



# Capita Virtual Work Experience Proposal

2026



# Who are Capita?

We're a consulting, digital services and software business. Every day, we help millions of people by delivering innovative solutions that transform and simplify the connections between businesses and customers, governments and citizens. We partner with clients and provide them with the insight and cutting-edge technologies that give time back, allowing them to focus on what they do best and making people's lives easier and simpler.

So, what do we actually do? Well, we're creating better outcomes for London with the new Ultra Low Emission Zone, which we built and operate the systems for. We helped build the software that lets emergency services save lives through livestreaming. We're also using AI to get chatbots talking and transforming the way the British Army attracts candidates using virtual reality. But that's just the tip of the iceberg: over 35 million people every day are touched by the services we provide.



**“Virtual work experience builds self-efficacy and confidence, helps young people learn about different opportunities within a business, and develops essential skills such as teamwork and presentation skills.”**

*Speakers for Schools research paper, 2022 – analysis of 202 young people's video feedback, February 2021 to March 2022*



# The Programme at a Glance



## Fully Virtual

- Delivered entirely online – no travel required. Students need access to a device with internet connection, and Microsoft Word, PowerPoint, Teams, Copilot. Open to 16–25 year-olds.



## Real Business Challenge

- Participants will tackle a genuine business challenge using business analysis skills whilst learning about public sector service delivery. This challenge will be moulded to suit each cohort.



## 4 Structured Days + 1 Employability Day

- 1 Employability day focused on CV, cover letter, LinkedIn and interview skills development
- 3.5 days (Tues-Fri afternoon) to complete the business challenge



## Soft + 'Hard' Skills Development

- Soft skills development of teamwork, presentation skills, collaboration, timekeeping.
- Hard skills of business analysis, digital proficiency, using AI in the workplace.



## Team Based Work

- Teams of 4-5 students (cohort up to 20)
- Work together virtually to split up and complete tasks
- Present their solutions together on the final day to a panel of experts.



