



HM Revenue
& Customs

Increase your potential

HMRC Apprenticeships Pack 2021



Introduction

We are the UK's tax, payments and customs authority. Our job is to collect the money that pays for the UK's vital public services and help families and individuals with targeted financial support. As one of the largest organisations in the UK with around 66,000 employees, we collect more than £605 billion in tax each year.

To do this we need talented people. That's why we'll help you develop your skills so that you can have a rewarding career with us, whatever your profession. Our HMRC Apprenticeship programmes play a vital role in achieving this. We offer apprenticeships in lots of different jobs throughout the whole organisation, from customer service to legal and finance.

We want everyone to feel valued, supported and comfortable being their true self at work. We are proud to be a diverse and inclusive employer, supporting social mobility by giving opportunities to people no matter their background. That's why we have several staff diversity networks that cover race, disability, LGBTQ, gender and carers. You'll be able to join any of these networks when you join us and getting involved is easy.

- We are delighted to be ranked second out of 100 in the Top 100 Apprentice Employers' national league table.
- We are a winner in the Black, Asian and Minority Ethnic (BAME) Apprenticeship Awards 2020 in recognition of the contribution to equality, diversity and inclusion in apprenticeships throughout our organisation.

You'll be joining a friendly and helpful community. We'll give you the support you need to grow in confidence and we'll help you enjoy your time inside and outside the workplace, ensuring you have a good work-life balance. We believe that we are a great place to work and we provide our people with an extensive number of benefits. Take a look at our Little Extras and Big Benefits booklet to find out more.

Your role as an apprentice

Our apprenticeship roles are real jobs, with real responsibilities. You'll be a valued member of our team from day one, applying your skills and learning to your work.

As an apprentice you will:

- study towards a range of industry-recognised standards and qualifications
- work alongside experienced colleagues
- gain job-specific skills
- earn the same wage as other non-apprentices at the same grade
- get holiday pay and all the benefits that come with being an employee of HMRC
- be given time to study for the apprenticeship (usually about 20% of your time).

Apprenticeship levels

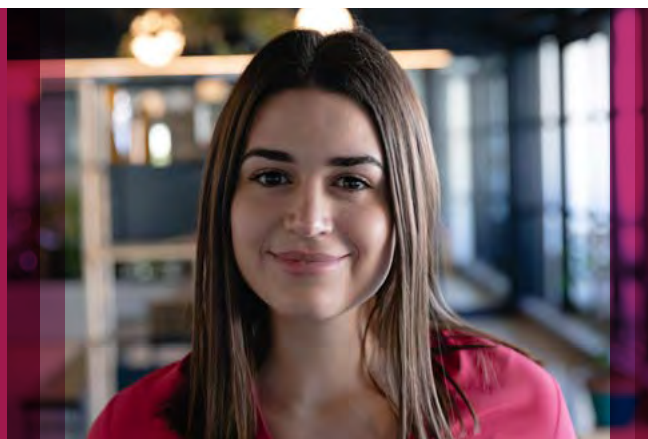
All apprenticeships include elements of on-the-job and off-the-job training, leading to industry-recognised standards or qualifications.

Name	Level	Equivalent educational level
Intermediate	2	5 GCSE passes at grade A*- C or 9-4
Advanced	3	2 A level passes/Level 3 Diploma/International Baccalaureate
Higher	4 and 5	Foundation degree and above
Degree	6 and 7	Bachelor's or master's degree

Our professions and related apprenticeships

Business Administration

Apprenticeship	Business Administration
Level	3
Qualification	Level 3 accreditation in Business Administration
Duration	15 months (approx)
Overview	Designed to provide a firm grounding in organisational operations and functional processes, as well as the wider business. This apprenticeship provides skills to work in a business environment: to support and engage with different parts of the organisation; how to effectively interact with internal and external customers; how add value and contribute to the efficiency of an organisation through support of functional areas, working across teams and resolving issues.
Apprenticeship	Business Administration Executive Assistant
Level	3
Qualification	Level 3 accreditation in Business Administration. Also BTEC Award Level 4: Principles of Executive Assistants
Duration	15 months (approx)
Overview	Intended for apprentices working in an executive assistant role. Focuses on how to support and engage with different parts of the organisation and how to interact with internal and external customers. This apprenticeship provides skills to work in a business environment and develop administration skills, overseeing operational activities, implementing change, managing projects, monitoring risk and agreeing budgets.



