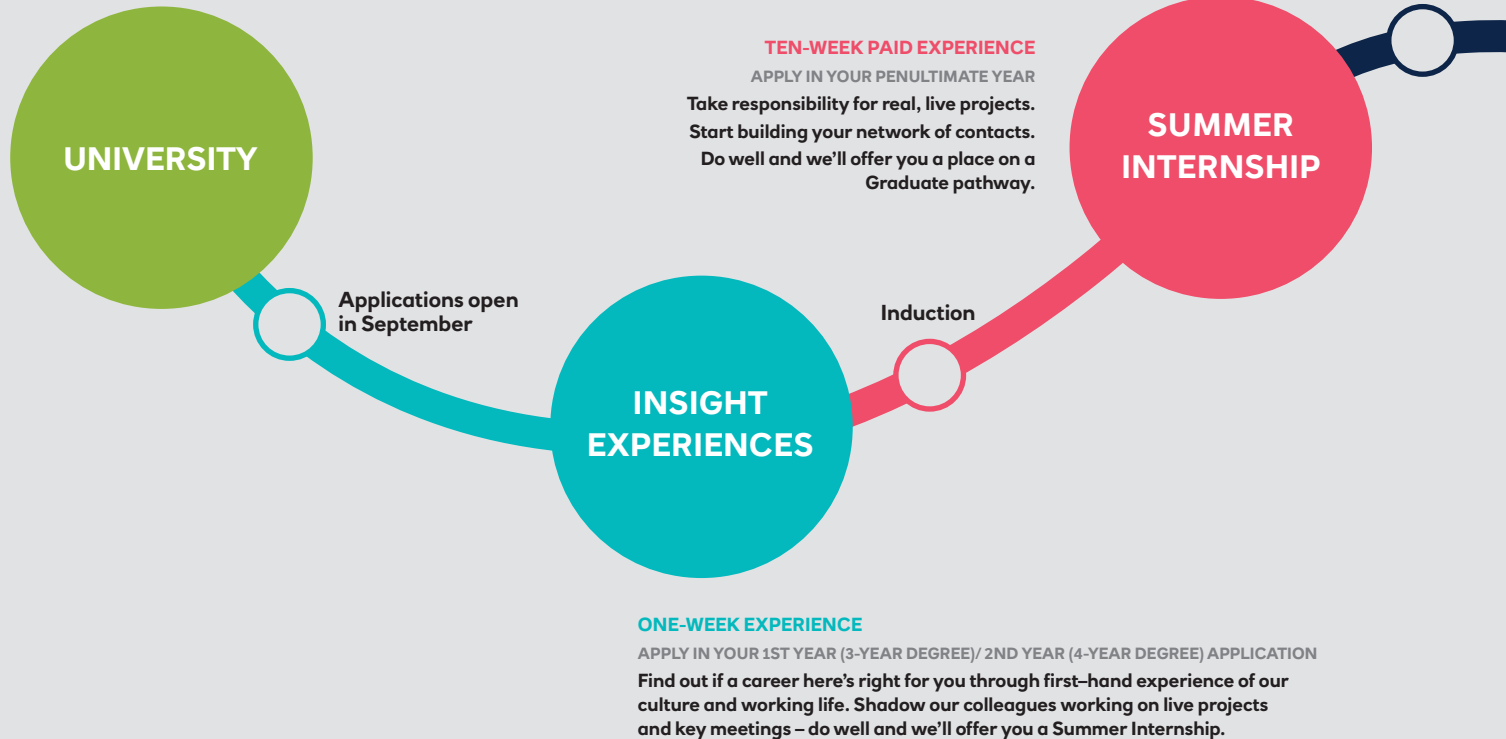
Relationship Management



You'll help our Relationship Managers working with our commercial customers – this means you'll learn a lot about our business, all our different types of customers and the products we offer. Supporting your colleagues to improve our services is an important part of this role, too – looking at ways we can make everything simpler and easier for our customers.

Undergraduates and Graduates

Where you
can start



We'll help you secure a permanent role at the end of your programme, as long as you've passed all assessments and met the standards we expect.

We'll help you settle in to your new role and continue to provide the development you need to grow, succeed and serve our customers. Your Personal Development

Plan will focus on making sure you have the skills you need to do your job well. And the Plan will be tailored to your long-term development – making sure you can take your career to the next level.

