

Capita

Capita Apprenticeships

“Breaking down internal stereotypes”

Lisa Pinfield, Head of Talent & Succession

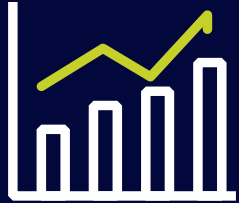




Objectives:

- Provide targeted support to young people through strategic partnerships & programmes.
- Remove barriers and make workplace experience and employment opportunities more accessible to disadvantaged groups.
- Develop and recognise core skills at all life stages through education, employability, recruitment and employee development.

From our experience, offering real employment opportunities to young people, disadvantaged groups and those from low socio-economic and diverse backgrounds will:



Support the needs of a competitive and successful UK economy.



Give Capita a competitive edge as government and clients increase their focus on, and weighting for, investment in social value.



Support Capita's stated workforce diversity objectives.



Increase levels of creativity, innovation, flexibility, energy and understanding of new and emerging technologies.



Increase employee engagement and adhesion, and reduce levels of attrition.

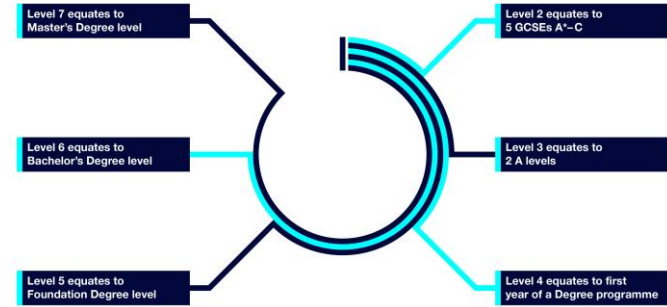


Build a longer term talent pipeline that reduces recruitment, training and salary costs.