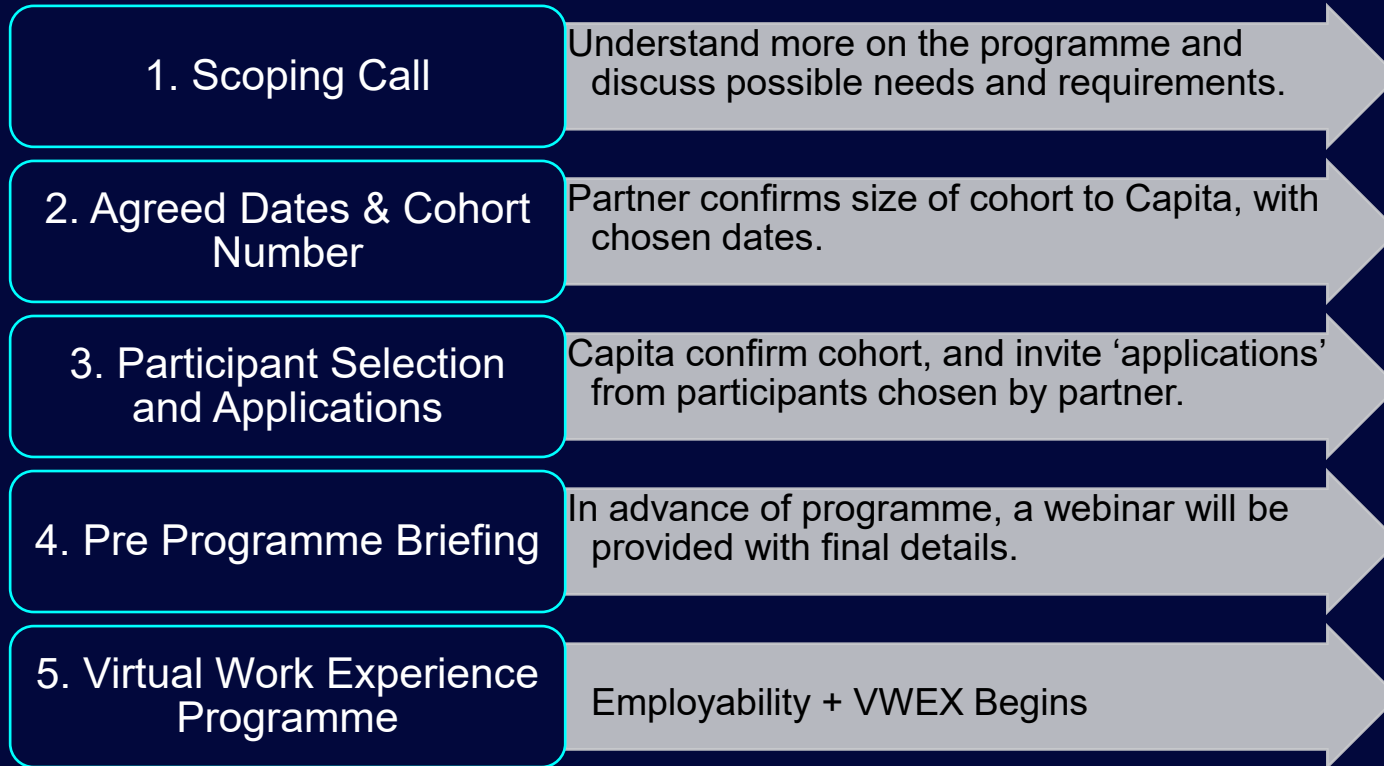
## Certificate of Completion

Participants come away with:

- CV
- Cover Letter Template
- Real work experience
- LinkedIn Profile
- Professional presentation
- Certificate of completion

# Scoping Day + Applications

For participants to get on the programme, the process is as follows:



# The Importance of the Pre-Programme Briefing

## Programme Orientation

The welcome webinar, delivered in advance of the VWEX week, prepares participants by outlining programme structure, expectations, and key leaders. This will include workplace etiquette, and the expectations placed on everyone throughout the programme.

## Microsoft Teams Walkthrough

Students learn to use Microsoft Teams for meetings, collaboration, breakout rooms, and chat effectively.

## Project Team Reveal

Students discover their project teams and receive an overview of their upcoming group work. Their 'roles' for the week will also be given at this point.

## Interactive Q&A Session

A live question and answer segment addresses student queries about the programme and technology.



# Why Virtual?

Our aim is to give young people an authentic experience of what it's like to work for a virtual first company in the modern working world.



## Impact

An authentic and immersive experience to truly understand the benefits and challenges of working from home.



## Reduce cost barriers

Many young people from low socio-economic backgrounds struggle to access high quality work experience to help them to plan for their future careers.



## Eliminate geographical barriers

Ensuring that young people in hard-to-reach areas are not disadvantaged or left behind.



## Open the doors wider

Virtual Work Experience allows for greater impact, as "seats" are not as limited, opening up the chance for more young people to access great opportunities wherever they are



## Inclusive

Our virtual programme ensures that young people from diverse backgrounds, abilities and geographical locations can come together to learn and plan for their future



## Drive social mobility

Reducing work experience inequality for young people who don't have family networks for support and experience. There is a risk to social mobility when reliance is on family capital. Not all young people have access to the same types of such capital

# Week Structure

A structured daily rhythm which balances hands on tasks, learning opportunities, team meetings and mentoring/management hours, mirroring a normal working week.

Day 1	Day 2	Day 3	Day 4	Day 5
<b>Employability</b> Participants will take 4x1 hour workshops throughout the day, split up by breaks.  W1: CV + Cover Letter Build  W2: Interview Skills  W3: Workplace Skills: Emails + Etiquette  W4: <i>At partner's request</i>	<b>Problem Definition</b> <ul style="list-style-type: none"><li>• Welcome</li><li>• Programme Overview</li><li>• Team Formation</li><li>• Task Allocation</li><li>• Problem Definition</li><li>• Stakeholder Analysis</li><li>• Lunch &amp; Learn: Capita Overview</li><li>• Team Manager Check In</li><li>• Submit Day 2 Deliverables by 5pm</li></ul>	<b>Analysing</b> <ul style="list-style-type: none"><li>• Daily Task Allocation</li><li>• Research skills session</li><li>• Using AI to speed up research and synthesis of tasks</li><li>• Guest speaker case study (Lunch &amp; Learn)</li><li>• Team Manager Check In</li><li>• Submit Day 3 Deliverables by 5pm</li></ul>	<b>Solution Design</b> <ul style="list-style-type: none"><li>• Daily Task Allocation</li><li>• Solving the problem</li><li>• Solutioning Workshop</li><li>• Presentation Skills (Lunch &amp; Learn)</li><li>• Presentation Build</li><li>• Team Manager Check In</li><li>• Submit Day 4 Deliverables by 5pm</li></ul>	<b>Present &amp; Celebrate</b> <ul style="list-style-type: none"><li>• Daily Task Allocation</li><li>• Presentation Design Workshop</li><li>• Submit final proposal</li><li>• Team Presentations to panel (20 minutes each per team).</li><li>• Close Out, Awards &amp; Certificates (early Friday finish!).</li></ul>

| 3 Daily Meetings at 9.30-10.30, 1-1.30, 2.30-3 | 9am-5pm suggested  
| 9.30-3pm compulsory |

