

multiverse



# Impact Report

2023 →



# Our mission is to create a diverse group of future leaders

To achieve it, we're creating professional apprenticeships that offer a better pathway to growth for both individuals and companies. A pathway that is centered around the transformative power of real work experience.

In this report, we want to share the impact that these apprenticeships are having on the people and organizations that they serve.

For those at the start of their career, we're building an outstanding alternative to university, driving representation and opening doors for people of all backgrounds. We're recruiting apprentices based on their potential, not the grades they got in school.

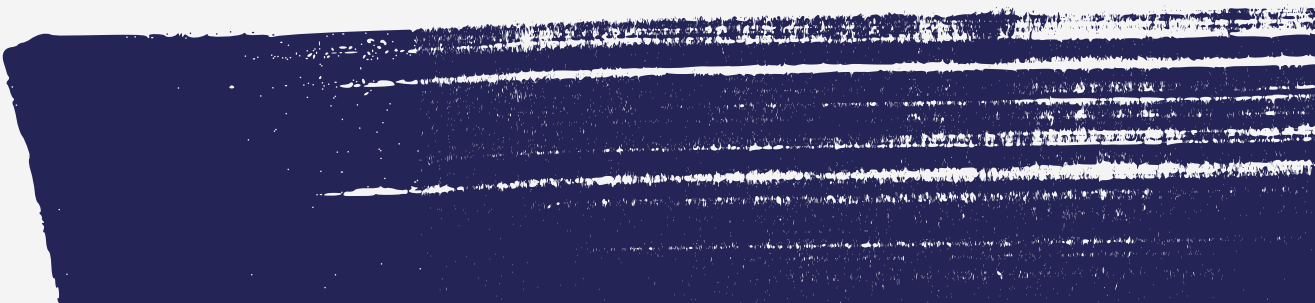
And for those apprentices that are further on in their career, at the world's largest companies, we're supporting them to transition into new roles or enhance their existing one through skills development.

Whoever they are, all of our apprentices see real career development. That's because we're teaching people on the job, with expert coaches, on actual projects. Active, in-context, applied learning is the best way to set up our apprentices for success.

For the businesses we work with, we're developing in-demand skills for the digital, data and tech roles of the future; tailored to what they need today and in the future. It's training that brings with it real value.

"We know that apprenticeships are the key to unlocking some of the biggest challenges society faces today. That's why we're working so hard to change what it means to be an apprentice. Our ambition is to create more apprenticeships that are changing lives, driving business success and supporting the creation of a much more diverse group of future leaders."

**Euan Blair**, founder and CEO, Multiverse



## In this report:

01. Reimagining who gets access to great careers
02. The impact of developing digital skills
03. Shaping the future



# 01. Reimagining who gets access to great careers

**For too long, talent has been distributed equally, but opportunities have not.** But the rise of new skills for tech-driven economies presents a huge moment for change. Ensuring equitable access to tech skills will mean that the best jobs of the future will go to a more representative cohort than the best jobs of the past.

Tech, data and engineering skills are the key to unlocking the best careers. For every 10% increase in the amount of tech skills a job requires, the average worker's salary increases by 4%.<sup>1</sup>

It's these skills that will shape businesses in the years to come. Not only do businesses require advanced skill sets in order to operate, but they also need a workforce that has the flexibility to refine these skills as their industries evolve.

And these growing fields of work must be accessible to everyone no matter their background. That isn't the case today. Of the S&P 500 Directors, only 21% identified as Black, Indigenous or People of Color

(BIPOC).<sup>2</sup> This problem is even more marked in tech, where 67% of professionals reported that their executive team was comprised of under 25% BIPOC individuals.<sup>3</sup>

To open up access, we've partnered with the biggest and most exciting companies in the US to train up the best early-career talent, and retrain and reskill existing employees into the jobs of the future.

**There are now over 10,000 Multiverse apprentices in our community worldwide.** Our apprentices are trained across five different programs, each of them tailored to the jobs of the future economy, so that we reimagine who gets access to great careers.

1. <https://itif.org>  
2. <https://www.investopedia.com>  
3. <https://www.trustradius.com>



## Why apprenticeships?

Apprentices spend 12+ months learning relevant, in-demand skills while in full-time employment. It is free to the individual and they earn a salary. Companies benefit from advanced skills among their workforce.

No college degree is required for an apprenticeship, and they can be started at any stage of a person's career.

Apprenticeships offer boundless development opportunities, enabling apprentices to learn on the job while earning a living. They also have an important role to play in building more diverse and inclusive teams, providing routes to those who have been historically underrepresented.