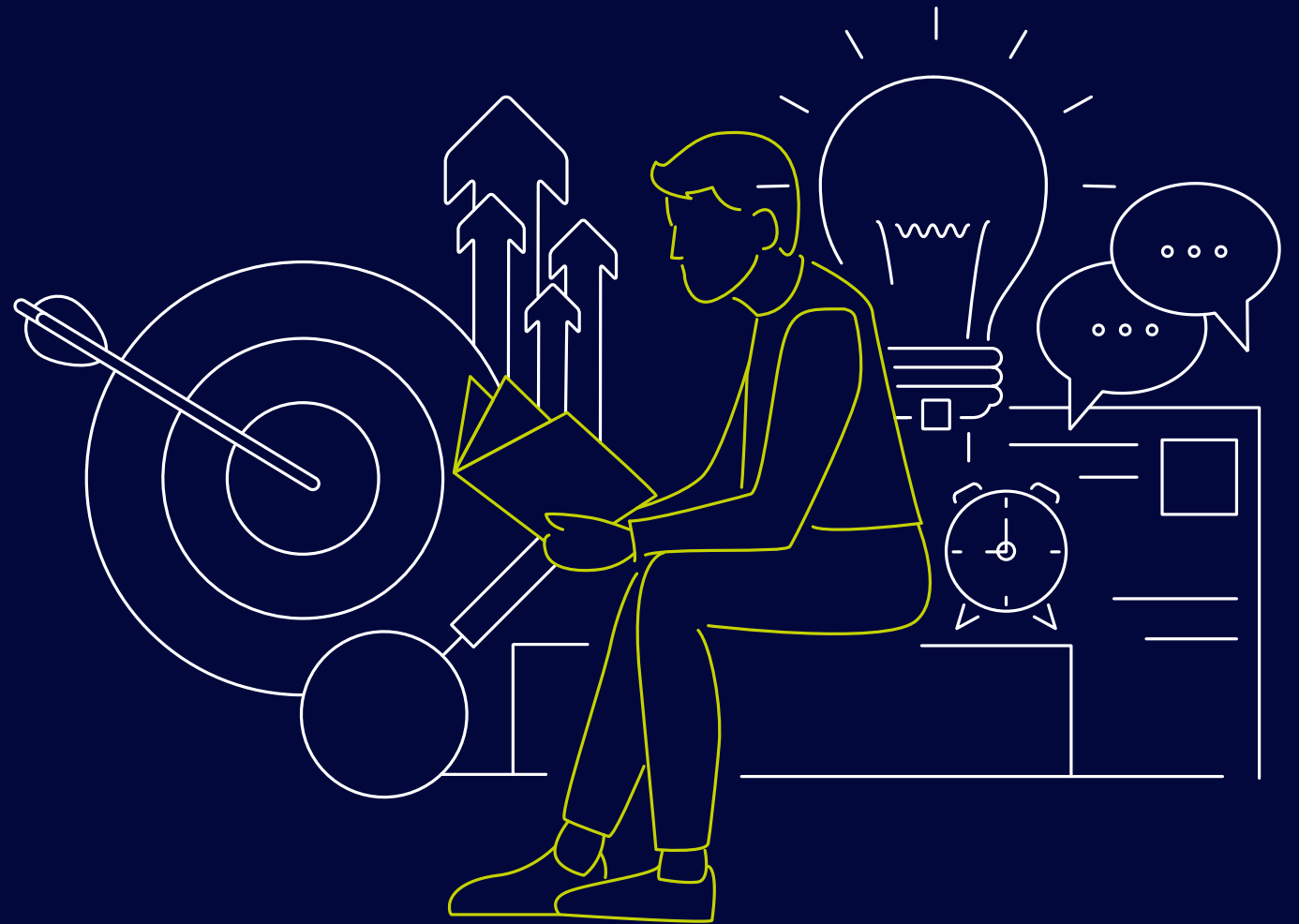
01 Apprenticeship Strategy



Apprenticeship & Professional Development

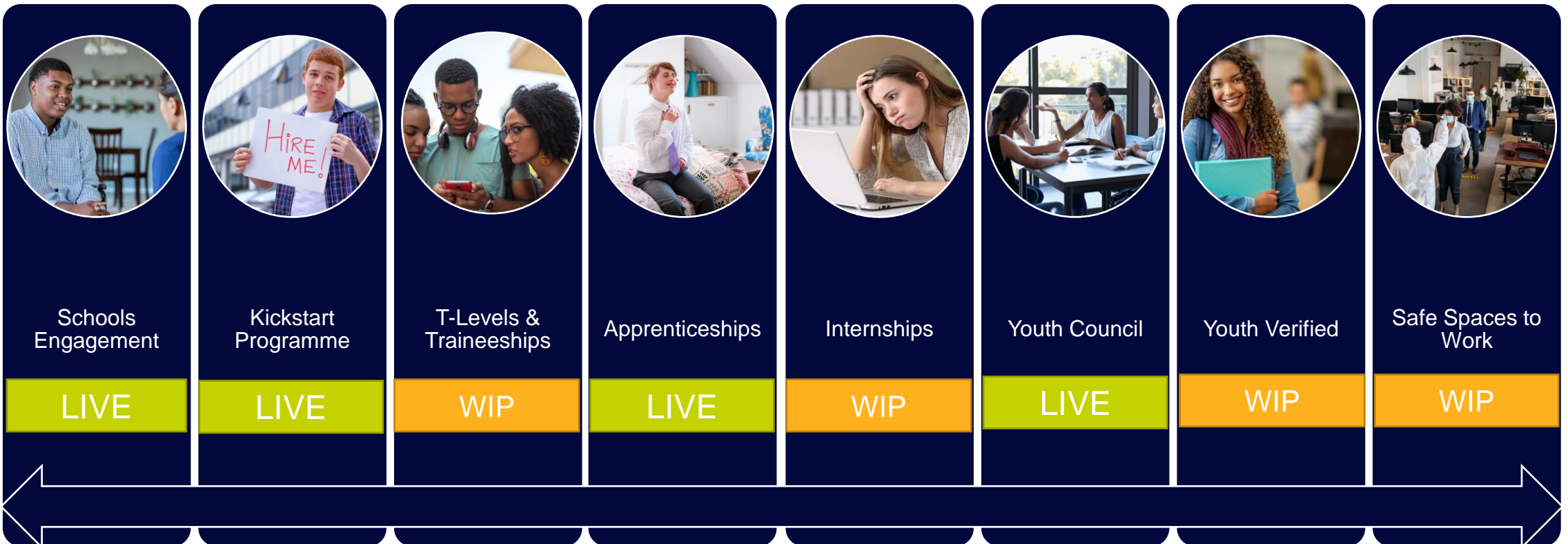


02 Youth Employability



Youth Employability Programme

This programme encompasses a range of youth employability projects with a targeted focus on providing opportunities for young people from low socio-economic, black and minority ethnic communities and those who have physical disabilities, learning difficulties and/or who are neuro-diverse.



Apprenticeships

Capita currently has 1,030 learners completing an apprenticeship.

Apprenticeships enable Capita to build a longer term talent pipeline of young people with increased levels of creativity, innovation, flexibility, energy and an understanding of new and emerging technologies.

- Of our 1,030 Learners, **340 are under 24 years old**. We have committed to grow this number to **2000 apprenticeships in 2022**
- This includes ramping up our **direct entry apprenticeship** offering. We aim to offer **500 new direct entry apprenticeships in 2022** as part of our overall commitment
- We have completely ripped up the recruitment rule book to remove barriers for young people from disadvantaged groups
- We have focussed on a gamified resourcing process that assess the **behaviours, ability** and **motivation** of an individual; rather than **skills, knowledge** and **experience** traditionally assessed and that can be developed
- We have moved away completely from Graduate recruitment and focussing all our resources on apprenticeships



Apprenticeship Principles (England)

Core fundamentals of Capita's Early Careers Apprenticeship Programme



Created and supported via The Academy, an early careers learning programme of multiple disciplines

Structure	Defined cohort intakes. Structured and centralised induction, wrap around learning and pastoral support
Core Professional Development	Apprenticeship standards – utilising the Levy within England
Outcomes	Opportunity to embed learning within employment allowing apprentices to develop business skills alongside technical education.

