



Professional

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.

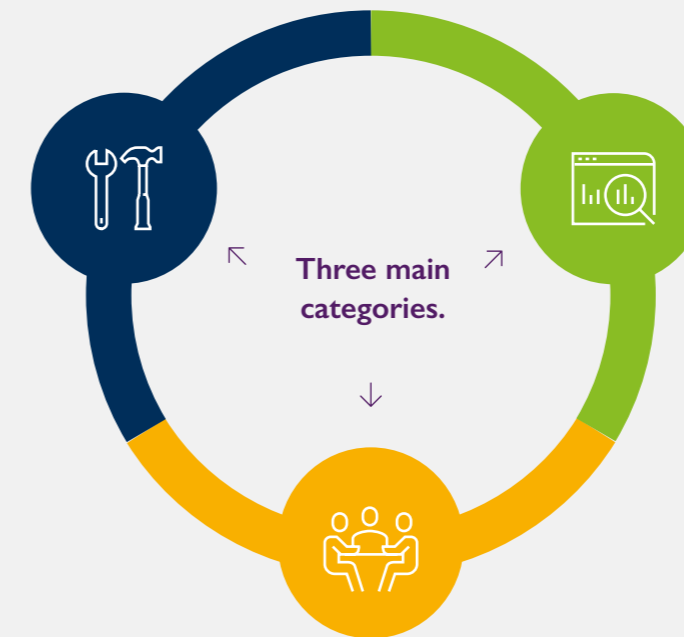
- ✓ You will need to be employed by Mitie and ideally work a minimum of 30 hours per week.
- ✓ You will need to have the personal commitment and time to complete your studies alongside your day to day role.
- ✓ You will need the support of your Line Manager.

This brochure details the Professional apprenticeships available. They are suitable for colleagues who are already in Professional related roles and are able to get exposure to the skills and experience necessary to successfully complete the apprenticeship programme requirements.

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.

BUSINESS ADMINISTRATOR

Level 3 and Level 4 Apprenticeships



Introduction / Purpose

What

Business Administrators support and engage with different parts of our organisation and interact with internal and external customers.

Who

Applicants who want to develop core administration skills and knowledge that can be applied across a wide range of sectors. This apprenticeship is particularly suitable for those who would like to progress towards senior support or management responsibilities.

Key Facts

Programme length

12 - 18 months

Qualifications included

Advanced Apprenticeship Level 3

Advanced Apprenticeship Level 4

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ A range of interactive workshops
- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

This Programme develops a broad range of business administration skills and knowledge, giving you the experience you need to work across many different departments and areas of our business.

You will also be awarded:

- ✓ Maths and English functional skills (if required)

CHARTERED LEGAL EXECUTIVE

Level 6 Apprenticeship



Introduction / Purpose

What

Chartered Legal Executives work in the legal sector, handling a range of legal matters and working closely with clients to carry out a range of legal services and transactions.

Who

Applicants who are aiming for a career within the legal profession, developing detailed knowledge of specific areas of law and practice and understanding how to work independently on what are often sensitive or complex issues.

Key Facts

Programme length

48 months

Qualifications included

Chartered Institute of Legal Executives (CILEx) Level 3

Professional Diploma in Law and Practice

Chartered Institute of Legal Executives (CILEx) Level 6 Higher

Diploma in Law and Practice

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Six face-to-face workshops
- ✓ A range of interactive workshops
- ✓ Teaching by experienced qualified lawyers
- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ End-Point Assessment (EPA)

Eligibility

To be eligible for this Apprenticeship Programme you must:

- ✓ Be aged 16+
- ✓ Live and work in England
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

Once the Programme is complete, and after you have completed qualifying work experience, you can apply to become a Fellow of the Chartered Institute of Legal Executives. This enables you to work as a Chartered Legal Executive in a range of legal settings.

You will also be awarded:

- ✓ Chartered Institute of Legal Executives (CILEx) Level 3 Professional Diploma in Law and Practice
- ✓ Chartered Institute of Legal Executives (CILEx) Level 6 Higher Diploma in Law and Practice
- ✓ Maths & English functional skills qualification (if required)

COACHING PROFESSIONAL



Level 5 Apprenticeship

Introduction / Purpose

What

Coaching Professionals work with a wide range of individuals and teams, helping to empower them to enhance their professional performance. By helping people to listen, think and reflect, the Coaching Professional enables them to grow and progress.

