



FCDO Services

APPRENTICESHIPS IN

# Finance (Transactional)

Begin a finance and accounting career, with a big difference. Learn how to invoice, maintain a ledger, allocate payments and create and issue detailed reports. Find out how these skills can help protect the UK's interests around the world. And along the way, you might just discover exactly what you're capable of, as you study towards a Level 2 AAT Foundation Certificate in Accounting to become a fully qualified professional.

**IT TAKES A DIVERSE TEAM**  
TO PROTECT A DIVERSE WORLD

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## APPRENTICESHIPS IN FINANCE (TRANSACTIONAL)

Not every apprenticeship offers this much opportunity to make a vital impact. Open to school-leavers, career-changers and anyone who wants to progress their interest in accounting, this programme is your first taste of a finance career with a twist. Because, as you learn everything from how to pay suppliers and reconcile statements, to how to administer credit cards and monitor spend – you'll be doing it for an organisation that works with government-level customers, worldwide.

### KEY FACTS

- Level 2 apprenticeship, working towards a Level 2 AAT Foundation Certificate in Accounting
- Based at Hanslope Park, Milton Keynes, with the flexibility of hybrid working depending on business need
- 15-month programme – with a potential full-time role at the end
- Combination of practical work and study
- Open to all ages, but you will need:
  - Two GCSEs (or equivalent e.g. O levels) including Maths and English grades 9-4 (A\*-C)
  - Numerical and analytical skills, and IT literacy
  - A genuine interest in finance and accounting
  - British citizenship, having lived in the UK for the last three years before the first day of the apprenticeship (aiming to start September 2022), and for at least five of the last ten years
  - To be at least 16 years old by 30 April 2022 so you can complete Security Check (SC) clearance before your start date
- Candidates will need to undergo Security Check (SC) clearance before joining.

As well as a competitive salary and fully-funded qualifications, you'll get hands-on experience in all sorts of teams. Accounts Receivable. Accounts Payable. Billing. Expenses. And as you learn how to balance the books – and how to balance your work and your studies – you'll be doing work that really counts. After all, you'll be helping us to provide value for money for taxpayers everywhere. So, if you're ready to make an impact as you learn, your future just got bigger.

### YOUR PROGRAMME

If your application is successful, your apprenticeship will involve attending college for one day a week, as you study towards your Level 2 AAT Foundation Certificate in Accounting. On other weekdays, you'll be placed in one of our accounting teams, where you'll take on real tasks and learn as you work.

## APPRENTICESHIPS IN FINANCE (TRANSACTIONAL)

What kind of tasks could you do? Well, it might include transactional activities across any of the following:

- Accounts Payable: reconciling supplier accounts, paying invoices and reporting
- Billing: setting up and maintaining projects so they're ready for invoicing our customers
- Accounts Receivable: maintaining our general ledger, sending out invoices, allocating payment, chasing debt and reporting
- Corporate Credit Card and Expenses: administration of around 500 credit cards across the organisation, auditing expenditure and reporting.

Throughout the programme, you'll be assessed in a number of ways. You'll have regular visits at work where an assessor will take a look at your progress. They'll also support you to gather evidence through observations and professional discussions.



Finally, there's your college exams for the Level 2 AAT qualification. And of course, throughout the whole process, our team will be there to see you through, helping you manage your workload and achieve your potential.

### COMPLETING YOUR APPRENTICESHIP - AND BEYOND

If you successfully complete the apprenticeship, you'll gain your Level 2 AAT Foundation Certificate in Accounting. But where to next? You'll have a range of options to make your future bigger. We'll do our best to find you a permanent position with us, and your most likely starting point is as a Transactional Support Officer in one of the teams you've worked in. From there, you'll be able to explore your interests and set your sights on what you want to accomplish next.

