

Applicant-oriented apprentice selection at Frankfurt City



The City of Frankfurt am Main administrative office is one of the largest employers in the Rhine-Main region in Germany. With over 10,000 employees, it offers its young people a varied range of training opportunities in 62 different departments. Employees are able to work either in one of the service departments such as the Citizens' Bureau, Security Office, within Youth and Child Welfare, or as a gardener, zoo caretaker – or even professional drainage technician – within the Zoological Gardens or Municipal Drainage Works.

The challenge: identifying potential and increasing attractiveness

Each year, the City of Frankfurt trains around 300 apprentices for administration and commercial roles and 150 apprentices in other departments. This means the team need to be able to understand the qualities of applicants and their suitability for the apprentice programme. In line with being an attractive city, City of Frankfurt also wanted to be an attractive employer.

The solution: introducing online applications and online assessment – which is confirmed through on-site testing

All applicants now apply online via the integrated applicant management platform provided by rexx systems. If the skills of the applicant matches those needed for an administration or IT apprenticeship, he or she is then asked to complete an online test. This test is carried out remotely and in the applicant's own time, thereby no visit to the office is needed, saving time and money for all involved. This offers great advantages for HR decision-makers as the process is both efficient and provides additional information about the suitability of the applicants.

Those most suitable applicants are invited for an on-site re-test, obviously in person, so there is no point in cheating in the pre-test. As a final step, a selection interview takes place.

The outcome: a modern, attractive and fair process

Applicants view the newly implemented process as modern and attractive – thereby enhancing the employer image of the City of Frankfurt.

In addition, the City of Frankfurt am Main is keen to support its applicants and provide a fair process. One way of demonstrating this is to be transparent and offer applicants as much information as possible about the online test content and how best to prepare. An example is a range of FAQs provides the following information and explanation:

- **What is the purpose of the test process?**

The online test process serves to check skills in different areas depending on the position you are applying for: each section of the test indicates which skill is being assessed. The test process is not designed to catch applicants out or to provide trick questions.

- **Is it possible to take a break during the online test?**

You can complete the individual tests independent of one another but once a section of a test has been started, it has to be completed. It is best to take this into consideration when planning how and where to take your test. Try to ensure that there are no interruptions or disturbances.

- **How quickly must the exercises be completed?**

We recommend that you work at the pace in which you have been successful in school - work consistently and carefully in order to avoid making mistakes.

The newly defined process offers applicants a lean and efficient way to apply thanks to the initial online application and the early testing stages. No travel is needed – and this has led to a growth in applicants from outside of the region.

"We are very satisfied with the new online application process that rexx and cut-e has prepared for us. We are able to select the most suitable applicants in an efficient and valid manner whilst also presenting ourselves as a modern, innovative employer. The feedback from the applicants is also very positive."

Sabine Haidlas-Keil, Team Leader and Specialist for Trainee Selection, Frankfurt am Main

For any further information please don't hesitate to contact us!

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