### Enable applied learning

Apprenticeships infuse a curriculum with on-the-job learning linked to relevant business initiatives.

### Earn while you learn

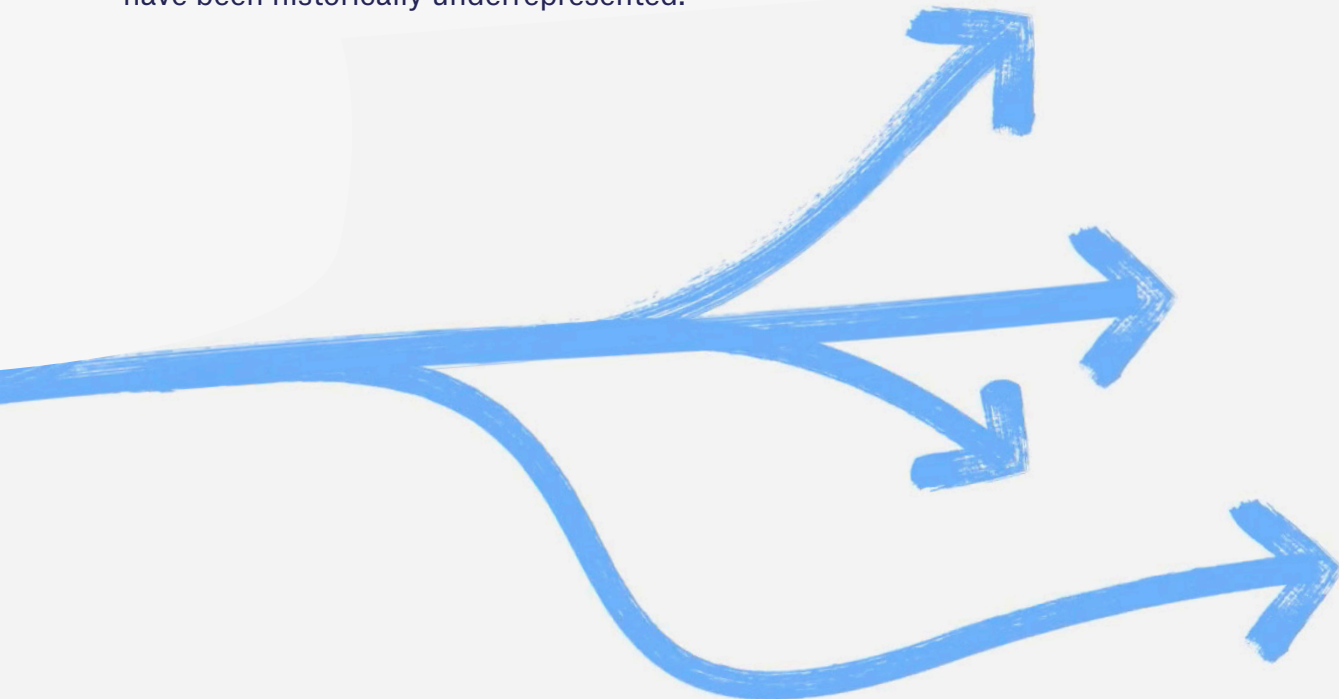
Apprentices pay nothing for their training, but receive a competitive salary from their employer for the work they do.

### Close the digital skills gap

By building a strong pipeline of data and digital talent and upskilling existing employees, apprenticeships help businesses build their internal capabilities – empowering their people with the skills to improve productivity, increase efficiency and identify new revenue streams.

### Build diverse teams

By helping employers expand their hiring criteria beyond traditional degree requirements and find candidates from under-represented backgrounds, apprenticeships play an important role in widening access to careers and improving diversity in the workplace.



## Spreading opportunity to everyone

At the heart of our mission is diversity - widening access to apprenticeships, and to the incredible opportunities they bring, for high-potential talent from across the country. Building workforces that reflect society is not only the right thing to do, but it is also business critical - with compelling evidence showing that greater diversity can lead to greater profitability.<sup>4</sup>



86%

86% of our current early-career apprentices identify as BIPOC.<sup>5</sup> At universities and colleges this is 49% and in the US tech sector this is 39%.<sup>6</sup>

4. <https://www.mckinsey.com>

5. <https://nces.ed.gov>

6. <https://www.zippia.com>

## Three ways we're transforming the diversity of the corporate workforce

1. **We're widening access** to apprenticeships for those that come from underrepresented communities, through outreach programs as well as bespoke programs for groups such as care leavers, refugees, and women wanting to start careers in tech.