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 **Apprenticeships**





FCDO Services

APPRENTICESHIPS IN

# Information Technology

Ground-breaking technology. Top-quality training. Inspiring work that matters to the nation as a whole. Whether you're a school-leaver, a career-changer, or someone who just wants to progress their current skills, become one of our Apprentices in IT, and you'll see a whole world of opportunity open up in front of you. You'll start with small technical issues, but by the end of your training, you'll be helping protect our customers at the very highest security classifications. And you'll be using your newfound skills to keep people, information and assets safe around the world.

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## APPRENTICESHIPS IN INFORMATION TECHNOLOGY

Our Apprentices in IT spend 22 months learning to deliver and support successful and secure IT and mobile solutions for high-level UK Government departments, agencies and some international friendly governments. It's down to us to make sure their information and assets are protected, and you'll be part of that effort every day. Expect hands-on training on high-level projects, combined with academic studies that help you learn the theory behind the practice.

### KEY FACTS

- Level 3 apprenticeship, working towards a Level 3 Information Communication Technician apprenticeship qualification
- Based at Hanslope Park, Milton Keynes
- 22-month programme – with a potential full-time role at the end
- Combination of practical work and study
- Open to all ages, but you will need:
  - Minimum two GCSEs (or equivalent, e.g. O levels) in Maths and English, and ideally in a Computing/IT or a Science subject, at grade 9-4 (A\*–C)
  - A genuine interest in computing and IT
  - British citizenship, having lived in the UK for the last three years before the first day of the apprenticeship, and for at least five of the last ten years
  - To be at least 16 years old by 30 April 2022 so you can complete Security Check (SC) clearance before your start date
- Candidates will need to undergo Security Check (SC) clearance before joining, and Developed Vetting (DV) clearance shortly after joining.

It means, at the end of it all, you'll be well on your way to an incredible professional career – and one that protects the UK's interests at home and overseas. So, if you're ready to find challenges you never knew were open to you, then your future just got bigger.

### YOUR PROGRAMME

If successful, your apprenticeship with us will be based at Hanslope Park. After a short induction programme, you'll enrol with your training provider and begin learning for your knowledge modules.

You'll also begin a series of work placements – a chance to explore and get to grips with our various Technology and Operations teams and The UK National Authority for Counter-Eavesdropping (UK NACE), where you can put into practice the knowledge you've gained.

Studying towards your Level 3 Information Communication Technician apprenticeship qualification, you'll cover a range of topics including:

- Fundamentals of networks and networking
- Operating systems, hardware system architecture and devices
- Principles of Cloud and Cloud-based services and virtual computing
- Troubleshooting, fault diagnosis and problem solving

# APPRENTICESHIPS IN INFORMATION TECHNOLOGY

- Backup and storage solutions
- Secure remote computing
- ITIL Foundation.

After you've successfully completed the formal learning, we'll start looking at the kind of impact you want to make, tailoring your work placements towards the specific roles you could go into at the end of your programme. You'll also have on-going training in ITIL Service Management and a range of core Civil Service behaviours – all of which will aid you in supporting our high-level customer base.

You'll be assessed on your ability to demonstrate the following competencies gained through your work placements and interview:

- Communication
- IT security
- Data
- Workflow and task management
- Health and Safety
- Systems performance
- Remote infrastructure
- Problem solving, interpersonal skills and working effectively in a business environment.



In the last few months of your programme, you'll undertake your End Point Assessment, which includes a portfolio assessment, a practical project and a professional discussion with the assessor. Your practical project will be a real work-based project designed to benefit the business and demonstrate the knowledge, skills and behaviours you've picked up in the course of the apprenticeship – including how you use tools to problem-solve and troubleshoot non-routine problems.

## COMPLETING YOUR APPRENTICESHIP – AND BEYOND

Complete the apprenticeship, and you'll gain your Level 3 Information Communication Technician apprenticeship qualification. But where to next? We'll do our best to find you a permanent position with us and you'll have a range of options to put the skills you've learnt to use. You could work in our Technology and Operations team, supporting our global customers' systems, such as in service management. Or, you could join our UK NACE teams, protecting systems and customers from technical espionage attack. Or, continue to develop your skills toward roles such as Technical Architect or Network Engineer. Whatever you decide, we'll do all we can to help you explore your interests and realise your ambitions.