# Delivery Platform & Tech Requirements

All sessions delivered via Microsoft Teams

## Software Access Requirements

- Microsoft Teams
- Email Platform
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Copilot

## Hardware Access Requirements

- Laptop/PC/Tablet with usability to complete tasks on all software (mobile not applicable)
- Webcam & working microphone (in-built on laptop preferable).



# Team Structure

Each team member will have specific tasks to complete throughout the day to submit as deliverables.



## Project Manager

- Ensures submission of project deliverables each day
- Coordinates the team and
- Leads the daily manager check in with mentor



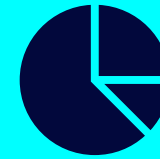
## Business Analyst

- Owns the understanding of the problem statement
- Ensures the team's suggestions link back to the problem
- Uses and completes the business analysis templates each day for each task



## Researcher & Stakeholder Manager

- Brings solution back to the end user focus each day
  - Leads on communication
- Challenges the team: "How would this actually feel for a real user?"



## Data & Insights Analyst

- Works with numbers, data (qualitative and quantitative) given in the brief
- Produces 1-3 simple visuals (tables, charts)
  - Links insights to recommendations



## Communications Lead

- Owns the structure and clarity of the final presentation
  - Pulls together slides, diagrams, or visual aids
- Coordinates who says what, and practices the pitch with the team



***Participation in short-term placements is associated with heightened self-confidence, motivation towards school and career aspirations in the short-term, as well as improved access to higher education and lower likelihood of becoming NEET in the longer-term.***

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*SQW Rapid Evidence Review  
2022*



# What's in it for the participants?

On top of the employability skills developed in Day 1, in the main bulk of the programme students will obtain:

## Knowledge

- How large organisations work
- Real-life public-sector challenges
- Business analysis techniques
- Stakeholder Analysis, process mapping,
- Customer, end-user thinking

## Skills

- Problem solving
- Critical Thinking
- Teamwork
- Collaboration
- Research & analysis
- Presentation Design
- Presentation Delivery

## Behaviours

- Professional digital communication
- Time management
- Self direction
- Giving feedback
- Receiving feedback
- Delivering work as a team

# Who should apply?

Applications are welcomed from a wide range of participants

## Age

The programme is open to anyone aged 16-25. All participants are welcome, and adjustments can and will be made for SEN students or those on supported internships.

## Career Interests

Preferably for participants who are looking to explore careers in business, data, technology, public services, or communications. However, participants are not limited to the above.

## No Prior Experience Needed

Students don't need to have any prior work experience or technical skills. We would request participants are proficient in Maths and English. Curiosity, effort, and a willingness to collaborate are all we ask for.

## SEND & Access Needs

Altered SEND programme is available for development with specific colleges. Live captions, adjustable templates, processing time built in. Tell us what your students need. We are happy to work with each college to suit needs of a cohort of 10-15.

## Priority Groups

We particularly welcome applications from students from low-income households, those with caring responsibilities, and first-generation university aspirants. We also encourage and welcome applications from those not in employment, education or training.

# Success Measures

We will conduct pre and post programme surveys with participants, with an option of a follow up survey 1 month later. This data will be aggregated, anonymised and sent back to community partners, colleges and schools in a summary of the results. Our goals for each cohort are as follows:

**100%**

Of participants to have learned and applied a new skill

**100%**

Of participants to come away with a professional CV

**+%**

Positive % improvement in confidence

**80%**

Overall attendance and retention for full programme

## Pre, Post and Follow-Up Surveys

Confidence scores, new skills, and measuring for longer-term soft and hard skill benefits of attending the programme that participants apply.

## Panel Scoring

Final day presentations will be attended by Capita staff, who will provide written feedback for participants.

## Attendance Registers

Daily attendance captured per session. Certificate requires  $\geq 80\%$  attendance, plus submission of all deliverables to obtain completion of programme.

## Qualitative Data

Facilitator observation notes, artefact screenshots, and participant quotes included in the report.