Communications

Apprenticeship	Public Relations and Communications Assistant
Level	4
Qualification	Level 4 accreditation in PR and Communications
Duration	12 months (approx)
Overview	<p>PR and Communications Assistants communicate with: the media, the public, internal colleagues or any number of different audiences to get their client's or organisation's message across and influence opinions and behaviour in the most effective way. They are responsible for researching and understanding their organisation's goals, and using their digital and communication expertise to support the day to day delivery of effective campaigns.</p> <p>This could take various forms including social media activity, blogs, press releases or planning events. The occupation requires using one's own initiative while supporting those leading on campaigns and so involves working closely with colleagues in a team environment.</p>

Counter Fraud

Apprenticeship	Counter Fraud Investigator Apprenticeship
Level	4
Qualification	Equivalent to a Foundation degree. On successful completion you will become a member of the Government Counter Fraud Profession at Practitioner Level.
Duration	TBC
Overview	<p>***Coming soon*** This apprenticeship will be positioned within the Fraud Investigation Service (FIS) who deliver maximum impact, bringing together our investigators with a new and innovative approach to their working.</p> <p>Delivery under the 'Counter Fraud Investigator Apprenticeship' will include: evidence gathering situations, written applications, interviews, witness statements and court attendance.</p> <p>The Government Counter Fraud Profession is designed to recognise the skills and capabilities of all staff who are involved in counter fraud work. It will develop counter fraud skills against a national standard and will provide a common and transparent framework of professional standards to support national counter fraud.</p>

Digital

Apprenticeship	Software Developer Technician
Level	3
Qualification	Apprentices must achieve each of the Ofqual-regulated Knowledge Modules, as summarised below. Further details are available in the occupational brief available from the Tech Partnership. Knowledge Module 1: Software Development Context and Methodologies (for level 3 Software Development Technician) Knowledge Module 2: Programming (for level 3 Software Development Technician)
Duration	15 months (approx)
Overview	Our Digital Profession Apprenticeships open up exciting digital career opportunities with clear career progression and professional qualifications on offer. They're a fantastic way to join one of the most dynamic and exciting organisations within HMRC and really make a difference to millions of people.



Apprenticeship	Data Analyst
Level	4
Qualification	BCS Level 4 Certificate in Data Analysis Tools BCS Level 4 Certificate in Data Analysis Concepts
Duration	21 months (approx)
Overview	Our Digital Profession Apprenticeships open up exciting digital career opportunities with clear career progression and professional qualifications on offer. They're a fantastic way to join one of the most dynamic and exciting organisations within HMRC and really make a difference to millions of people.
Apprenticeship	Software Developer
Level	4
Qualification	BCS Systems Development Essentials Professional Certificate BCS Level 4 Diploma in Software Languages Software Developer Level 4
Duration	21 months (approx)
Overview	Our Digital Profession Apprenticeships open up exciting digital career opportunities with clear career progression and professional qualifications on offer. They're a fantastic way to join one of the most dynamic and exciting organisations within HMRC and really make a difference to millions of people.
Apprenticeship	Digital and Technology Solutions Degree
Level	6
Qualification	BSc Digital and Technology Solutions Professional Degree BSc Digital & Technology Solutions Professional Apprenticeship Standard
Duration	3-4 years (approx)
Overview	HMRC digital is leading the technology revolution across government and has one of the biggest and most dynamic IT operations in Europe. Our vision is for our 50 million customers to deal with us online through highly innovative digital tax accounts and services designed around their needs.
Apprenticeship	Infrastructure Technician
Level	3
Qualification	Level 3 Software Infrastructure Technician Apprenticeship; MTA Networking Fundamentals; MTA Mobility and Devices Fundamentals; MTA Cloud Fundamentals; BCS Certificate in Business Processes; BCS Certificate in Coding & Logic
Duration	15 months (approx)
Overview	Infrastructure Technicians provide IT support to set people up on systems and help people rectify issues when then need it. They support both internal and external customers, helping them to use technology to do their own jobs. They use tools to problem solve and troubleshoot non-routing problems.



