



Management & Leadership

Apprenticeships

www.mitie.com/mitie-jobs/

Developing at Mitie



We are the UK's leading Facilities Management and professional services company. Every day we work to deliver exceptional results for our clients, customers and the people they serve.

Our team of 72K colleagues looks after large portions of the UK's services and facilities: from hospitals and schools, to government projects, banks and retailers. We have a culture of inclusivity and personal accountability, and we partner with organisations that believe in those same principles.

That makes Mitie a great place to begin, develop or reinvigorate your career.

*“There are so many opportunities at Mitie, it's rapidly growing. Remember, small steps lead to a better future. **Go for it!**”*

Elvedin Zdravovic
Operations Manager
Manchester

Introducing the Mitie Apprenticeships Curriculum

Mitie is more than a workplace.

It's so much more than a job.

Mitie is an opportunity, a possibility, a commitment. It's a place we can all flourish and grow.

Mitie recognises that Apprenticeships support us to grow our own talent pipeline developing our colleagues with the skills we need to succeed and grow now and in the future.

Apprenticeships are not just for school leavers they are also available to existing Mitie colleagues as a development programme. They provide a great opportunity to gain new skills and knowledge and to obtain nationally recognised qualifications to support career progression.

Who is eligible

Apprenticeships combine both work and study, with a mix of on-the-job and off-the-job training, to achieve a formal qualification. Programmes require a longer term commitment with programmes lasting a minimum of 1 year and up to 4 years dependent on the type and level of programme.

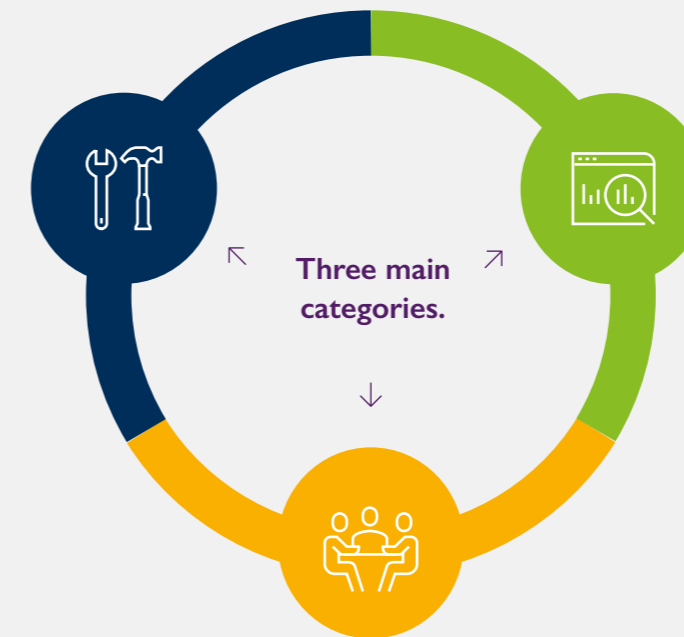
- ✓ You will need to be employed by Mitie and ideally work a minimum of 30 hours per week.
- ✓ You will need to have the personal commitment and time to complete your studies alongside your day to day role.
- ✓ You will need the support of your Line Manager.
- ✓ You will need to be in a role where you have some level of supervisory or management responsibility.

This brochure details the management and leadership apprenticeships available. They are suitable for colleagues who are already in a role where they have supervisory or management responsibilities. Colleagues could be new in post or more experienced leaders, either way there is an apprenticeship to suit different stages of a career.

Mitie offers a range of different apprenticeship programmes so there will be plenty of options available to match your current role.

The Big Three

Our Apprenticeship curriculum is split into 3 categories.



● Technical

Frontline technical skills – including installation, maintenance, engineering, building services, carpentry and joinery.

● Professional

Continual specialised development – including security, HR, finance and project management.

● Management

Developing our leadership – with qualifications up to an including master's degrees.



At a glance

We offer a broad range of apprenticeship programmes to support development at various stages of a career

Apprenticeships are available to existing Mitie colleagues and new recruits joining the business.