GRADUATE PATHWAYS

Induction

BEYOND

TWO-OR THREE-YEAR EXPERIENCE

APPLY IN YOUR FINAL YEAR

Four six-month placements developing the key capabilities you'll need as your career develops.

For the majority of our programmes, you will study for a professional qualification, fully funded and supported by us.

You'll have access to great support, including a buddy, placement manager and graduate coach.



*Internal Audit and Finance is a 3 year programme without rotation

Graduate and Internship pathways

If you join one of these programmes, we'll fully support you to reach your potential. We'll help you follow your passions, develop your skills and build a career you'll love.



Change and Business Solutions

Develop a unique range of skills to make sure we stay competitive and successful.

We use customer experiences, data and the latest digital innovations to develop cutting-edge insight; changing our bank for the better.



Communications and Marketing

Become a multi-disciplined Communications and Marketing professional, working to build and protect our reputation.



Customer Solutions

Build relationships with our commercial customers and help us shape state-of-the-art products and services.



Human Resources

Shape a career where supporting, inspiring and empowering others is key – we're focussed on using new digital technologies to deliver leading HR solutions; making RBS a great place to work.



Internal Audit

Learn key skills and work towards a recognised qualification on a unique three-year programme. Internal Audit is our independent voice; monitoring risks and reviewing key processes and systems.

Don't forget to visit our website for more information on our programmes:
jobs.rbs.com/pages/graduate-and-interns



Private Banking

From banking and lending to investments and specialist advice, our award-winning Private Banking teams deal with the requirements of extraordinary clients; providing support to our high-net-worth clients.



Data and Analytics

Here's where we put data at the heart of our decision making and help colleagues make the best decisions to improve our products, services and customer experiences – developing innovative solutions based on what data tells us.



Technology

Explore the latest digital innovations helping us harness technology for our people and customers.



Finance

We tie together all our financial activities through exceptional analysis and reporting. We manage our balance sheet and make sure we're making the right decisions for our customers.



Risk

Use your investigative, strategic and advisory talents to keep our business and customers safe. With your help, our core values will always be at the heart of what we do.



Bethany Robertson

Customer Solutions

“ The best part of my programme is the amount of customer interaction I have day to day. I get to go out and meet customers every week and see exactly what the bank is offering. It's very rewarding. ”

“ The opportunities available to graduates are too good to refuse. I've taken part in a bank-wide initiative, worked in three different areas of the bank and I'll get to complete a professional qualification. ”

David Stoddart

Change and Business Solutions



Top tips

for the application process

Starting your application



School Leavers



Graduates

Before you start your application, think carefully about which programme best suits your passions, skills and interests.

Once you've done your research and considered your options, the first step is to fill out an online application form. This is so we can get some key information, such as your contact details and education history.

For our graduate and intern programmes, you won't need a CV but we understand that these can be helpful when preparing for other stages of your application journey.

For our apprenticeships, you will need to upload your CV when you begin your application.

Top tips for CVs



Presentation is key. Keep the content concise, the font simple and use headings for structure. Include your full name at the top as overall title, your current address, a phone number and a suitable, professional email address.



When listing your education and any work experience, begin with the most recent first. If you decide to include a personal profile, keep it short and make it memorable. Be sure to point to your strengths and skills that are relevant to the job.



Once you've written your CV, check it, then check it again! Look out for spelling mistakes or dates that may conflict with each other.



Remember there are plenty of good CV templates available online.

Top tips

for the application process

Online tests



School Leavers



Graduates

Our application process includes a number of online tests. The first is a Situational Judgement Test (SJT), which presents you with real-life work situations to see if you share our values.

You can't really prepare for a SJT as it's assessing your natural judgement and decision-making skills. However, doing some research about our goals and values, our industry, and the role you have applied to will help when completing the test.

If you're successful, we'll ask you to complete an online logical and numerical reasoning test.



Make sure you have everything you need before starting, including some paper, a calculator and a stable internet connection.



During the test, don't spend too long on a particular question – work steadily through the questions as quickly and accurately as possible.



Get a feel for logical and numerical reasoning tests before you take them. Read up on methods of assessment and try some practice questions.



You're likely to be presented with numerical data to analyse. If you don't use them in your work or study, think about refreshing your memory on basic calculations like percentages and ratios.