# Proposed SEND Adjustments

## Communication Adjustments:

- Live captions / subtitles enabled
- Allowing off-camera participation
- Chat based responses (nonverbal)
  - Allowing alternative formats
  - Providing materials in advance

## Assistive Technology Support:

- Screen readers (e.g., NVDA, JAWS)
  - Speech-to-text tools
- Magnification or colour contrast settings
- Reading pens / note-taking tools
- Dual screens or modified layouts

## Participation & Task Adjustments:

- Option to work solo instead of in a group
- Option to submit shorter or alternative-format responses
- Scaffolded activities (step-by-step)
  - Supportive buddies or mentors
  - Clear examples before tasks

## Content & Accessibility Adjustments:

- Accessible PowerPoints (large text, contrast, alt text)
  - Recordings available afterwards
- Written instructions for all activities
- Clear learning outcomes for each task
  - Visual learners → diagrams
  - Auditory learners → spoken explanations
- Neurodivergent-friendly structure (predictable flow etc.)

## Scheduling & Pace Adjustments:

- Shorter sessions with regular breaks
- Option to step out and re-join
  - Slower pacing
- Flexibility in deadlines
- Clear signposting of plans for each session

## Let's work together on it:

- We appreciate different colleges have different needs
  - We are very happy to discuss alterations/a way to make the programme work best for your students
- **If you think the programme could be suitable, please set up a scoping call with [zach.beckett@capita.com](mailto:zach.beckett@capita.com)**

# Available Dates & Locations for Participants in 2026

APRIL							MAY							JUNE						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4						1	2		1	2	3	4	5	6
5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13
12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20
19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27
26	27	28	29	30			24	25	26	27	28	29	30	28	29	30				
							31													

JULY							AUGUST							SEPTEMBER						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4						1			1	2	3	4	5	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	6	7	8	9	10	11	12
12	13	14	15	16	17	18	9	10	11	12	13	14	15	13	14	15	16	17	18	19
19	20	21	22	23	24	25	16	17	18	19	20	21	22	20	21	22	23	24	25	26
26	27	28	29	30	31		23	24	25	26	27	28	29	27	28	29	30			
							30	31												

OCTOBER							NOVEMBER							DECEMBER						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	1	2	3	4	5	6	7			1	2	3	4	5
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
25	26	27	28	29	30	31	29	30						27	28	29	30	31		

London Locations	Number of Spaces Available
Barnet	10
Bexley	5
Brent	5
Harrow	5, 10
Lambeth	5, 10
Westminster	5

Rest of UK Locations	Number of Spaces Available	Only open to SEND Participants
Wales	5, 10	Yes
Midlands	5, 10	Yes
Northern Ireland	5, 10	Yes
East Anglia	5, 10	Yes
Wales/Midlands/ Northern Ireland	5, 10	No

**Participants from each location must complete the programme together on the same dates.**

# The Next Steps

## Put forward participants

- We are looking for cohorts of min. 5 participants from each college/partner.
- Please send pre-agreed availability for dates for the cohort.
- Participants should have an interest in the programme and will need to 'apply' once dates are agreed.

## Ensure Access

- Please ensure participants will have access to the relevant software and hardware prior to putting them forward for the programme.
- We can discuss appropriate candidates, requirements for a smooth programme, and more in a scoping call.

## Provide details for next steps

- We are aware that each school/college/community partner has different needs and are very happy to adjust to these – please ensure we are made aware of these as early as possible.
- We will need a contact for addressing any problems during the programme.

**If you have any questions, please contact our Lead Facilitator [zach.beckett@capita.com](mailto:zach.beckett@capita.com)**

# Safeguarding Overview

## 1. Secure Pre-Programme Procedures

Applications are securely handled with limited staff access, consent is mandatory, and students with SEND receive tailored support.

## 2. Safe Programme Environment

Sessions have at least two trained staff to avoid one-to-one situations, ensuring student safety throughout the programme.

## 3. Respectful and Inclusive Culture

Behavioral guidelines promote respect and professionalism, fostering a positive and inclusive learning environment.

## 4. Student Participation Control

Students have control over camera use and participation, enhancing their comfort and engagement in sessions. However, it is both expected and recommended for students to have their cameras on at all times to ensure engagement.

## 5. Anonymous Feedback

Students provide anonymous feedback ensuring reflections remain confidential and untraceable to identities.

## 6. Secure Certificate Handling

Certificates are issued securely with personal data managed by authorised staff only to protect privacy.

## 7. Strict Data Retention

Student data is retained only for required periods and securely deleted per legal and organisational standards.

## 8. Controlled Data Usage

No external sharing of data or materials occurs; session recordings require explicit prior student consent.

Capita



Thank you