Programmes start throughout the year.

Internal applicants can apply through Learning Hub or by speaking to their line manager,



External applicants can apply on our [Mitie Career Pages](#).



A rich, rewarding way to gain **real skills**, experience and qualifications

What to expect

Each Mitie Apprenticeship Programme has its own curriculum, core-focus, assessment and outcomes – and you can find all of this information in the fact-sheets in this brochure.

Expectations of you and your line-manager

What is expected of me as an apprentice?

You will be given time away from your daily tasks to attend workshops and complete course assignments, but it is your responsibility to attend on time, complete your work and manage your time.

How is my line-manager involved?

Your line-manager has a key role in your Apprenticeship. They will act as a guide and a supporter, encouraging you in your learning and helping you find the balance between work and study.

They will support you to find opportunities to gain relevant on the job experience required to successfully complete your programme

Workshops

You will be given a minimum of 6 hours each week of your contractual hours away from your daily tasks – The training model will be dependent on the apprenticeship programme selected. Some programmes can be delivered 100% remotely whilst others require a mixture of remote study and face to face attendance at workshops.

You will be provided with study time during your normal contracted hours to attend workshops and complete assignments.

Training will be delivered by a network of external apprenticeship training providers closest to your location.

All workshops are planned in advance and you will receive a full schedule to help you plan for attendance.

Apprenticeship Specialists

You will be supported throughout your apprenticeship programme by your line manager, tutor and apprenticeship specialist.

The Apprenticeship Specialist will provide you with pastoral care support and guidance to help you successfully complete your programme. They will conduct quarterly meetings with you to ensure you are on track and receiving the best quality learning experience.

Team Leader / Supervisor

Level 3 Apprenticeship



Introduction / Purpose

What

Team Leaders perform a crucial role in fulfilling the Mitie commitment to our customers and colleagues – this Programme develops the skills you need to deliver exceptional leadership.

Who

Applicants who are new to management, or colleagues working in a management role who have not yet had any formal training to develop leadership skills.

Key Facts

Programme length

12 - 15 months

Qualifications included

Level 3 Advanced Apprenticeship

Level 3 CMI Diploma in Management

Maths & English Functional Skills (if required)

Programme Delivery

The Programme involves a range of learning styles and delivery methods, including:

- ✓ 6x interactive workshops
- ✓ Discussion-based learning sessions
- ✓ Online learning & management resources
- ✓ External workshops from industry experts
- ✓ Access to the Chartered Management Institute (CMI) online portal
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths & English functional skills, including online resources.
- ✓ End-Point Assessment (EPA)

Eligibility

To be eligible for this Apprenticeship Programme you must:

- ✓ Be aged 16+
- ✓ Live and work in England
- ✓ A citizen of the UK or European Economic Area (EEA), or have lived in the UK or EEA for the last 3 years
- ✓ Be willing to work a minimum of 30 hours per week

You must NOT

- ✗ Be in full-time education, or receiving funding for other qualifications
- ✗ Already have an equivalent or higher qualification in this or a similar area (i.e. management)

Maths & English Skills

Functional Maths and English are core features of all Apprenticeships. Each apprentice must hold appropriate qualifications in these areas by the end of their Programme.

You will complete an initial assessment in both maths and English before beginning the programme. If you already have the necessary qualifications in maths and English, you may not need to complete the functional skills exam. You can discuss this in more detail with your Programme Lead.



Outcomes

This Programme will develop your personal leadership strengths and help you build productive relationships, drive results, and inspire excellence in others.

You will also be awarded:

- ✓ Level 3 Advanced Apprenticeship
- ✓ Level 3 CMI Diploma in Management
- ✓ Maths & English functional skills qualification (if required)

Security First Line Manager

Level 3 Apprenticeship



Introduction / Purpose

What

Security First Line Managers will be supervising people and activities in line with regulatory requirements.