Outline

Detail



Assessment



Cohort Intake



Induction



Professional Development



Community



Contract and Salary

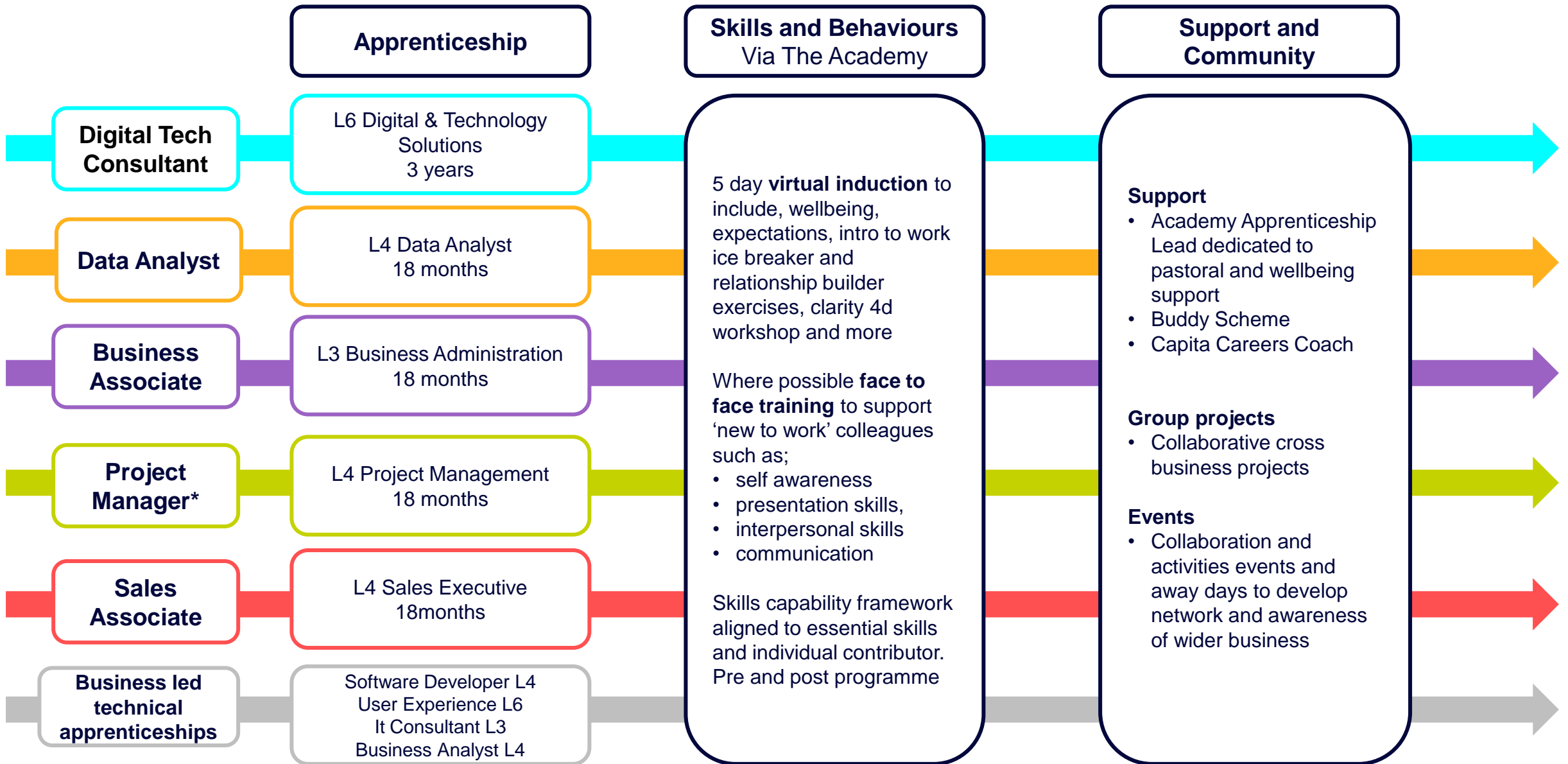


Collaboration and projects

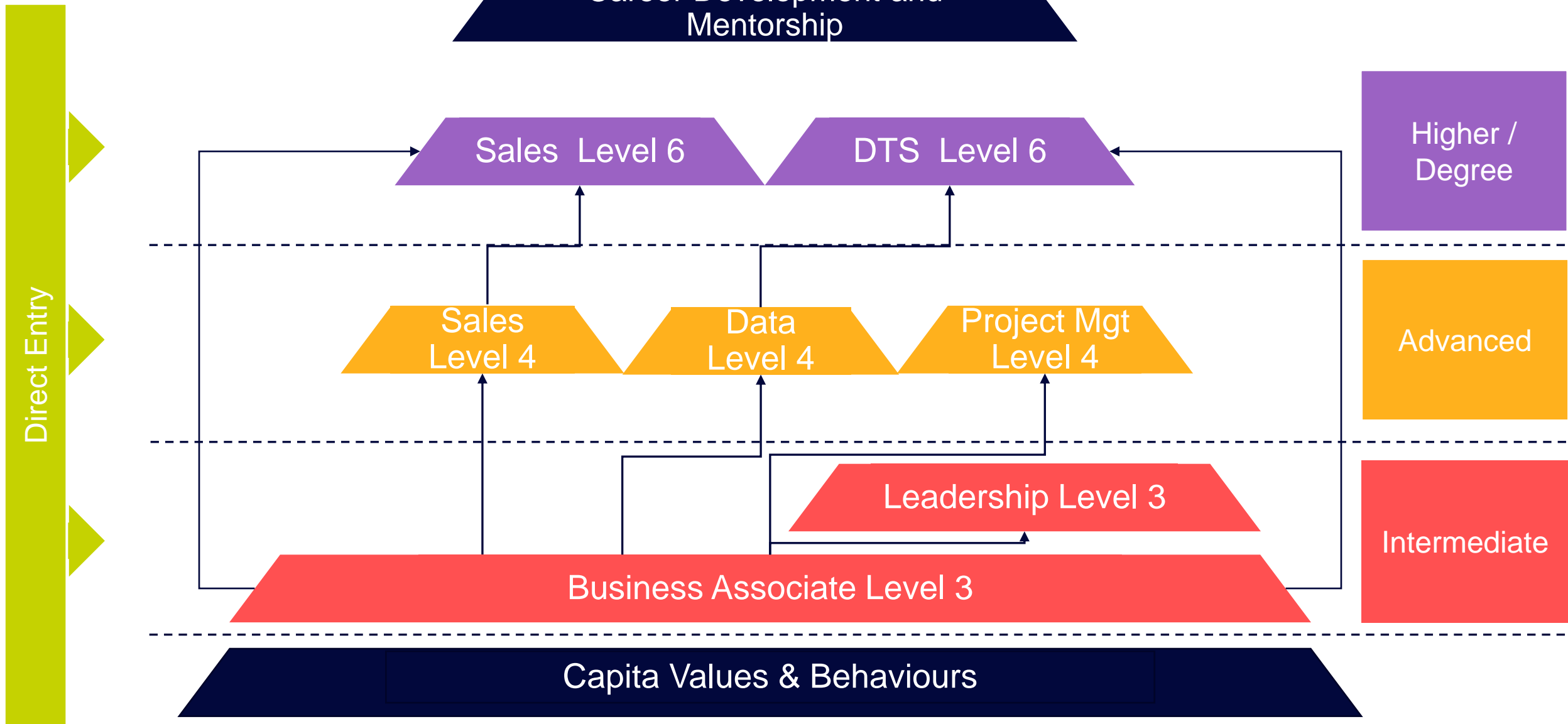
Supported with Government funding

Mixed inductions, collaboration activities and development workshops regardless of business or apprenticeship