Who

Applicants who are keen to develop skills that will help them to unlock potential in others, working closely with individuals and teams to enable them to focus on the future.

Key Facts

Programme length

14 months

Qualifications included

Coaching Professional Apprenticeship Level 5

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ A range of interactive workshops
- ✓ One-to-one and group training modules from a training adviser
- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

This Programme will equip you with a deep understanding of personal development and ways in which people can be encouraged to go on their own developmental journey. You will be able to listen, advise and guide effectively, building bonds that unleash real potential.

You will also be awarded:

- ✓ Maths & English functional skills qualification (if required)

COMMERCIAL PROCUREMENT AND SUPPLY

Level 4 Apprenticeship



Introduction / Purpose

What

Procurement and supply professionals buy goods and services for our organisation – everything from plant and machinery to stationery supplies. The work can also include influencing policy, financial analysis, contract law and delivery strategy.

Who

The Programme is designed for applicants who want to develop skills and experience in the procurement and supply of all kinds of goods and services, helping us to achieve cost efficiencies while ensuring quality.

Key Facts

Programme length

18 - 24 months

Qualifications included

CIPS Level 4 Diploma in Procurement and Supply

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ A range of interactive workshops
- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.



Outcomes

This Programme develops skills and insight that will enable you to understand the context of procurement and supply, source materials and services, and manage supplier relationships effectively.

You will also be awarded:

- ✓ CIPS Level 4 Diploma in Procurement and Supply
- ✓ Maths & English Functional Skills (if required)

CUSTODY AND DETENTION OFFICER

Level 3 Apprenticeship



Introduction / Purpose

What

Custody and Detention Officers work as part of a team, making sure that individuals are held in a secure and safe environment, and are treated decently and fairly. Environments could include prisons, detention centres, custodial establishments and custodial services.

Who

This Programme is for applicants who are looking to develop skills and experience within a custodial environment, maintaining safety and security while playing a role in rehabilitation.

Key Facts

Programme length

12 - 18 months

Qualifications included

Custody and Detention Office Apprenticeship Level 3

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ A range of interactive workshops
- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

Apprentices will learn key skills in the treatment and care of people in detention, with an understanding of the importance of routine within an environment that can at times be volatile.

You will also be awarded:

- ✓ Maths & English Functional Skills (if required)

CUSTOMER SERVICE PRACTITIONER

Level 2 and Level 3 Apprenticeships



Introduction / Purpose

What

Customer Service Practitioners deliver high-quality products and services to our customers, either in a workplace, online, or by visiting the customer's own premises.

Who

The Programme is for those who would like to, or already do, work in a customer service environment, and who want to develop skills and experience that will help build their career.

Key Facts

Programme length

18 - 24 months

Qualifications included

Level 2 or Level 3 Diploma in Customer Service

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ A range of interactive workshops
- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

Following completion of the Programme, apprentices will have a greater understanding of the obligations and responsibilities of dealing with customers, together with ways in which the best possible service can be delivered.

You will also be awarded:

- ✓ Level 2 or Level 3 Diploma in Customer Service
- ✓ Maths & English Functional Skills (if required)

CYBER SECURITY TECHNOLOGIST

Level 4 Apprenticeship



Introduction / Purpose

What

Cyber Security Technologists play a key role protecting our systems and people through understanding cyber threats, hazards, risks, controls, measures and mitigations.

Who

Applicants with experience of working with IT systems who would like to develop skills and expertise the security of hardware, software and networks.

Key Facts

Programme length

21 months

Qualifications included

Level 4 Cyber Security Technologist

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ A range of interactive workshops
- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will have an in-depth understanding of ways in which crucial IT infrastructure can be protected from a wide range of threats. You will also become an EC Council Certified Ethical Hacker.

You will also be awarded:

- ✓ Level 4 Cyber Security Technologist
- ✓ Maths & English Functional Skills (if required)

DATA ANALYST

Level 3 and Level 4 Apprenticeships



Introduction / Purpose

What

Data Analysts work across a range of projects to collect, organise and study data in order to provide our organisation with important business insights.

Who

Applicants who want to develop skills and knowledge that will enable them to provide technical data solutions across a range of issues, both internal and customer-specific.

Key Facts

Programme length

24 months

Qualifications included

Level 3 or Level 4 Data Analyst

EMC: Data Science Associate

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ A range of interactive workshops
- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will be equipped with the skills and knowledge necessary to progress your career in data analysis or go on to further advanced study.