Who

This apprenticeship is aimed at people working specifically in a security environment such as Private Security Industry, MOD, Event Security, 'In-house' security, Department for Transport and will provide a vocational route to a career in Security Management (excluding close protection).

Key Facts

Programme length

18 - 21 months

Qualifications included

Advanced Apprenticeship Level 3

Maths & English Functional Skills (if required)

Programme Delivery

The Programme involves a range of learning styles and delivery methods, including:

- ✓ 6x interactive workshops
- ✓ Discussion-based learning sessions
- ✓ Online learning & management resources
- ✓ External workshops from industry experts
- ✓ Access to the Chartered Management Institute (CMI) online portal
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths & English functional skills, including online resources.
- ✓ End-Point Assessment (EPA)

Eligibility

To be eligible for this Apprenticeship Programme you must:

- ✓ Be aged 16+
- ✓ Live and work in England
- ✓ A citizen of the UK or European Economic Area (EEA), or have lived in the UK or EEA for the last 3 years
- ✓ Be willing to work a minimum of 30 hours per week

You must NOT

- ✗ Be in full-time education, or receiving funding for other qualifications
- ✗ Already have an equivalent or higher qualification in this or a similar area (i.e. management)

Maths & English Skills

Functional Maths and English are core features of all Apprenticeships. Each apprentice must hold appropriate qualifications in these areas by the end of their Programme.

You will complete an initial assessment in both maths and English before beginning the programme. If you already have the necessary qualifications in maths and English, you may not need to complete the functional skills exam. You can discuss this in more detail with your Programme Lead.



Outcomes

You will also be awarded:

- ✓ Advanced Apprenticeship Level 3 (you will be awarded a Pass or Distinction grade)
- ✓ Maths & English functional skills qualification (if required)

Facilities Management

Level 4 Apprenticeship



Introduction / Purpose

What

Facilities Managers are accountable for the safety of our colleagues and the effectiveness of our facilities. This Level 4 Apprenticeship Programme is designed to develop and support the skills required for this crucial responsibility.

Who

Applicants who are new to managing facilities or services or colleagues working in a relevant management role, who have not yet had any formal training to develop management skills.

Key Facts

Programme length

18 months

Qualifications included

Level 4 Higher Apprenticeship

Level 4 Diploma in Facilities Management

Maths & English Functional Skills (if required)

Programme Delivery

The Programme involves a range of learning styles and delivery methods, including:

- ✓ Institute of Workplace and Facilities Management (IWFM) Qualification
- ✓ Online learning & management resources
- ✓ Discussion-based learning sessions
- ✓ Study-skills and writing masterclass
- ✓ Work-based projects – delivering real business benefits
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths & English functional skills, including online resources.
- ✓ End-Point Assessment (EPA)

Eligibility

To be eligible for this Apprenticeship Programme you must:

- ✓ Be aged 16+
- ✓ Live and work in England
- ✓ A citizen of the UK or European Economic Area (EEA), or have lived in the UK or EEA for the last 3 years
- ✓ Be willing to work a minimum of 30 hours per week

You must NOT

- ✗ Be in full-time education, or receiving funding for other qualifications
- ✗ Already have an equivalent or higher qualification in this or a similar area (i.e. management)

Maths & English Skills

Functional Maths and English are core features of all Apprenticeships. Each apprentice must hold appropriate qualifications in these areas by the end of their Programme.

You will complete an initial assessment in both maths and English before beginning the programme. If you already have the necessary qualifications in maths and English, you may not need to complete the functional skills exam. You can discuss this in more detail with your Programme Lead.

Outcomes

This Programme will equip you with a deep understanding of Facilities Management and develop your personal leadership strengths. It will help you promote safety and efficiency, and build relationships across the wider business.

You will also be awarded:

- ✓ Level 4 Advanced Apprenticeship
- ✓ Level 4 Diploma in Facilities Management
- ✓ Maths & English functional skills qualification (if required)

Operations / Departmental Management



Level 5 Apprenticeship

Introduction / Purpose

What

You will learn the skills necessary to implement the Mitie vision and strategy, and deliver on long-term business growth.