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FCDO Services

APPRENTICESHIPS IN

# Marketing – specialising in Customer Experience

In this team, everything is built around a robust understanding of our customers and the sectors they operate in. To continue to deliver complex services to UK government departments, we must first understand the unique problems they face, the locations and markets they operate in, and recognise exactly what they need from us to help achieve their goals. This is the kind of vital insight you'll help provide if you join us on our Marketing Apprenticeship.

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# APPRENTICESHIPS IN MARKETING – SPECIALISING IN CUSTOMER EXPERIENCE

When you gain that insight for a vital global organisation like ours, it opens up all kinds of possibilities for your future. Whether you're just leaving school, looking to return to work after a career break or thinking about changing careers, this apprenticeship will give you the chance to get both hands-on experience and academic qualifications as part of our Customer Relationships department.

## KEY FACTS

- Level 4 apprenticeship, studying for a Chartered Institute of Marketing (CIM) qualification
- Based at Hanslope Park, Milton Keynes, with the flexibility of hybrid working depending on business need
- 19-month programme – with a potential full-time role at the end
- Combination of practical work and study
- Open to all ages, and you don't need any qualifications, but you should have:
  - A genuine interest in marketing and customer insight
  - The ability to use Microsoft Office, including Excel, PowerPoint and Word
  - Strong interpersonal skills – you'll be able to communicate effectively with both internal and external stakeholders verbally and in writing
  - The ability to work independently in an environment with varying levels of pace
  - An enthusiastic and proactive approach, with a desire to learn
  - A creative mindset
  - British citizenship, having lived in the UK for the last three years before the first day of the apprenticeship (aiming to start September 2022), and for at least five of the last ten years
  - To be at least 16 years old by 30 April 2022 so you can complete Security Check (SC) clearance before your start date.
- Candidates will need to undergo Security Check (SC) clearance before joining.

But what's so special about the experience we offer? Well, from constructing embassies to protecting government communications, our projects protect the UK's interests around the world –and the research and insights you'll contribute as our apprentice will help make it all possible. This is a unique programme balancing modern Business to Business strategic marketing with customer journey management and customer insight analysis. So, if you're ready to step up and help support our business, then one thing is clear: your world just got bigger.

## YOUR PROGRAMME

You'll start your apprenticeship by going straight into a role in our Customer Relationships team. Splitting your time between two teams, Strategic Marketing and Customer Journey, you'll gain a rounded insight into our customers and their environment. You'll pick up a range of skills along the way, including market, product and customer research; interpretation and presentation of data; segmentation and positioning.



# APPRENTICESHIPS IN MARKETING – SPECIALISING IN CUSTOMER EXPERIENCE

You can also expect to work with a number of teams from around the organisation, delivering insight and feedback to help them win new business or grow the business we have.

Meanwhile, on your CIM course, you'll complete various learning modules, including:

- Knowledge (taught via webinars or classes):
  - Marketing Concepts and Theories
  - Business Understanding and Commercial Awareness
  - Market Research
  - Products and Channels.
- Skills (workplace competencies):
  - Marketing Campaigns
  - Interpersonal and Communication Skills
  - Service Delivery
  - Budget Management
  - Evaluation and Analysis.



## COMPLETING YOUR APPRENTICESHIP – AND BEYOND

If you successfully complete the apprenticeship, you'll gain a Chartered Institute of Marketing qualification. But where to next? Well, you can look forward to exploring a range of options designed to make your future bigger and we'll do our best to find you a permanent position with us. Your most likely starting point is a role within one of the teams you've worked with – either Strategic Marketing or Customer Experience. From there, you'll be able to follow your interests and set your sights on what you want to accomplish next.

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APPRENTICESHIPS IN

# Technical Engineering



Ready to open up all kinds of possibilities for your future? Look no further. For school-leavers, career-changers, or people who just want to progress their skills, this apprenticeship has it all. You'll get a competitive salary, fully funded and well-respected training, and the chance to work with government-level customers on cutting-edge engineering projects that keep people safe and information secure, right around the world.