Early Careers Apprenticeships 2022



Career Pathways



Why Apprenticeships instead of Uni / Graduate Programmes?

Individual Benefits

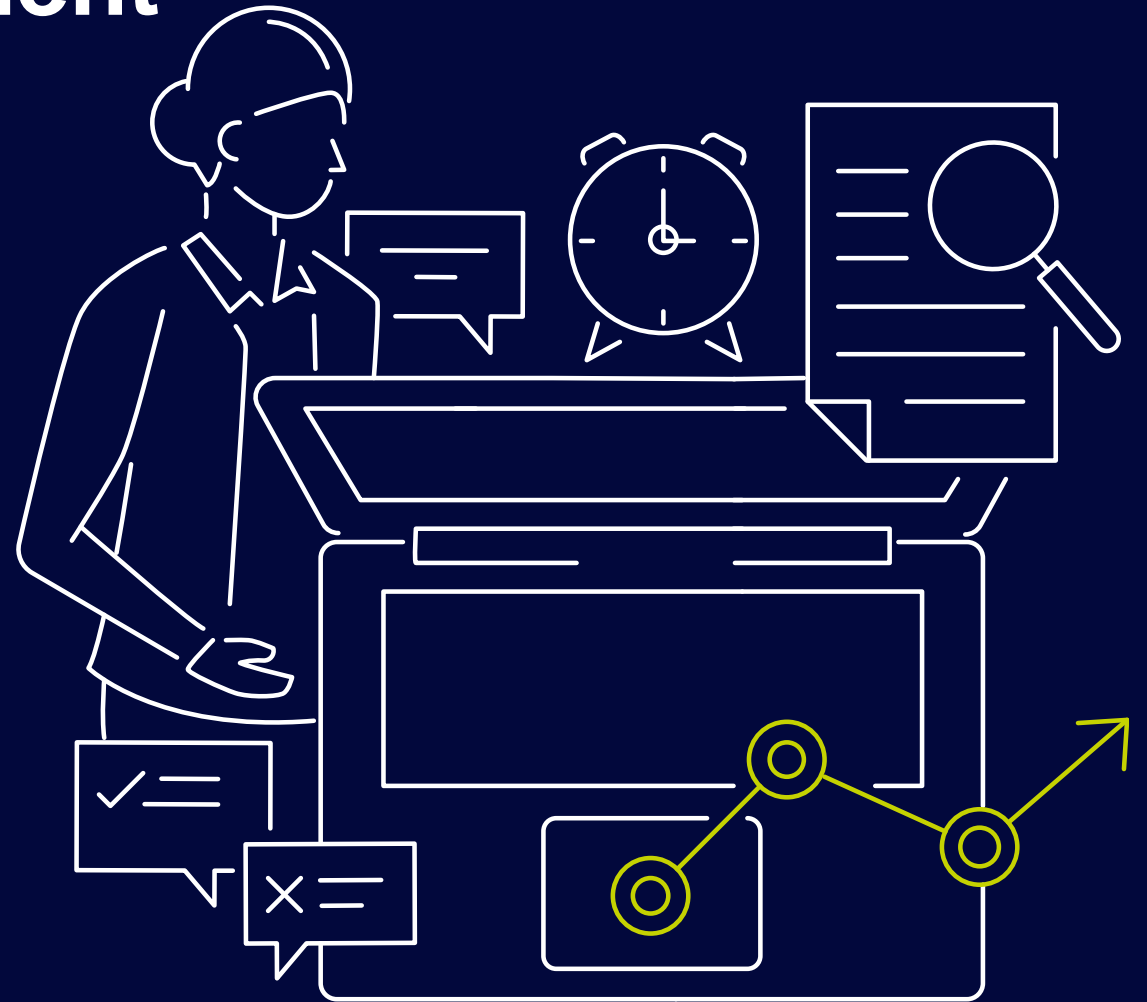
- An apprenticeship is a more practical approach to learning
- Encourages individuals to focus on training for a specific career and learn an occupation by actually **doing** the job
- Provides the opportunity to gain hands-on experience and have the opportunity to apply newly learnt skills immediately - this is a massive relief for students who do not enjoy the classroom environment.
- Financial support - earn whilst you learn – avoid debt. Not all are afforded the opportunity to go to university