Top tips

for the application process

Video interviews



School Leavers



Graduates

Once you've completed the relevant online tests, it's time for your video interview. This will be a one-way recording (rather than a Skype-style interview with two or more people). There will be a mixture of competency based and motivational questions.



Where you film your video interview's important as you only get one chance to record it. Choose somewhere quiet, and free from distraction.



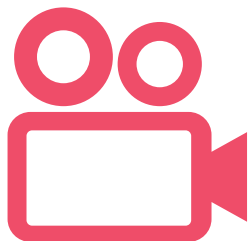
Practise competency-based questions and have some examples ready. Record yourself and listen back to your answers so that you can improve and feel confident. Ask a friend to give you some feedback.

Do your research.
Get to know our values:



Serving customers
Working together
Doing the right thing
Thinking long term

Find out about our business and the role you're going for and tell us what interests you about them. Think carefully about why you've applied and why the programme's right for you.



Top tips

for the application process

The STAR approach



School Leavers



Graduates

To work out if you have the skills and competencies required for the role, we'll ask you questions about situations where you've used them before. Typically, this is in a face-to-face interview. To answer these questions well, you'll need to use the **STAR** approach. You can draw on a range of experiences, not just academic. It's all about showing how you handle challenging situations.

SITUATION

Give a brief background to a situation – no more than a few sentences.

TASK

Explain what you had to do, what your role was and what had to be achieved. Again, a few sentences will be enough.

ACTION

Describe exactly what you had to do to solve the situation, what skills you used, what was difficult and how you went about it. This should be the majority of your answer.

RESULT

A positive outcome – just a few sentences.

Top tips

for assessment centres

Preparing for the day



Graduates



If you're invited to an assessment centre, you'll be asked to tackle a number of different types of exercises. These include competency-based interviews, a group exercise and individual tasks.



Don't just prepare for the exercises. It sounds obvious, but make sure you dress smartly and know the location and timings. Allow for any possible delays in getting there. If you're running late, let us know as soon as you can.



Think about the sort of skills and values we're looking for, and about the things you've done which demonstrate them. What experiences have you had within – and outside – your education?



Read newspapers and business magazines to practice taking in written information.



Come well-rested, have a decent breakfast, and stay hydrated throughout the day. This will help you stay energised and engaged.



Working with others is an everyday part of life here. We'll observe you in group exercises and stakeholder meetings – scenarios similar to those you might experience on the job. We'll be looking for your ability to build relationships quickly, show logical thinking and contribute to team objectives.

During group exercises



Keep an eye on time and ensure that the group is on track.



Listen to others and respond to them. Make eye contact and find the balance of knowing when to put your point across and when to compromise.



Try to involve quieter members of the group.



Use lots of positive words and phrases and build on ideas to show you're being collaborative. It's not a competition – you're there to work as a team and if you do you'll have a better experience.

During other assessment activities



Make sure that you've understood the task and read any information provided carefully – use your planning time effectively.



It might help to take some notes but be careful not to let this distract you from the task itself.

Top tips

for assessment centres

Competency-based interviews



Graduates

We use competency-based interviews to find out how you've dealt with certain types of situations in the past. They usually start with something along the lines of "tell me about a time when you've..."



When answering, keep the STAR technique in mind (see page 16). It's best to stick with one concrete example per question. You could draw your examples from education, work, or other areas of life. Make sure your examples are relevant and that you stay focussed on what you did.



Practising a few of these answers in advance is a good idea. Pick things you're proud of, passionate about, and keen to discuss.

It might also help to take another look at the programme description. Look at the skills and qualities we mention there, and think about the things you've done which demonstrate these. Good luck!



To be ready for the future, we need the right people, with the right skills, doing the right work.

We know what skills our people need for a successful career – our five people capabilities will make sure you develop the right knowledge and skills so you can help us build the bank of the future.



**Improver
Innovator**



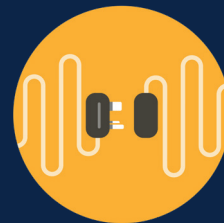
**Critical
Thinker**



**Trusted
Advisor**



**Change
Ready**



Connected

Whether you join us as an apprentice or graduate, we'll help you develop your skills in different ways:

Mentoring

Entrepreneurial skills

Professional qualifications

Employee-led networks

Coaching

Flexible learning

Agile working

Online learning

Professional development

Rotations / job shadowing

Technical training

Charity work