

What does this mean for Serco contracts?

Serco will be required to make an investment towards the government's Apprenticeship Programme by paying the annual Apprenticeship Levy. The annual levy payment is 0.5% of Serco's UK pay bill, which for each Serco contract will be calculated based on the contract's own pay bill. This means that the levy charge will be deducted from each contract locally.

How will it work?

- Serco Skills (part of Serco's Employment, Skills and Enterprise business) will be responsible for managing Serco's levy fund for all apprenticeships.
- It will also manage Serco's relationship with the Skills Funding Agency.
- Apprenticeship training for the contracts will be provided and assessed through Serco Skills.
- Funds must be accessed to enrol apprentices within 18 months from April 2017, or else will be lost.
- The Government will top up the levy fund with additional funding from the SFA for each apprentice that is hired or enrolled into the contract.

Why invest in apprenticeships?

- Improves overall workforce productivity, staff motivation and morale.
- Improves staff loyalty and retention by making staff feel valued.
- Addresses gaps in skill set by providing on the job vocational training.
- Can be more cost effective than hiring skilled staff.
- The training is tailored to the specific needs of the business.

Ahead of the levy starting in April 2017, there is a huge opportunity for each contract to maximise the full potential of their investment by looking at ways of recruiting apprentices, or using the Serco Apprenticeship Diploma to upskill existing employees.

The global engagement result for Learning & Development in the 2015 Viewpoint Staff Survey was under 50%. The results showed that 47% of Serco employees 'felt supported in identifying their development needs' and, 44% said 'they had appropriate opportunities for personal professional development'. The Serco Apprenticeship Diploma is the perfect opportunity for Managers to inspire their employees to upskill themselves, ready for the next step in their career path.



Our list of Serco Apprenticeship Diplomas

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)
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)

Serco has pledged to increase the number of Apprentices in 2016 and we can only do this with the support of our Contract Directors and Senior Leaders. There is no actual additional cost to upskilling staff on the job, or to employing apprentices into roles other than the salary to which the person is employed, and the levy charge which is spread across all Serco contracts. For more information on how this works, you can contact your local finance team.

So what's next?

- Brief your staff about these changes and opportunities as part of your team briefings.
- Speak to your managers to identify development gaps amongst your teams.
- Contact Serco Skills at skills@serco.com to let us know of any employees that are interested and we will get in touch with them and their line manager to discuss suitable courses.

How the Serco Apprenticeship Diploma works (pathway to success)

- Serco Skills enrolls an employee onto an apprenticeship.
- Serco Apprenticeship Diploma starts and paid employment continues.
- In the majority of instances this will take place at the employee's normal place of work.
- Once qualified, the current job continues or the qualified employee can apply for the next step up if there is a role available.

Remember

- When recruiting externally for vacancies, consider if an apprenticeship could be offered to fill the role. This increases the number apprentices onto our programme whilst keeping overall costs down.
- Talk to your staff through your team talks and briefings to explain what is on offer.
- Provide them with the contact details to find out more and to see if they meet the eligibility criteria. Line managers can email skills@serco.com to find out more.

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.



Introducing the Apprenticeship Levy



From gaining my Diploma in Business Administration while having the opportunity to work within the HR Shared Service I feel I have gained valuable experience that will help me start my career and hopefully secure a position here at Serco.

I have worked with several teams including; Transitions, Learning and Development, Service Operations and Recruitment. This is experience that I would have never received at my age without the Apprenticeship scheme.

Joanna Smith,

Business Administration Diploma – HR Shared Services

The apprenticeship scheme has been a really great experience as it has taught me many transferable life skills and helped me to establish what I want to do in the future. If it wasn't for the scheme I believe it would have taken me much longer to achieve my goals and be part of a professional HR service. It has opened up many opportunities for me, for which I am grateful.

Kiran Johal,

Business Administration Diploma – HR Shared Services

Engaging with apprentices has been a great choice for us, we have worked with some talented individuals who have arrived with fresh ideas and innovative thinking to the way we do things. They have not been afraid to 'get stuck in' and learn about how our business works, they have taken part in a multitude of tasks and projects and have made a significant contribution in their time with us. On top of all this, they have gained a useful qualification and valuable experience which will help them in their future career.

Tony Williams,

Learning Services Director

For more information

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

www.serco.com

Things are going to change

From April 2017, the way the government funds apprenticeships in England is going to change. Employers with an annual pay bill over £3m will be required to make an investment towards the apprenticeship programme by contributing to a new Apprenticeship Levy.