**Apprenticeship Shortlisting Questions**

* What do you understand by a customer-focussed service, and how do you think it will apply to this job?
* Can you give an example of when you have had to deal with a difficult situation either in work, life, or school, and how you managed it?
* How would you organise yourself to balance your study and job, and ensure you complete your work on time?
* Can you give an example of when you have had to work independently and use your initiative either through study or work?
* What do you think are 3 most important attributes of a good team player and why and can you give an example of when you have worked well in a team to show this?
* Please tell us about the different IT packages you have used and give examples of when you have used them