Benefits to Capita

- Loyalty & positive impact of attrition
- Less 'entitled'
- Creativity & mindset
- Address skills shortages
- Improve diversity with the organisation
- High levels of productivity
- Cost-effective labour source

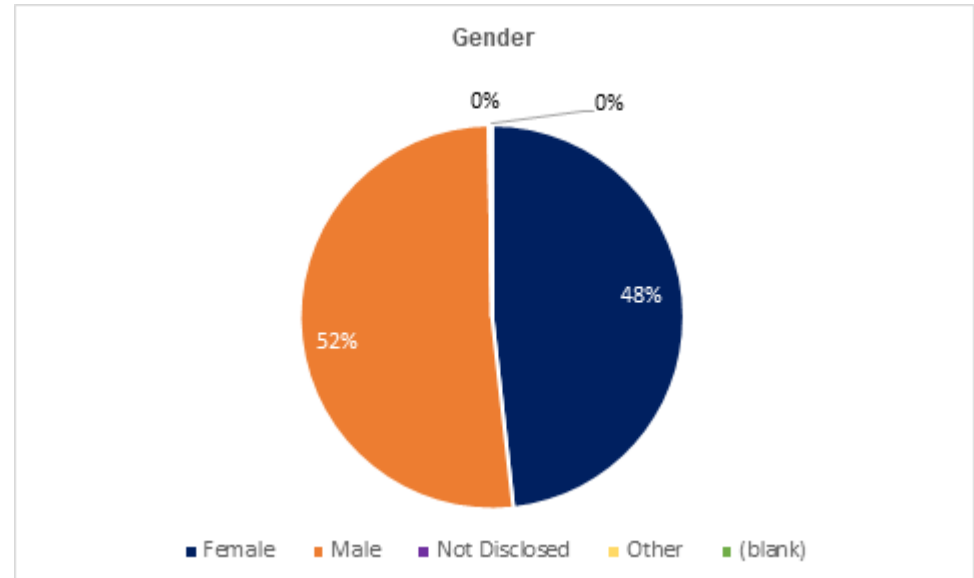
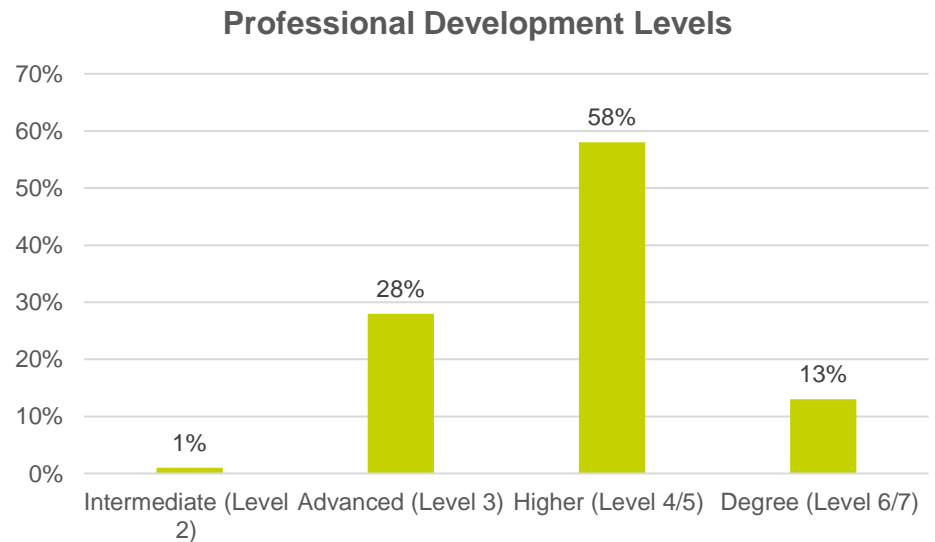
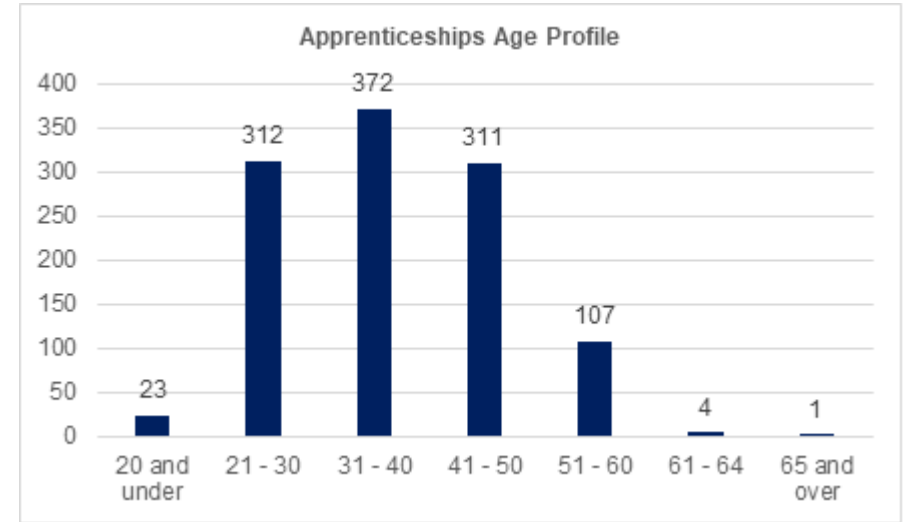


03 Professional Development



Professional Development Portfolio

- 68 different apprenticeship standards
- Excellent strategic partnerships with our providers
- Challenge with devolved nations
- Internal engagement
- Management & Leadership, Data, Programme Management



Hurdles to overcome...breaking down internal stereotypes



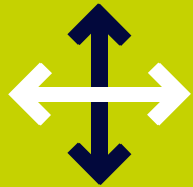
20% off the job



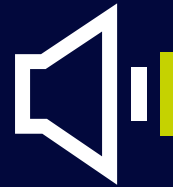
Mindset



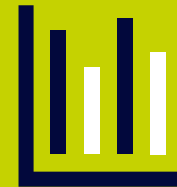
Line Manager buy-in



Programme Quality



Education



Data



We believe that great ideas can come from everyone. As we transform as a business, with innovation and disruption sitting at the heart of everything we do, the **Capita Youth & Professional Development Programmes** will empower people to influence and impact our thinking.