You will also be awarded:

- ✓ Level 3 or Level 4 Data Analyst
- ✓ EMC: Data Science Associate
- ✓ Maths & English Functional Skills (if required)

DIGITAL AND TECHNOLOGY SOLUTIONS PROFESSIONAL



Level 6 and Level 7 Apprenticeships

Introduction / Purpose

What

Digital and Technology Solutions Professionals use their IT expertise to support new products or solutions through technology. They can play a key role in increasing profits, raising productivity and building a competitive advantage.

Who

This Programme is for applicants with a desire to build on their existing IT knowledge, developing skills and expertise that can have a major positive impact on our business.

Key Facts

Programme length

48 months

Qualifications included

BSc (Hons) Digital and Technology Solutions degree

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ A range of interactive workshops
- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will develop a detailed understanding of the ways in which technology can improve business processes and productivity, with a range of pathways available depending on your interests.

You will also be awarded:

- ✓ BSc (Hons) Digital Technology Solutions degree
- ✓ Maths & English Functional Skills (if required)

PERSONAL TRAINER

Level 3 Apprenticeships



Introduction / Purpose

What

Personal Trainers use their skills to coach clients towards their health and fitness goals, either on a one-to-one or group basis.

Who

Applicants who have a passion for exercise, health and fitness, and would like to be able to deliver specialist, tailored assistance to others on their own fitness journey.

Key Facts

Programme length

12 - 18 months

Qualifications included

Personal Training Apprenticeship Level 3

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will gain a comprehensive understanding of exercise, nutrition and lifestyle management. You will also be eligible to become a personal trainer practitioner member of the Chartered Institute for the Management of Sport and Physical Activity, and a Member of the Register of Exercise Professionals.

You will also be awarded:

- ✓ Maths and English functional skills (if required)

FACILITIES SERVICES OPERATIVE

Level 2 Apprenticeships



Introduction / Purpose

What

Facilities Services Operatives carry out a wide range of tasks and duties that ensure the functionality, comfort, safety and efficiency of the built environment, and management the impact on the people who use the space.

Who

This programme is designed for applicants who want to develop the knowledge, skills and behaviours needed to be a successful member of the operational team.

Key Facts

Programme length

12 months

Qualifications included

Level 2 Intermediate Apprenticeship in Facilities Management

Level 2 Certificate in Facilities Services Principles

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will develop your strengths and learn how to apply your skills and expertise in business improvement.

You will also be awarded:

- ✓ Level 2 Intermediate Apprenticeship in Facilities Management
- ✓ Level 2 Certificate in Facilities Services Principles
- ✓ Maths and English functional skills (if required)

HEALTHCARE CLEANING OPERATIVE

Level 2 Apprenticeship



Introduction / Purpose

What

Healthcare Cleaning Operatives perform a range of tasks and duties to help ensure healthcare environments are clean and hygienic for service users, staff and others.

Who

Applicants who want to develop skills and knowledge in the maintenance of cleanliness and hygiene in hospitals, care homes and other healthcare environments.

Key Facts

Programme length

12 months

Qualifications included

Healthcare and Cleaning Apprenticeship Level 2

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will gain an understanding of the importance of cleanliness and hygiene in healthcare environments, along with practical skills that will enable you to progress and contribute to the wellbeing of service users, staff and others.

You will also be awarded:

- ✓ Maths and English functional skills (if required)

HORTICULTURE AND LANDSCAPE OPERATIVE



Level 2 and Level 3 apprenticeships

Introduction / Purpose

What

Horticulture and Landscape Operatives help to establish and maintain the grounds and surrounding landscape around a wide variety of buildings and businesses. This can include both grounds maintenance and landscape construction.

Who

This programme is designed for those who want to develop skills and knowledge in areas such as the cultivation of planting and the establishment of hard landscaping and exterior structures.

Key Facts

Programme length

24 months

Qualifications included

Level 2 or Level 3 Award in Emergency First Aid at Work

Level 2 or Level 3 Principles of Safe Handling and Application of Pesticides Guidance

Level 2 or Level 3 Award in the Safe Use of Pesticides

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will learn skills and knowledge that will enable you to work effectively in a range of outdoor environments, establishing and maintaining planted areas and learning principles of landscape construction.

