



FCDO Services

APPRENTICESHIPS IN

IT

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.

IT TAKES A DIVERSE TEAM  
TO PROTECT A DIVERSE WORLD

VISIT OUR WEBSITE  
[FCDOSERVICESCAREERS.CO.UK/APPRENTICESHIPS](https://fcdoservicescareers.co.uk/apprenticeships)

## APPRENTICESHIPS IN IT

Our Apprentices in IT spend up to 22 months learning to deliver and support successful and secure IT and mobile solutions for high-level UK government departments, agencies and some friendly international 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.

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 expand on and put into practice the knowledge you're gaining.

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 and disaster recovery
- Principles of secure computing
- Relevant legislation.

### KEY FACTS

- Level 3 apprenticeship, working towards a Level 3 Information Communication Technician (Support Technician) apprenticeship qualification
- Based at Hanslope Park, Milton Keynes
- Up to 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:
  - A minimum of two GCSEs (or equivalent) at grades 9-4 (A\*-C), in Maths and English
  - 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, (aiming to start September 2023), and for at least five of the last ten years
  - To be at least 16 years old by 30 April 2023 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

## APPRENTICESHIPS IN IT

You'll be assessed on your ability to demonstrate competencies gained through your work placements and interview, such as:

- 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.

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.



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 ICT operations; 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.

Website: [fcdoservicescareers.co.uk/apprenticeships](https://fcdoservicescareers.co.uk/apprenticeships)

Email: [fcdoservices.recruitment@fcdo.gov.uk](mailto:fcdoservices.recruitment@fcdo.gov.uk)

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