Apprenticeship	Business Analyst
Level	4
Qualification	Level 4 Business Analyst Apprenticeship; BCS Certificate in Requirements Engineering; BCS Foundation Certificate in Business Change; BCS Certificate in Business Analysis; BCS Certificate in Systems Modelling (UML)
Duration	18 months (approx)
Overview	IS Business Analysts will determine and present information systems solutions and how they can be used to improve operational efficiency. They help organisations 'do the right thing' – scrutinising solutions, challenging ideas and thinking critically to make sure the best possible information system is identified before it is delivered. This role includes early and regular investigation and analysis to ensure the solution meets business needs. This is a recognised career path with professionals taking lead roles in successful change delivery in organisations.
Apprenticeship	Network Engineer
Level	4
Qualification	Network Engineer Level 4 Apprenticeship; CompTIA Network+; BCS Level 4 Certificate in Network Systems and Architecture; BCS Level 4 Certificate in Network Security
Duration	18 months (approx)
Overview	Network Engineers design, install, maintain and support communication networks within an organisation or between organisations. Network engineers need to maintain high levels of operation of communication networks in order to provide maximum performance and availability for their users, such as staff, clients, customers and suppliers.
Apprenticeship	Cyber Security Technician
Level	4
Qualification	Cyber Security Technologist Level 4 Apprenticeship; BCS Level 4 Certificate in Cyber Security Introduction; BCS Level 4 Award in Network and Digital Communications Theory; BCS Level 4 Certificate in Employment of Cryptography; BCS Level 4 Certificate in Security Case Development and Design; Good Practice; BCS Level 4 Certificate in Security Technology Building Blocks
Duration	18 months (approx)
Overview	Cyber Security Technologists apply an understanding of cyber threats, hazards, risks, controls, measures and mitigations to protect organisations systems and people. Those focused on the technical side work on areas such as security design & architecture, security testing, investigations and response.
Apprenticeship	Cyber Security Technical Professional Degree Apprenticeship
Level	6
Qualification	BA (Hons) Cyber Security Technical Professional
Duration	48 months (approx)
Overview	This degree apprenticeship equips people to work in a range of computing, IT, and digital technology roles where cyber security plays a vital role. This programme uses a range of different ways to learn.



Apprenticeship	Cyber Security Technician
Level	4
Qualification	Cyber Security Technologist Level 4 Apprenticeship; BCS Level 4 Certificate in Cyber Security Introduction; BCS Level 4 Award in Network and Digital Communications Theory; BCS Level 4 Certificate in Employment of Cryptography; BCS Level 4 Certificate in Security Case Development and Design; Good Practice; BCS Level 4 Certificate in Security Technology Building Blocks
Duration	18 months (approx)
Overview	Cyber Security Technologists apply an understanding of cyber threats, hazards, risks, controls, measures and mitigations to protect organisations systems and people. Those focused on the technical side work on areas such as security design & architecture, security testing, investigations and response.

Apprenticeship	Cyber Security Technical Professional Degree Apprenticeship
Level	6
Qualification	BA (Hons) Cyber Security Technical Professional
Duration	48 months (approx)
Overview	This degree apprenticeship equips people to work in a range of computing, IT, and digital technology roles where cyber security plays a vital role. This programme uses a range of different ways to learn.

Economist

Apprenticeship	Professional Economist Degree Apprenticeship
Level	6
Qualification	Profession Economist Degree (BA or BSc)
Duration	48 months (approx)
Overview	The work of a professional economist typically involves identifying a question of interest that affects their organisation, approaching it by analysing data, interpreting this by drawing on a knowledge of economic theory or making informed predictions about the future, and communicating any findings with clarity.

Estates

Apprenticeship	Surveying Technician
Level	3
Qualification	Level 3 Diploma in Surveying
Duration	24 months (approx)
Overview	Collecting information from site inspection to inform advice to clients on land, property or construction. The occupations covered by this standard are associated with surveying technicians acting on behalf of clients or employers in an assistant capacity.