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# APPRENTICESHIPS IN TECHNICAL ENGINEERING

What kind of projects, exactly? Well, it could be installing a sophisticated CCTV system in a new embassy, or advanced intruder detection equipment in a particularly volatile region. Perhaps you'll prevent and detect technical eavesdropping attacks, or help design the next generation of security products. Whatever you do, you'll be protecting the UK's interests at home and overseas – so they're the kind of projects that just can't fail. With a mix of practical experience, formal study, and even the chance to work overseas, we think it's fair to say: your future just got bigger.

## KEY FACTS

- Level 3 apprenticeship, working towards a Level 3 Diploma or Extended Diploma in Advanced Manufacturing Engineering
- Based at Hanslope Park, Milton Keynes
- 39-month programme – with a potential full-time role at the end
- Combination of practical work and study
- Opportunity for overseas travel
- First nine months spent studying full-time, learning theoretical and practical elements of engineering
- Open to all ages, but you will need:
  - Minimum four GCSEs (or equivalent, e.g. O levels) at grade 9-4 (A\*-C) in Maths, English, and either Science (preferably Physics)
  - A genuine interest in engineering and technology
  - Ideally, some experience of using tools such as drills and saws'
  - British citizenship, having lived in the UK for the last three years before the first day of the apprenticeship, and for at least five of the last ten years
  - To be at least 16 years old by 30 April 2022 so you can complete Security Check (SC) clearance before your start date
- Candidates will need to undergo Security Check (SC) clearance before joining, and Developed Vetting (DV) clearance shortly after joining
- Candidates will need to undergo a colour blindness test if you reach assessment centre stage, since distinguishing between different colours of electrical wire will be a critical part of your role.

## YOUR PROGRAMME

### FIRST YEAR

If successful, you'll start your apprenticeship with us and attend a local college on a full-time basis. During college breaks, you'll work at our site at Hanslope Park, where you'll join teams across the organisation, helping you put your learning into action on live projects.

Once you finish your college course the following year, you'll return to Hanslope Park. This time, as well as beginning a programme of placements, you'll also complete a number of in-house courses, teaching you essential practical skills for your profession. These include basic telephony, technical security and radio transmission principles – skills you'll use to help us protect the nation's security every day.

At college, you'll study the following modules:

### Development Knowledge

- Health and Safety
- Maths and Further Maths for technicians
- Mechanical principles
- Electrical and electronic engineering
- Engineering drawing
- Programmable logic controllers
- Principles and applications of electronic devices and circuits
- Electronic testing and measurements

# APPRENTICESHIPS IN TECHNICAL ENGINEERING

## Foundation Competence

- Wiring and testing electrical circuits and equipment
- Maintaining electronic equipment and systems
- Assembling, wiring and testing electrical panels and components mounted in enclosures

## Development Competence

- Complying with statutory regulations and organisational safety requirements
- Using and interpreting engineering data and documentation
- Using and communicating technical information
- Working efficiently and effectively in advanced manufacturing and engineering

## Functional Skills

- IT, Maths and English (exemptions possible depending on your GCSE grades)

## SECOND YEAR

Your second year is where you'll start to really get to grips with the practical side of your role, helping us deliver projects in the UK – with the potential to travel overseas too. Through work placements around our business and relevant in-house training, you'll experience the sheer breadth of what we do.

Wherever you're placed though, one thing is guaranteed: you'll be a crucial part of an experienced team, learning new skills first-hand from our expert technical security colleagues. They'll support you to build on a range of abilities – how to install and maintain a wide variety of security systems, for instance – and you'll learn about the work of our counter-eavesdropping experts too.

