

Use the Serco Apprenticeship Diploma to upskill your teams

In Serco we want to support our existing workforce in their professional development and build our capability of being able to deliver in-house accredited qualifications. These qualifications can give your employees certificates and diplomas in qualifications and subjects ranging from Business Administration, Customer Service through to Manufacturing and Aeronautical Engineering.

All Serco Apprenticeship Diplomas are delivered, supported and assessed through Serco Skills and are currently funded through the Skills Funding Agency (SFA) and therefore there is no training cost on top of your normal employment costs for supporting your teams in gaining these qualifications.

From April 2017 the way these qualifications will be funded is changing with the introduction of the new Apprenticeship Levy – the qualifications will still be funded by the government and as currently there will be no additional training costs above normal employment costs and the time dedicated to the learning.

The majority of employees within Serco are eligible for gaining a Serco Apprenticeship Diploma. It is a common misconception that it is only open to new employees aged 16-18.

At a glance:

- The Serco Apprenticeship Diploma is open to Serco employees in England
- There is no age limit – it is open to all employees of any age
- There are no restrictions on the employee's length of service
- The course length is one year as a minimum. The course is structured to allow the learner to be assessed during the course of the programme to ensure he/she is meeting the requirements
- Until April 2017, employees must choose a course at a level higher than the highest qualification they may already hold. Please note that new government guidelines from April 2017 may mean that this could change.

Our list of Serco Apprenticeship Diplomas

The table below highlights the types and levels of qualifications that Serco Skills team can offer to you and your teams:

Framework	Level	Pathway (P/W)
Activity Leadership	2	Outdoors, Exercise & Fitness, Coaching, Leadership
Business Administration	2	Business Administration
Business Administration	3	Business Administration
Cleaning & Environmental Support Services	2	Cleaning & Support Services
Cleaning & Environmental Support Services	3	Cleaning Supervision
Custodial Care	3	Custodial Care
Customer Service	2	Customer Service (Practitioner)
Customer Service	3	Customer Service
Engineering Manufacture	3	Aerospace (Aircraft Maintenance Fitter/Technician)
Engineering Manufacture	3	Mechanical Manufacturing Engineering
Engineering Manufacture	3	Engineering Maintenance
Engineering Manufacture	3	Engineering Maintenance (Electrical)
Engineering Manufacture	3	Fabrication & Welding
Exercise and Fitness	2	Instructing Exercise and Fitness
Exercise and Fitness	3	Personal Training
Facilities Management	2	Facilities Services
Facilities Management	3	Facilities Management
Hospitality	2	Hospitality Services (Hospitality Team Member)

Framework	Level	Pathway (P/W)
Hospitality	2	Food and Beverage Service
Hospitality	3	Hospitality Supervision and Leadership
IT, Software, Web & Telecoms Professionals	3	IT, Software, Web & Telecoms Professionals
Laboratory & Science Technicians	3	Laboratory & Associated Technical Activities (Lab Tech/Scientist)
Learning and Development	3	Learning and development
Leisure Operations & Leisure Management	2	Leisure Operations
Leisure Operations & Leisure Management	3	Leisure Management
Management	2	Team Leading
Management	3	Management
Management	3	Team Leader/Supervisor (new for 2017)
Security Services	2	Providing Security Services
Team Leading	2	Team Leading
Business Management	5	Management & Leadership
Business Management	6	Chartered Manager Degree Apprenticeship (CMDA)
Business Management	7	Master's qualification in Business (MBA)

Find out more

If you have someone in your team that is interested in a Serco Apprenticeship Diploma and would like to know more about the scheme or wishes to enrol, please contact us at skills@serco.com and we would be happy to help.

In addition to the introduction of the Apprenticeship Levy in 2017, there are likely to be further regulatory changes to the Apprenticeship Programme over the coming months. As soon as these changes are announced, we will provide updates and support materials to explain these changes and their implications to the Apprenticeship Programme.

Did you know that you can increase your workforce engagement and improve your service delivery at no additional training cost?

We are heading into one of the most exciting and changing times for the Apprenticeship Programme qualifications in the UK. You may have seen current advertising campaigns including tv adverts which are selling the opportunities and benefits of the Apprenticeship Programme.

Serco's aim is to have a dynamic, engaged workforce that will draw on the best of the nation's talent in challenging and inspiring roles. As a major supplier to central and local government, we have pledged that we will support apprenticeships across the UK in as many of our contracts as possible and in a diverse range of roles.