You will also be awarded:

- ✓ Level 2 or Level 3 Award in Emergency First Aid at Work
- ✓ Level 2 or Level 3 Principles of Safe Handling and Application of Pesticides Guidance
- ✓ Level 2 or Level 3 Award in the Safe Use of Pesticides
- ✓ Maths & English Functional Skills (if required)

HOSPITALITY TEAM MEMBER

Level 2 apprenticeships



Introduction / Purpose

What

Hospitality Team Members carry out a range of general and specialist roles within the hospitality sector, including in bars, cafés, conference centres, restaurants and hotels.

Who

Applicants wanting to develop skills, knowledge and experience in a range of hospitality areas including food and beverage service, food preparation, housekeeping, concierge and guest services.

Key Facts

Programme length

12 months

Qualifications included

Hospitality Team Member Level 2

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will develop skills in a comprehensive range of core services, along with specialist skills in your chosen pathway. Once successfully completed, this programme can lead onto a supervisory role in hospitality or a team leading role.

You will also be awarded:

- ✓ Maths & English Functional Skills (if required)

HUMAN RESOURCE PRACTICE

Level 3, Level 5 and Level 7 Apprenticeships



Introduction / Purpose

What

Human Resource Practice is the application of principles, processes and strategies of personnel management. It can involve creating skill sets, delivering reward programmes and managing change.

Who

This programme is designed for those who want to develop the specialist skills and knowledge needed to succeed in HR.

Key Facts

Programme length

12 - 18 months

Qualifications included

There are three HR programmes available:

HR Support Apprenticeship Level 3

HR Consultant Partner Level 5

Senior People Professional Level 7

Maths & English Functional Skills (if required)

There are also opportunities for alignment with CIPD professional recognition

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will develop the skills and knowledge required to pursue or advance your career in HR, with the potential to move on to a wide range of rewarding roles within the sector.

You will also be awarded:

- ✓ Maths and English functional skills (if required)

IMPROVEMENT SPECIALIST

Level 5 Apprenticeship



Introduction / Purpose

What

Improvement Specialists lead the implementation of improvement opportunities by applying principles of change management. They may work in a variety of business areas, using a range of methodologies to lead positive change.

Who

Applicants who are keen to develop their skills in improving management and business processes through change, playing a role in increasing efficiency and optimising performance.

Eligibility

To be eligible for this Apprenticeship Programme you must:

- ✓ Live and work in England at least 50% of the time
- ✓ Have an eligible residency status
- ✓ 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 provider.

Key Facts

Programme length

18 months

Qualifications included

Improvement Specialist Apprenticeship Level 5

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ End-Point Assessment (EPA)

Outcomes

Successful apprentices will learn a range of effective improvement methodologies, and will be able to use them in the workplace to inspire and drive positive change.

You will also be awarded:

- ✓ Maths and English functional skills (if required)

INFRASTRUCTURE TECHNICIAN

Level 3 Apprenticeship



Introduction / Purpose

What

Infrastructure Technicians help to set people up on IT systems, giving them the support they need and solving problems to enable our organisation to run smoothly.

Who

This Programme is designed for those who want to assist others to use IT systems effectively, helping them to be productive and maintaining productivity.

Key Facts

Programme length

12 months

Qualifications included

Infrastructure Technician Apprenticeship Level 3

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will develop a range of IT skills enabling you to deliver a high-quality of service, assisting colleagues to use networks and systems effectively. You will be eligible for entry onto the Register of IT Technicians confirming SFIA Level 2 or Level 3 professional competence.

You will also be awarded:

- ✓ Maths & English Functional Skills (if required)

INTELLIGENCE ANALYST

Level 4 Apprenticeship



Introduction / Purpose

What

Intelligence Analysts collect, process and analyse data in order to support decision making throughout our organisation and help us achieve our strategic objectives.

Who

This Programme is for those who are currently working in, or who want to build a career in, financial, counter fraud, risk assessment, cyber threat and trend analysis roles.

Key Facts

Programme length

14-18 months

Qualifications included

Level 4 Diploma in Intelligence Operations

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will develop comprehensive analytical skills and techniques that will help you to support and influence high-level decision making.

You will also be awarded:

- ✓ Level 4 Diploma in Intelligence Operations
- ✓ Maths and English functional skills (if required)

LEARNING AND DEVELOPMENT

Level 3 and Level 5 Apprenticeships



Introduction / Purpose

What

Learning and Development covers the principles, processes and strategies involved in planning, delivering and monitoring training for individuals and groups.