Apprenticeship	Chartered Surveyor
Level	6
Qualification	RICS accredited BSc OR Post Graduate Diploma.MSc where level 6 degree already held
Duration	60 months (approx)
Overview	Providing professional advice and recommendations to clients on land, property or construction. Chartered Surveyors measure, value, manage and protect the world's physical and natural assets to ensure their potential is maximised. They play an integral part in all transactions across land, property, construction and infrastructure and are responsible for entire projects and the lifecycle of buildings from overseeing planning, design and construction, through to occupation, sustainable usage, demolition and redevelopment
Apprenticeship	Facilities Services Operative
Level	2
Qualification	IWFM Level 2 Certificate in Facilities Services Principles
Duration	15 months (approx)
Overview	Provides facilities services support to customers and FM departments. This may include services such as security, supporting hard FM functions i.e. maintenance and engineering, and Soft FM i.e. cleaning, catering, front-of-house logistics, post-room services and portering
Apprenticeship	Facilities Manager
Level	4
Qualification	IWFM Level 4 Diploma in Facilities Management
Duration	24 months (approx)
Overview	Responsible for the safe, secure and comfortable day-to-day working environment for properties, assets (e.g. equipment) and services that must be fully compliant with health and safety and other legislation. Accountable for the management of the delivery of all FM services within their local area of responsibility e.g. for one or more contracts/services; specific services e.g. cleaning, maintenance or fleet services. Will ensure levels of performance exceed customer expectations within budget for the properties, assets and services.

Finance

Apprenticeship	Assistant Accountant
Level	3
Qualification	Level 3 AAT Advanced Diploma in Accounting
Duration	18 months (approx)
Overview	The Finance Profession includes, but is not limited to, those with professional qualifications and covers a wide range of roles e.g. strategic business partners and technical accountants. The Finance Community in HMRC is made up of people working in Finance teams across HMRC, Internal Audit and those people who work to a Finance Director.



Apprenticeship	Professional Accounting Technician
Level	4
Qualification	Level 4 AAT Professional Diploma in Accounting or Level 4 CIMA Certificate in Business Accounting
Duration	18-24 months (approx)
Overview	The Finance Profession includes, but is not limited to, those with professional qualifications and covers a wide range of roles e.g. strategic business partners and technical accountants. The Finance Community in HMRC is made up of people working in Finance teams across HMRC, Internal Audit and those people who work to a Finance Director.
Apprenticeship	Accountancy Professional
Level	7
Qualification	Level 7 CIMA Professional Qualification
Duration	36-38 months (approx)
Overview	The Finance Profession includes, but is not limited to, those with professional qualifications and covers a wide range of roles e.g. strategic business partners and technical accountants. The Finance Community in HMRC is made up of people working in Finance teams across HMRC, Internal Audit and those people who work to a Finance Director.

Human Resources (HR)

Apprenticeship	HR Support
Level	3
Qualification	CIPD Foundation Certificate in Human Resource Practice/HR Support Level 3 Apprenticeship
Duration	18-24 months (approx)
Overview	Our HR apprenticeships cover the key competencies that professionals working in the field need to establish themselves and develop their skills and experience to a more advanced level. The programmes we offer have been designed with a focus on the latest best practice in the HR profession, and provide recognised qualifications and the grounding necessary for you to build a wellrounded and successful career. The Foundation Certificate covers the fundamentals of HR in order to be able to provide general support. The intermediate Certificate develops HR leaders who creates effective solutions for people management.
Apprenticeship	HR Consultant
Level	5
Qualification	CIPD Intermediate Certificate in Human Resources Management/HR Consultant level 5 Apprenticeship
Duration	18 months (approx)
Overview	Our HR apprenticeships cover the key competencies that professionals working in the field need to establish themselves and develop their skills and experience to a more advanced level. The programmes we offer have been designed with a focus on the latest best practice in the HR profession, and provide recognised qualifications and the grounding necessary for you to build a wellrounded and successful career. The Foundation Certificate covers the fundamentals of HR in order to be able to provide general support. The intermediate Certificate develops HR leaders who creates effective solutions for people management.



