



Frequently asked questions

Fast Track Apprenticeship 2018

Telephone: 0207 451 8222
Email: fast.track@cabinetoffice.gov.uk

Please refer to our website in the first instance to answer your query. If you can't find the answer there, please read these FAQs. Alternatively you can ring our helpline.

Application process

When can I apply?

Applications for the Fast Track 2018 campaign will open on 28 February 2018 at 12 noon and close at noon on 4 April 2018. Before completing your application, please ensure that you've visited the website to check that you meet the eligibility criteria.

I registered my interest online; will I be notified applications is open?

If you've registered your interest through the Fast Track website, you'll receive an email which will notify you when to apply for 2018. Please ensure that you're regularly checking your emails.

Can I apply after the deadline?

You won't be able to submit an application after the deadline of noon on 4 April 2018. Unfortunately, if you miss this deadline you won't then have the chance to apply again until next year's campaign (2019).

What if I have technical issues?

If you experience any technical difficulties with the online application please contact our helpline on the number and email address provided below.

Email: fast.track@cabinetoffice.gov.uk Telephone: 02074518222.

Can I change my scheme and/or location preference once I've submitted my application?



Please make sure your preferred scheme and location choices are correct. Once you have submitted your application, you won't have the option to change your scheme or location preference.

Can I amend my personal details after I've submitted my application?

Please inform the Fast Track team if your contact details change after you've submitted your application. If you do not make these changes known to the Fast Track team, we may not be able to reach you with notifications and correspondence about your application. This could result in your application later being withdrawn.

Online tests

When can I take the online test?

After submitting your application, you'll be sent an invitation to start your online tests. Please ensure that you regularly check your emails to receive this.

If you've requested an adjustment, our team will be in touch to discuss this with you before you receive your invite.

How long do I have to complete my test?

Once you've started the online tests, you'll have 7 days to complete them. For example, if you started the online test at 10pm on Tuesday, you'll have until the following Tuesday at 9.59pm to complete the test. If you have any concerns or experience any technical issues during this period, please make Fast Track aware of this immediately by ringing the helpline number provided or by emailing us at fast.track@cabinetoffice.gov.uk

I need a time extension to complete the test: how do I arrange this?

If you've requested a time extension on the application form, you'll be contacted directly by the Fast Track team. We're happy to provide time extensions to candidates who are eligible for reasonable adjustments and those in exceptional circumstances.

If you'll need a time extension in order to complete the test and you didn't already ask for one on the application form, please contact the Fast Track helpline as soon as possible.

What if I have technical issues?

If you experience any technical difficulties with the online tests, please contact our helpline as soon as possible on the number and email address provided below.



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Do I need to check my spam/junk inbox?

Sometimes emails may end up in spam/junk folders. Please make sure that you're checking your spam/junk folder, as well as your inbox, to ensure that you haven't missed an email. If you haven't received any emails from Fast Track in any of the folders, then please contact the Fast Track team as soon as possible.

Will my score be affected if I don't complete the numerical/verbal reasoning test?

Please don't worry if you haven't answered all the questions within the timescale provided for this section. Your performance is measured across all 4 tests. You'll receive feedback on your online tests at the end of the process.

Can my test be reset?

The online tests can only be reset in exceptional circumstances. If you wish to request this, please contact the Fast Track helpline and this will be dealt with on a case-by-case basis.

What happens if I don't complete the test within 7 days?

If you haven't completed the online test within the timescale provided and you haven't contacted the Fast Track Team to discuss the reasons for this, unfortunately it won't be possible to progress your application any further. Please contact the Fast Track team before the deadline has passed to discuss your particular situation.

If I am ill, can I get an extension to complete the test?

Please contact the Fast Track team and make us aware of any illness which may affect the time you have to complete the test. Decisions will be made on a case-by-case basis.