Who

This programme is for applicants who want to develop their skills and knowledge in learning and development, helping individuals to upskill and ensuring our organisation benefits from a more highly-skilled team.

Key Facts

Programme length

12 - 15 months

Qualifications included

There are two Learning and Development apprenticeship levels available:

Learning and Development Practitioner Apprenticeship Level 3

Learning and Development Practitioner Apprenticeship Level 5

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will build your skills in learning and development, developing your knowledge of training, coaching and mentoring, and opening up career progression within this field.

You will also be awarded:

- ✓ Maths and English functional skills (if required)

PARALEGAL

Level 3 Apprenticeships



Introduction / Purpose

What

Paralegals work in the legal sector, assisting with legal matters, transactions, client requests and colleague demands. It is typically a support role for a wider legal team.

Who

Applicants who are looking to build their skills and knowledge as a legal professional, gaining broad-based experience as well as appropriate specialist knowledge.

Key Facts

Programme length

24 months

Qualifications included

Level 3 Paralegal Apprenticeship

Certificate of Higher Education (Law and Legal Practice)

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

As a qualified Paralegal, you will be able to access a wide range of career opportunities in the legal sector. You will gain many transferable skills that enable you to progress into other areas and levels within the legal profession.

You will also be awarded:

- ✓ Level 3 Paralegal Apprenticeship
- ✓ Certificate of Higher Education (Law and Legal Practice)
- ✓ Maths & English Functional Skills (if required)

PROJECT MANAGER

Level 4 and Level 6 Apprenticeship



Introduction / Purpose

What

Project Managers guide all kinds of projects towards completion, working closely with project delivery teams to achieve the desired outcome.

Who

This programme is designed for those with experience of working on projects in a range of capacities, who want to move into a management role with key responsibilities for project delivery.

Key Facts

Programme length

15 - 18 months

Qualifications included

There are two Project Management apprenticeship programmes available:

Associate Project Management Level 4

Project Management (Integrated Degree)

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Discussion-based learning sessions
- ✓ Online learning and management resources
- ✓ External workshops from industry experts
- ✓ Dedicated 'Learning Partners' to support with ongoing assessment
- ✓ Maths and English functional skills, including online resources
- ✓ Access to a Virtual Learning Environment with additional resources and support
- ✓ Teaching by expert tutors with professional experience
- ✓ A range of interactive workshops
- ✓ 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will develop extensive skills in every aspect of project management, enabling you to move into leadership roles or further progress your career through advanced study.

You will also be awarded:

- ✓ Maths & English Functional Skills (if required)

PUBLIC RELATIONS AND COMMUNICATIONS ASSISTANT



Level 4 Apprenticeships

Introduction / Purpose

What

Public Relations and Communications Assistants help brands, organisations and individuals to build, maintain and protect a positive reputation.

Who

This Programme is designed for applicants who want to develop their skills and knowledge in the planning and delivery of communication campaigns and brand messaging.

Key Facts

Programme length

12 - 18 months

Qualifications included

PR and Communications Assistant Level 4

Maths & English Functional Skills (if required)

Programme Delivery

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

- ✓ Hands-on and theory-based activities
- ✓ Discussion-based learning sessions
- ✓ Online learning and practical resources
- ✓ External workshops from industry experts
- ✓ Dedicated Skills Coach to regularly review progress
- ✓ Maths and 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
- ✓ Have an eligible residency status
- ✓ 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 provider.

Outcomes

You will develop a wide range of core skills that will enable you to work effectively within a PR or communications team, communicating with a variety of audiences and ensuring the desired message gets across.

You will also be awarded:

- ✓ Level 2 or Level 3 Certificate in F Gas and ODS Category I
- ✓ 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 ...



“I would definitely recommend the apprenticeship path – **it’s not just for young people** – it’s an amazing way to build on your skills and **drive your career forward.**”

Shani Williamson
Stores Person, UCLH Hospital



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.



Deciding to undertake an apprenticeship for me was about **professionalising** the skills I use on a regular basis; I now have a thorough knowledge of the **theories and techniques** which underpin these skills and I have worked with peers in other industries to learn from them. The **confidence** I gained through undertaking this apprenticeship was **pivotal** in me **applying for and gaining a new role within Mitie.**

Learning and Development Business Partner





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