Apprenticeship	Learning and Development Consultant
Level	5
Qualification	CIPD Intermediate Certificate in Learning and Development/L&D Consultant Level 5 Apprenticeship
Duration	18 months (approx)
Overview	This programme has been designed to develop deeper understanding of the learning and development function and context. It covers the key competencies that L&D Consultants will need to provide support to the business and the skills, knowledge and confidence to assist with day to day learning and development activities. Learners will advance their knowledge of professional practice in L&D and learn how to position business cases and grow digital and blended learning solutions.

Leadership and Management

Apprenticeship	Team Leader
Level	3
Qualification	Chartered Management Institute Level 3 Diploma First Line Management
Duration	13 months (approx)
Overview	To support our work in HMRC, we need strong leaders and managers to take our people through this transformation. This apprenticeship is aimed at team leaders, with key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Apprenticeship	Operations Manager
Level	5
Qualification	Chartered Management Institute Level 5 Diploma in Management and Leadership
Duration	24 months (approx)
Overview	Leadership and Management is not formally a stand-alone profession. It cuts across all professions and targets people in leadership and management roles. Anyone in that type of role – regardless of which profession they are in – can apply for a Leadership and Management Apprenticeship.

Apprenticeship	Chartered Manager Degree Apprenticeship
Level	6
Qualification	BSc (Hons) Professional Management Chartered Manager - MCMI
Duration	3-4 years (approx)
Overview	Leadership and Management is not formally a stand-alone profession. It cuts across all professions and targets people in leadership and management roles. Anyone in that type of role – regardless of which profession they are in – can apply for a Leadership and Management Apprenticeship.



Legal

Apprenticeship	Chartered Legal Executive
Level	3 and 6
Qualification	CILEx Chartered Legal Executive
Duration	60 months (approx)
Overview	CLE apprenticeship with the CILEx level 3 Professional Diploma in Law and Practice and CILEx Diploma in Law and Practice at level 6. This level 6 qualification is a five-year apprenticeship for HMRC colleagues working in the Solicitor's Office and Legal Services (SOLS) enabling apprentices to become a fellow of the Chartered Institute of Legal Executives. Apprentices with a law degree are able to undertake the 30 month graduate fast-track option.
Apprenticeship	Paralegal
Level	3
Qualification	CILEx Level 3 Professional Diploma in Law and Practice
Duration	24 months (approx)
Overview	This two year apprenticeship is for current HMRC SOLS colleagues, who would benefit from structured training and professional qualifications and those recruited as Paralegal apprentices. As part of the apprenticeship, paralegal apprentices undertake the CILEx units – Introduction to Law & Practice, Client Care Skills, Legal Research Skills, Civil Litigation and Law of Tort.

Operational Delivery Professional (ODP)

Apprenticeship	Customer Service
Level	3
Qualification	Level 3 Diploma in Customer Service
Duration	15 months (approx)
Overview	This apprenticeship equips you with both the theory and skills to influence customer experience and deliver high levels of customer satisfaction.
Apprenticeship	Public Sector Operational Delivery Officer
Level	3
Qualification	City & Guilds Level 2 Award in Operational Delivery (Principles) City & Guilds Level 3 Certification in Operational Delivery (Advanced)
Duration	12-18 months (approx)
Overview	This apprenticeship equips you with both the theory and skills to influence customer experience, you'll gain working experience delivering services to a wide range of customers, including those most in need and vulnerable. You will be involved in providing a professional service across HMRC departments demonstrating our core values of integrity, honesty, objectivity and impartiality



Policy

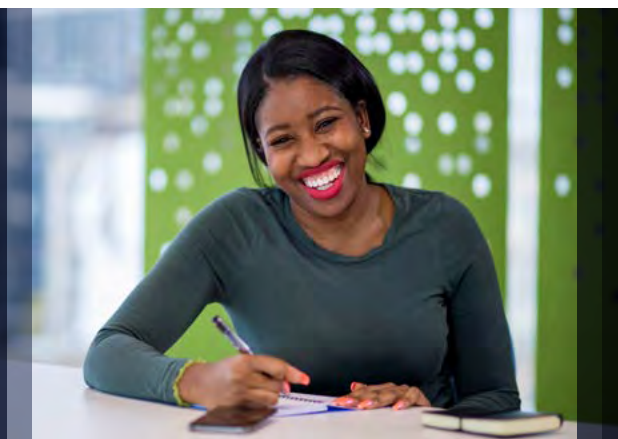
Apprenticeship	Policy Officer
Level	4
Qualification	Level 4 accreditation in Policy
Duration	18 months (approx)
Overview	Designed to develop a Policy Officer or Policy Support Officer's knowledge and understanding of government and how their role fits into the bigger picture of shaping the policies which affect and impact the general public. Applicants will be supporting the process to engage and interact with Government policy; to shape and/or influence government policy by working with a wide range of stakeholders and experts to gather evidence, effectively synthesise information and present recommendations to senior colleagues.