Who

Applicants who already manage a department or a team of supervisors/managers. Alternatively, colleagues whose roles involve project management, operational planning, coaching/mentoring, financial management, or managing change.

Key Facts

Programme length

18 months

Qualifications included

Level 5 Higher Advanced Apprenticeship

Level 5 CMI Diploma in Leadership and Management

Maths & English Functional Skills (if required)

Programme Delivery

The Programme involves a range of learning styles and delivery methods, including:

- ✓ 8 x interactive workshops
- ✓ Discussion-based learning sessions
- ✓ Online learning & management resources
- ✓ External workshops from industry experts
- ✓ Personal Profiling Analysis (PPA) for the workplace
- ✓ Access to the Chartered Management Institute (CMI) online portal
- ✓ Study-skills and writing masterclass
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths & English functional skills, including online resources.
- ✓ End-Point Assessment (EPA)

Eligibility

To be eligible for this Apprenticeship Programme you must:

- ✓ Be aged 16+
- ✓ Live and work in England
- ✓ A citizen of the UK or European Economic Area (EEA), or have lived in the UK or EEA for the last 3 years
- ✓ Be willing to work a minimum of 30 hours per week

You must NOT

- ✗ Be in full-time education, or receiving funding for other qualifications
- ✗ Already have an equivalent or higher qualification in this or a similar area (i.e. management)

Maths & English Skills

Functional Maths and English are core features of all Apprenticeships. Each apprentice must hold appropriate qualifications in these areas by the end of their Programme.

You will complete an initial assessment in both maths and English before beginning the programme. If you already have the necessary qualifications in maths and English, you may not need to complete the functional skills exam. You can discuss this in more detail with your Programme Lead.

Outcomes

This Programme will equip you with a deep understanding of leadership behaviours and develop your personal leadership strengths. It will help you build relationships across the wider business and implement your new skills in driving great results.

You will also be awarded:

- ✓ Level 5 Higher Advanced Apprenticeship
- ✓ Level 5 CMI Diploma in Leadership and Management
- ✓ Maths & English functional skills qualification (if required)

Chartered Manager

Level 4, Level 5 and Level 6 Apprenticeship



Introduction / Purpose

What

Our Chartered Manager Degree Apprenticeship develops effective management and leadership practices, making a fundamental difference to the capability of your management community.

Who

Existing managers who want to develop their skills and move into senior management and leadership roles.
Managers developing their skills to lead digital transformation in their team.

Key Facts

Programme length

45-48 months

Qualifications included

BSc (Hons) Professional Management

CMI Chartered Fellow status

Executive Education Associate Alumni status

Maths & English Functional Skills (if required)

Programme Delivery

The Programme involves a range of learning styles and delivery methods, including:

- ✓ Fortnightly 1-to-1 coaching sessions
- ✓ Mix of virtual online learning sessions and will require attendance at 4 x 2 day workshops over the duration of the programme
- ✓ Online learning & video resources
- ✓ 12 x Business School masterclasses
- ✓ Workshops
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths & English functional skills, including online resources.
- ✓ End-Point Assessment (EPA).

Eligibility

To be eligible for this Apprenticeship Programme you must:

- ✓ Live and work in England at least 50% of the time
- ✓ A citizen of the UK or European Economic Area (EEA), or have lived in the UK or EEA for the last 3 years
- ✓ Be willing to work a minimum of 30 hours per week

You must NOT

- ✗ Be in full-time education, or receiving funding for other qualifications
- ✗ Already have an equivalent or higher qualification in this or a similar area (i.e. management)

Maths & English Skills

Functional Maths and English are core features of all Apprenticeships. Each apprentice must hold appropriate qualifications in these areas by the end of their Programme.

You will complete an initial assessment in both maths and English before beginning the programme. If you already have the necessary qualifications in maths and English, you may not need to complete the functional skills exam. You can discuss this in more detail with your Programme lead.