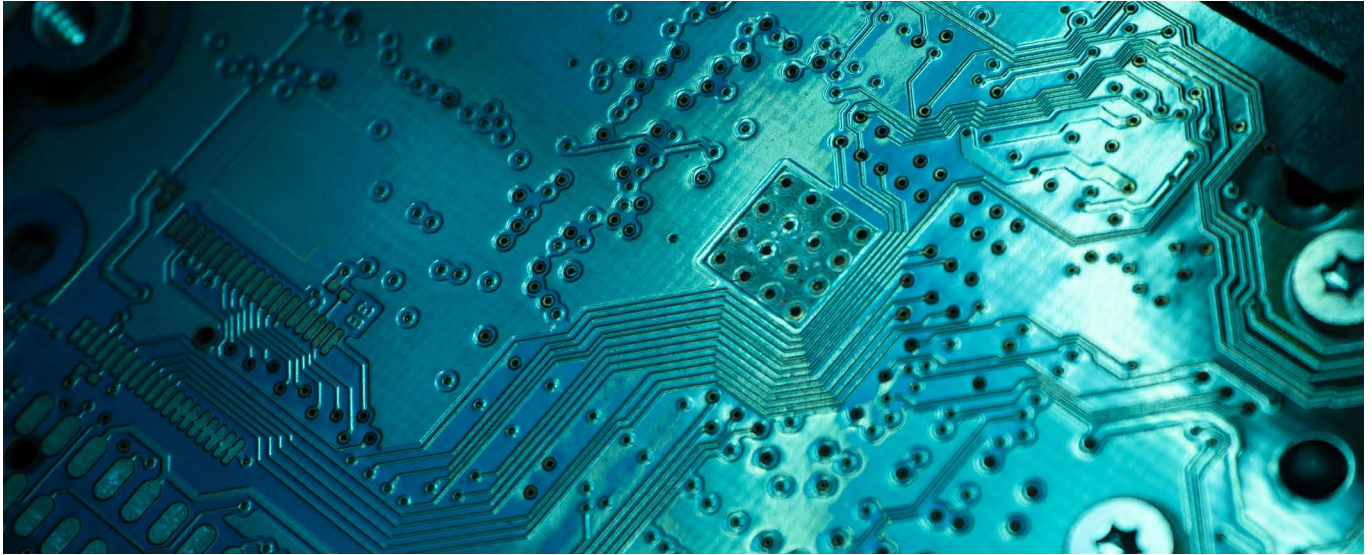


At the same time, you'll begin working towards your Level 3 Development Knowledge. It's an evidence-based qualification, so you'll need to document your practical experience too – and you'll have plenty of that to write about. You'll provide evidence through your written reports, and your assessor will track your progress and support you throughout the course.

## THIRD AND FOURTH YEARS

In your third and fourth years, you'll continue to explore our organisation through a series of placements. You'll be moving towards professional status by now, building the skills and experience you need to pass the End Point Assessment. We'll support you at every step, and if you pass your apprenticeship, we'll help you look at your options when it comes to permanent positions within the organisation.

# APPRENTICESHIPS IN TECHNICAL ENGINEERING



## COMPLETING YOUR APPRENTICESHIP – AND BEYOND

If you successfully complete the apprenticeship, you'll have gathered the following qualifications along the way:

### Level 3 apprenticeship

- Level 2 Diploma in Advanced Manufacturing Engineering (Foundation Competence)
- Level 3 Diploma in Advanced Manufacturing Engineering – Technical Support (Development Competence)
- Level 3 Diploma or Extended Diploma in Advanced Manufacturing Engineering (Development Knowledge).

With all this under your belt, you'll have the opportunity to progress your membership with the Institution of Engineering and Technology, gaining respected professional status in your new industry.

But where to next? Once you've completed your apprenticeship, you'll have a range of options to make your future bigger.

### You could:

- Work in our Technical Services Centre, based in the UK but travelling overseas on a project by project basis to install a range of protective systems.
- Join one of our Regional Technical Support Services Teams, living and working overseas for up to four years. Based in one of our overseas hubs you'll travel across your region providing technical support to our customers
- Work as part of our National Authority for Counter-Eavesdropping (UK NACE) helping to prevent and detect technical eavesdropping attacks.

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