Project Delivery

Apprenticeship	Associate Project Manager
Level	4
Qualification	PMQ, Association of Project Management (IPMA Level D)
Duration	24 months (approx)
Overview	HMRC's Project Delivery profession are responsible for building the capability of its people working to deliver change. We will identify those most suited to a Project Delivery role and use the Associate Project Manager Apprenticeship (Level 4) to ensure that they get the learning to be successful as they start their journey in their chosen career.
Apprenticeship	Project Management Degree Apprenticeship
Level	6
Qualification	BA (Hons) Project management (Degree Apprenticeship)
Duration	48 months (approx)
Overview	Learners will combine academic studies with work-based reflection with the aim to equip them for influential roles within the organisation and support longer-term career aspirations of working as a Project Manager. Learners will be exposed to theories and principles relating to all aspects of the project management lifecycle and will subsequently apply the knowledge and skill in the context of working on and leading projects and programmes.



Tax	
Apprenticeship	Tax Professional
Level	4
Qualification	Level 4 accreditation as a Tax Professional
Duration	18 months (approx)
Overview	Tax compliance is at the heart of HMRC's business and to deliver our objectives we need to have the right number of highly skilled and engaged people in the right roles and professions in the right locations at the right time. With that in mind HMRC worked with a group of organisations developing the Tax Professional Apprenticeship
Apprenticeship	Public Sector Compliance Officer
Level	3
Qualification	Level 3 accreditation as a Compliance Officer
Duration	18 months (approx)
Overview	Understanding, investigating and negotiating with individuals and organisations who, by accident or with intent, may not be complying with or are deliberately evading regulation or law.



Our future

It's an exciting time to join us as we're part way through a ten-year transformation to bring in new ways of working with modern technology. We're developing a fully digital tax system that works closer to real-time: helping people to get their tax right first time, making it harder to bend or break the rules and building trust by operating in a fair and even-handed way.

We're also changing our people's working environment. We're using technology that allows for more flexible working styles. HMRC's new regional centres will be high-quality, modern buildings that help people to collaborate and work flexibly. They will have high-speed digital infrastructure and up-to-date learning and development facilities. Where it fits with your role, you'll have the opportunity to work from home for two days per week, or more where the business agrees.

Our new regional centres in Glasgow, Edinburgh, Belfast, Newcastle, Leeds, Liverpool, Manchester, Nottingham, Birmingham, Bristol, Cardiff, Croydon and Stratford are in central locations with good public transport links.

We also have a small number of specialist sites where the work cannot be done elsewhere. For more information on the new offices and specialist sites please visit [GOV.UK](https://www.gov.uk).

Our requirements

Our apprenticeships are available to anyone who is 16 or over. There's no upper age limit, but you must:

- be a UK or European Economic Area (EEA) resident, or have lived in the UK or EEA for the past three consecutive years
- not be in full-time education at the point of enrolment
- not already hold a qualification at the same level or above in the same profession/area that you wish to study.

How to find and register for our jobs

All our job vacancies are available to view on **Civil Service Jobs**. Create an account to register for job alerts we'll keep you updated on our latest vacancies.

To search the latest HMRC apprenticeship jobs:

- select Organisation – HM Revenue and Customs
- click – Show More
- select Contract type – Apprenticeship
- click Search

Useful links

- Institute for Apprenticeships
- Civil Service Apprenticeships
- CS Jobs
- Civil Service Professions
- Working in HMRC
- About HMRC

We are social

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