FCDO Services

APPRENTICE IN

IT

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

Our apprentices spend 18-24 months learning to deliver successful and secure IT and mobile solutions, for customers from law enforcement to international government. It's hands-on training on high-level projects, combined with academic studies that help you learn the theory behind the practice. So, at the end of it all, you'll be well on your way to an incredible professional career – one that protects the UK's interests at home and overseas. If you're ready to find challenges you never knew were open to you, then your future just got bigger.

YOUR PROGRAMME

First stage

If successful, you'll start your apprenticeship with us at Hanslope Park. After a short induction programme, you'll enroll with your training provider and begin learning for your knowledge modules. You'll also begin a series of work placements – a chance to explore our Technology and Operations teams and UK NACE functions, and put into practice what you've learned so far.

KEY FACTS

- Level 3 apprenticeship
- Based at Hanslope Park, Milton Keynes
- Starting salary: £17,364 plus £1,750 location allowance
- Salary upon qualification could be in the region of £24,500
- 18-24 month programme – with a potential career at the end
- Combination of practical work and study
- Studying for a Level 3 Information Communication Technician apprenticeship qualification
- Applicants need:
  – Min. two GCSEs (or equivalent, e.g. O Levels) at grade 9-4 (A*– C) in Maths and English, and ideally Computing/IT or a Science subject
  – 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 mid June 2021.
- Candidates will need to undergo Security Check (SC) clearance before joining, and Developed Vetting (DV) clearance shortly after joining

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

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 an interview with the assessor. In your practical project, you'll have a business and technical brief, then you'll build your finished product and document what you've done in a controlled assessment environment. The project is designed to test 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.

Second stage

After you've successfully completed the formal learning and assessment, 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.

COMPLETING YOUR APPRENTICESHIP – AND BEYOND

Once you've completed your apprenticeship, you'll have a range of options to make your future bigger. You could:

- Work in our Technology and Operations team, supporting our global customers' systems – such as in service management
- Work as part of our UK NACE teams, protecting systems and customers from technical espionage attack
- Continue to develop your skills toward roles such as Technical Architect and Network Engineer.

Apprenticeships

disability confident EMPLOYER

It takes a diverse team to protect a diverse world.