56% of our US early-career apprentices have at least one indicator of socio-economic disadvantage. The indicators could include free or reduced cost school lunch, coming from foster care, or being a long-term carer.

2. **We're creating an inclusive learning environment.** Our Multiverse coaches support apprentices and help to personalize their sessions and acts as a resource to help our apprentices navigate the barriers they may face. Every apprentice has access to our community networks, which range from a Women's Network to an LGBTQ+ Network to a Neurodiversity Network.

Our community includes dedicated networks, such as the Multicultural Network or Prism Network for LGBTQ+ apprentices.

These groups are essential to ensuring our apprentices have the opportunity to make connections, build their networks, and be a part of a community that supports them throughout their Multiverse journey.

We're tailoring our community activities to our apprentices needs and how we can support their long-term success. 97% of our apprentices engage with the community.

3. **We're building inclusive programs,** with a curriculum and assessments that are not only of the highest quality, but also accessible and inclusive for all our learners.

Our learning team develops our programs around an inclusive programming framework, so diversity, equity, and inclusion is always front and center.

## Case study: How Citi is creating routes into banking through apprenticeships

Citi knows that hiring people from different backgrounds with diverse perspectives brings advantages to their teams.

With that in mind they launched a Return to Work Program, a supportive hiring program designed to help those that have taken a break transition into a career within financial services.

Thanks to a partnership with Multiverse, Citi is able to offer world-class training in key skills for the future like data analytics.

Embedding these digital skills into Citi's workforce is crucial to their long-term strategy. The Multiverse program enables the bank to acquire digital skills that are in extremely high demand and short in supply as well as democratizing access to the banking industry.

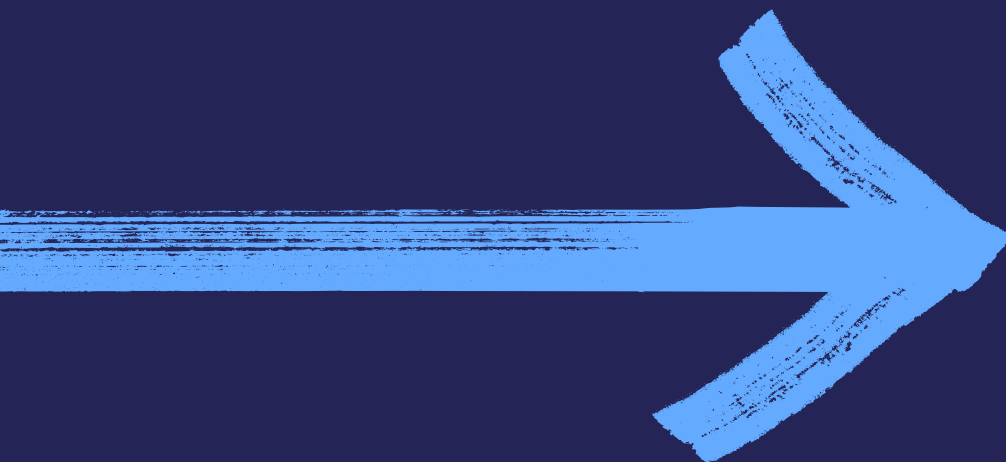
“We are really excited about the opportunities that apprenticeships present to people at all stages of their lives and careers. At Citi, we have taken a unique approach to this and created a number of programs which not only present exciting routes into a career in financial services, but also gain us access to distinctly different and diverse pools of talent.

“Our partnership with Multiverse has enabled us to create brilliant entry-level routes, as well as opportunities for people who have been on a career break and are looking to learn new skills in addition to moving into the next exciting phase of their careers, potentially in a new sector altogether!

“Recruiting truly diverse talent, and bringing in people with different perspectives and a range of experiences is vital to the success of our business, but also enables us to develop future leaders and build critical skills for Citi.”

**Jacqui Lloyd**

Senior Vice President and Apprenticeship Lead at Citi







## 02. The impact of developing digital skills

**Businesses around the world are feeling the impact of a lack of digital, tech and data skills - and the problem is only growing.**

Research from the Organisation for Economic Co-operation and Development (OECD) suggests that 31% of the American workforce has either limited or no digital skills, such as using technology or data.<sup>7</sup>

For leaders driving transformational change, skills gaps aren't just a roadblock to progress, they're also directly impacting the bottom line. In our report, [Making Every Data Minute Count](#), we revealed that, on average, 8.5% of businesses' annual revenue is lost on average as a result of poor data literacy.

To maximize the value of our programs, we take a highly collaborative approach: engaging with our clients to ensure that apprenticeships are an important part of their business strategy.