Outcomes

This Programme will equip you with the necessary senior leadership skills and strategic insight. It will help you build relationships across the wider business and implement your new skills in driving great results.

You will also be awarded:

- ✓ Degree in Management (BSc or BA dependent on pathway chosen)
- ✓ Participants will also have the option to apply for professional recognition as Chartered Managers or Members of the Chartered Management Institute (CMgr MCMI)
- ✓ Maths & English Functional Skills (if required)

Executive Development

Level 7 Apprenticeship



Introduction / Purpose

What

You will develop your capabilities in strategic leadership, people management and change and innovation – refining the skills to lead the future of Mitie.

Who

The Programme is designed for ambitious managers with existing leadership roles, who wish to further develop their careers.

Key Facts

Programme length

13 months

Qualifications included

Professional Qualification from a global top-10 university

Level 7 CMI Award in Strategic Management and Leadership Practice

CMI Chartered Fellow status

Executive Education Associate Alumni status

Maths & English Functional Skills (if required)

Programme Delivery

The Programme involves a range of learning styles and delivery methods, including:

- ✓ Fortnightly 1-to-1 coaching sessions
- ✓ Online learning & video resources
- ✓ 12 x Business School masterclasses
- ✓ Workshops
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths & English functional skills, including online resources.
- ✓ End-Point Assessment (EPA).

Eligibility

To be eligible for this Apprenticeship Programme you must:

- ✓ Live and work in England at least 50% of the time
- ✓ A citizen of the UK or European Economic Area (EEA), or have lived in the UK or EEA for the last 3 years
- ✓ Be willing to work a minimum of 30 hours per week

You must NOT

- ✗ Be in full-time education, or receiving funding for other qualifications
- ✗ Already have an equivalent or higher qualification in this or a similar area (i.e. management)

Maths & English Skills

Functional Maths and English are core features of all Apprenticeships. Each apprentice must hold appropriate qualifications in these areas by the end of their Programme.

You will complete an initial assessment in both maths and English before beginning the programme. If you already have the necessary qualifications in maths and English, you may not need to complete the functional skills exam. You can discuss this in more detail with your Programme lead.



Outcomes

This Programme will equip you with the necessary senior leadership skills and strategic insight. It will help you build relationships across the wider business and implement your new skills in driving great results.

You will also be awarded:

- ✓ Professional Qualification from a global top-10 university
- ✓ Level 7 CMI Award in Strategic Management and Leadership Practice
- ✓ CMI Chartered Fellow status
- ✓ Executive Education Associate Alumni status with Imperial College Business School
- ✓ Maths & English Functional Skills (if required)

Interested yet?

Current Mitie employees can register their interest in a course by clicking “ask for approval” on Learning Hub. We will follow up to discuss next steps.



External applicants can apply on our [Mitie Career Pages](#).

Here is what our current Apprentices can tell you ...



These programmes have benefited me in terms of speaking, understanding, and listening in English and Maths. They helped me to get noticed and promoted very quickly, due to the skills gained, such as leading a team confidently and professionally.

It's a great first step on the ladder to the professional world.

Facilities Manager Apprenticeship



Devolved nations

Apprenticeship programmes advertised in this brochure are only available to Mitie colleagues who are living and working within England. Scotland, Wales and Northern Ireland operate different apprenticeship systems. Colleagues based in these areas will be able to find available apprenticeships advertised within learning hub.

For more information then please contact Mitie Learning and Development (L&D) team through the People Support telephone number 0330 123 4005 and select option 2; Or raise a ticket using Ask HR.



What I like most about working at Mitie is the **constant support** I get when asking for development, there are many apprenticeships available to choose from and **hundreds of online learning courses available** to improve yourself.

Business Administration Apprentice





Check out our
apprenticeships and
help Mitie to deliver the
exceptional everyday.

**Together,
we are Mitie.**



www.mitie.com/mitie-jobs/