**Our Candidate Charter**

**Eligibility**

 **We will** treat you fairly and apply the same eligibility criteria to all candidates.

 **You** must ensure that you meet the Fast Track Scheme [**eligibility criteria**](https://www.gov.uk/guidance/civil-service-fast-track-apprenticeship-who-can-apply). If you are unsure as to whether the qualifications you hold are equivalent to our GCSE and/or A-level requirements, then **you** must contact the relevant examining body for verification.

**Customer service levels**

 **We will** respond to your email enquiries sent to **fast.track@cabinetoffice.gov.uk**within 2 working days - during busy periods this may be extended to 5 working days.

 **We will** always have members of staff answering our phone line (**02074518222**) from 08:30am to 17:00pm, Monday to Friday (excluding bank holidays).

**Matching successful candidates**

 **We will** match candidates to roles in merit order and take into account chosen preferences - location and/or scheme.

 **All** schemes, roles and locations are subject to availability. If a role is not available in your preferred scheme and/or location you will be offered an alternative.

 **We will** write to you by email and/or letter when you have been successfully matched to a role. **You** must ensure you accept the role you have been offered within the specified time limit or your offer of employment may be withdrawn. We advise that you check your inbox and junk mail on a regular basis.

**Reserve List**

 **We** are unable accommodate requests to make changes to your provisional employment offer. If your allocated role is in a location outside of a 90 minute commute from your home address **and**/**or** it is outside of your location preference(s), **you** can opt to join a reserve list within your preferred location.

 **You** can only opt join the reserve list if you are offered a role outside your location preference(s) or outside of a 90 minute commute of your home address.

 **We will** hold a reserve list for no more than 12 months.

**What we need from you**

  **You** must let us know if you can’t attend your allocated assessment centre date. Failure to attend may result in your application being withdrawn.

 **You must** provide all of the required documentation and evidence of your qualifications **when you attend an** Assessment Centre – information about what you are required to bring to the Assessment Centre is [**here**](https://www.gov.uk/guidance/fast-track-assessment-centre-information-for-candidates)**.** Failure to do so may prevent us from assessing you and may result in you being withdrawn from the scheme.

 **We will** let you know if you have missing documentation or qualifications. We will provide you with a target date to return all outstanding documentation to us. Failure to meet the target date may result in you being withdrawn from the scheme.

**The pre-appointment process**

 **We will** let you know if your qualifications have not passed the verification stage – **You** are not eligible to apply if you hold a degree and you should ensure that you meet the [**required level of qualification** for the schemes you are applying for.](https://www.gov.uk/guidance/civil-service-fast-track-apprenticeship-who-can-apply)

 **We will** let you know when your pre-employment checks have commenced – If we request it then **you must** send your security certificate to us for verification once your checks have been completed

 **We will** provide regularupdates during the pre-appointment process via:

o Group emails and publications

o Individual emails and/or phone calls

 **You** should not give your current employer notice until you have cleared all checks and been notified of a start date by your line manager.

 **You must** accept your offer of an apprenticeship place within the timescales specified in your provisional offer letter.

 **You must** update **fast.track@cabinetoffice.gov.uk** if you change your contact details

**We will automatically withdraw your application if you**:

 create duplicate candidate portal accounts. You are only permitted to create ONE account.

 submit an application posing as someone else

 If you make a false declaration of disability, any offer of employment will be withdrawn. You may not be able to apply again in the future.

 Fail to attend an Assessment Centre

 Fail to comply with the Fast Track qualification eligibility policy

 We reserve the right to withdraw your application if you use an inappropriate email address for your username

Please note: This list is not exhaustive