7. <https://itif.org>

While specific metrics for success vary based on client priorities, we have seen significant cost-saving and revenue-generating impact across our programs. In the last six months, data has shown:

Our apprentices report a 50% decrease in time spent unproductively, saving participants the equivalent of nearly

**6 working weeks**

of time over the course of a year

Across all Multiverse programs we have so far tracked over

**\$669m**

in cost-saving or revenue-generating activities resulting from the work of our apprentices while they are on our programs

“The programs we run with businesses have a big impact on how businesses operate. From finding savings to identifying new revenue, the detailed work we do tracking their performance and impact shows why apprenticeships are a surefire way to build the workforces of the future.”

**Jeremy Duggan**  
President of Multiverse

## How we maximize and calculate value

Our in-house workforce consultancy team conducts stakeholder interviews, executive workshops, and skills assessments to build a set of recommendations and a roadmap for clients to deliver on transformation objectives, as well as business outcomes linked to their bottom line.

Our customer success teams are then responsible for tracking and delivering on these outcomes.



## Apprentice support

To build the leaders of the future, our programs develop the skills and experiences of our apprentices. When our apprentices join, they're supported by over 300 trained coaches.

96%

of apprentices know how their apprenticeship will contribute to their future career goals and personal goals, and 94% know how their apprenticeship will contribute to their company's goals

97%

of apprentices engage in our Multiverse Community, using our online platform or attending networking and learning events

In 2020, we also launched mentoring programs to give our apprentices the chance to learn from dedicated industry leaders. Since we launched, 700 apprentices have been carefully matched with a mentor, and 95% of apprentices agreed that their mentor helped them to move towards their long-term career development.

“For many workers, especially those without college degrees, apprenticeships create a critical pathway to good-paying jobs. These programs ... ensure that our Nation is producing the best-trained, best-prepared, and best-skilled workers for industries now and of the future - from health care and information technology to clean energy.”

**President Joe Biden, 2022**

A Proclamation on National Apprenticeship Week<sup>8</sup>

“Whether an apprentice is joining straight from high school, or halfway through their career, our tracking data couldn't be clearer: they are applying new skills they've learnt to achieve new career goals and add significant value to their organizations.”

**Sophie Ruddock**

Chief Operating Officer at Multiverse

8. <https://www.whitehouse.gov>

## 03. Shaping the future

Those who graduate from our programs not only enjoy better career prospects, salaries, and chances of promotion but also contribute more to the businesses they work for too - staying longer and bringing more and better innovations and insights to the table.

From AI companies to online banks, reshaping high street brands to supporting digital transformation across healthcare services.



As our graduates succeed and thrive in the businesses they work at, we track their performance and continue to support them in our community.

Of all of our apprentices that tell us their salary, over

**a third**

saw a salary increase between starting and finishing their apprenticeship

Our apprentices earn an average of

**\$60,000**

while they learn on our world-leading programs, above the average starting salary for college graduates of \$55,260<sup>9</sup>

**69%**

of apprentices gain new job responsibilities after they finish their apprenticeship

**93%**

of apprentices remain at their company post apprenticeship

## Case study: Driving a strategic hiring plan for the future at Box

To build a strong early talent pipeline, BOX turned to professional apprenticeships. The Multiverse apprenticeship offered a unique way to attract young people with a demonstrated interest in software engineering and building a career in tech.

Box has seen an increase in productivity gains due to new skills gained and applied by apprentices. In one case, a Box apprentice was able to temporarily take on manager level responsibilities which allowed his manager to redistribute 40 hours of his time to focus on larger strategic Box initiatives.

“Through partnering with Multiverse we have been able to take the necessary steps needed to drive a purposeful hiring plan and develop the talent needed for the future of our organization, while offering an amazing opportunity for apprentices to gain valuable skills and access development opportunities”

Recruiting Program Manager at Box





## Apprentice voice: Reese Gosain, Software Developer Apprentice, ConvergeOne

I enrolled at Vanderbilt University as a computer science major in 2021 to pursue my dream of working as a software engineer. However, I quickly realized that the traditional classroom format didn't feel right for me.

I found out about apprenticeships and it sounded like a great opportunity to continue my education in software engineering while working full time and delivering on meaningful projects.

“Today, I’m working as a software developer where I build reporting and auditing tools for my company. I feel lucky to have been placed at a company that is committed to my growth and training.”



Whether you're seeking to recruit high-potential talent or upskill existing employees, apprenticeships can help you build the right capabilities to drive innovation forward.

**Learn more about the power of professional apprenticeships.**

[Multiverse.io](https://multiverse.io)

**multiverse**