

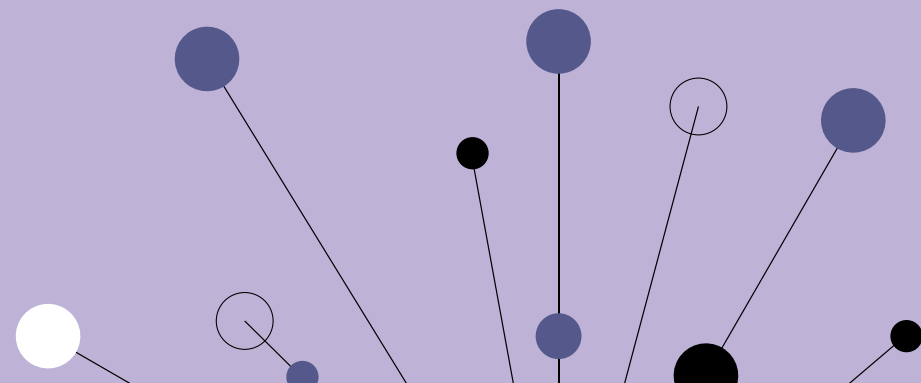
# AI Adoption Champion

Boosting Productivity

**Digital Apprenticeship**

Programme Guide

Supported by:





# Why QA?

Endorsed by 7,000+ global clients, we help organisations build the skills to transform and succeed.



Copilot is a once-in-a-generation technology, and using QA to learn this technology is a smart way to harness AI-driven productivity.



**Tatiana Arventi**

AI Business Solutions Specialist, Microsoft

## Proven at scale:



**40+**

Years of training  
experience



**400+**

Learning  
experts



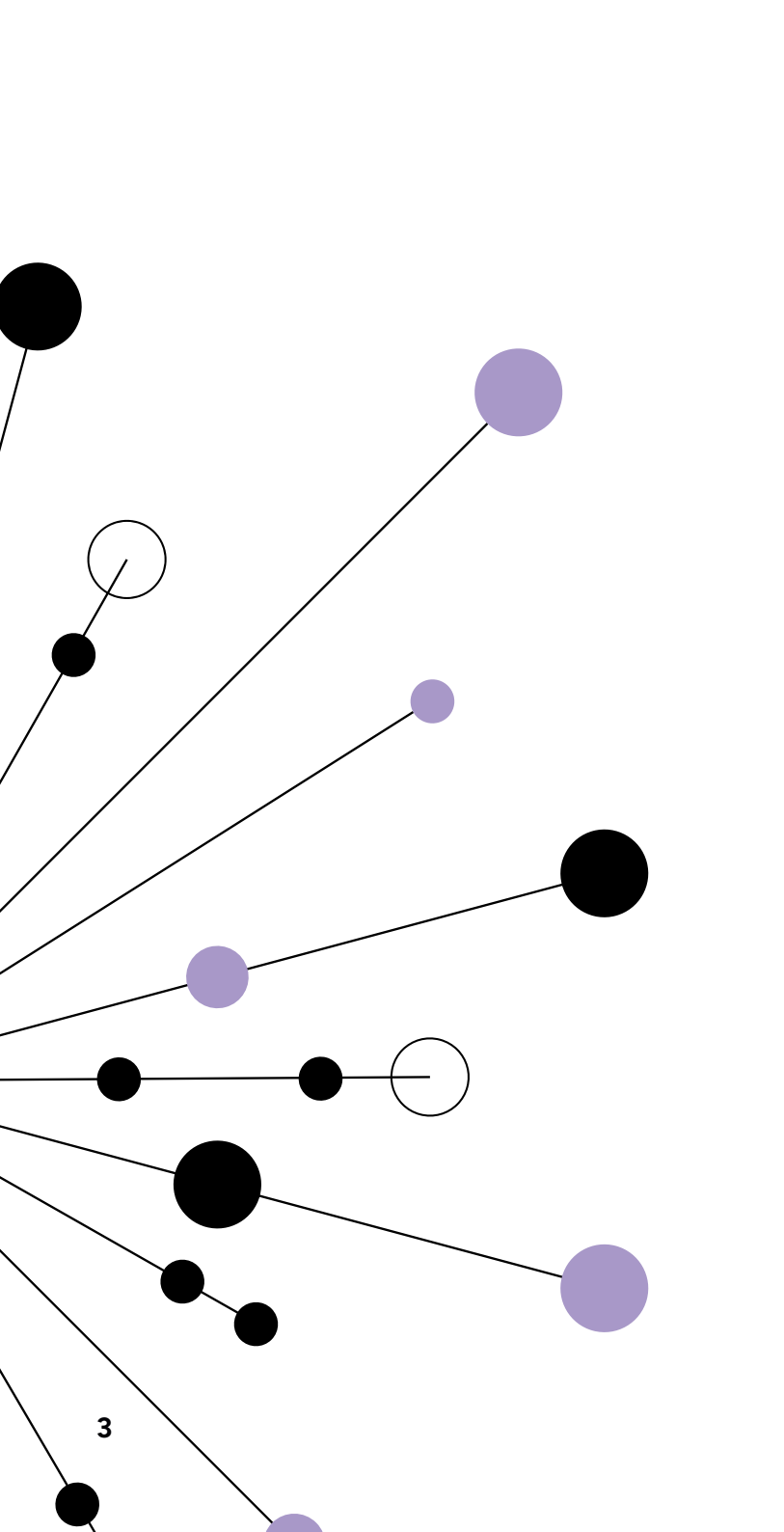
**60,000+**

Careers  
accelerated



**Ready to explore how QA can support you?**

Let's dive in!



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# Creating Change

## Let's put AI to work

Many organisations are investing in AI, but turning technology into measurable business value remains a challenge.

AI Adoption Champions identify high-value opportunities, implement practical improvements and help colleagues adopt new ways of working.

By combining applied AI skills with human judgement, they bridge the gap between AI potential and business value, driving productivity, responsible adoption and lasting change.



## 81%

Average skills growth achieved by learners



## 46k+

Hours returned to organisations each year\*



## £1.1m+

Potential annual business value\*

\* Projected impact based on reported average time savings.

# Programme Overview



**Standard:** Digital Support Technician Level 3



**Duration:** 13 months



**Funding:** £13,000 through the Skills & Growth Levy



**Delivery:** Blended learning – 16 live workshop days

Applied using Microsoft tools:



Supported by:



## Building AI Adoption Champions



**AI-Powered  
Productivity**



**Opportunity  
Discovery**



**Everyday  
Automation**



**Personal  
AI Agents**



**Trusted Data &  
Responsible AI**



**Championing  
Adoption**





# Modules

Following each module, learners apply their new knowledge and skills to relevant workplace projects.

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## 01

### **Module 1:** Getting Productive with AI

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Build the practical skills to use generative AI and Microsoft Copilot confidently and effectively in everyday work.

Learners improve how they research, create content, manage information and collaborate, while applying human judgement to evaluate and refine AI-generated outputs.

#### **Learners will explore:**

- Effective prompting and interaction techniques
- AI-supported writing, research and administration
- Evaluating, refining and validating AI outputs

#### **Applied in the workplace** ✓

Use approved AI tools to improve the speed, quality or consistency of a real workplace task.

## 02

### Module 2:

#### Building the Right Thing with AI

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Identify genuine workplace problems before deciding whether AI is the right solution. Learners use Agile and product-thinking techniques to understand stakeholder needs, diagnose challenges and prioritise opportunities that can deliver value.

##### Learners will explore:

- Stakeholder needs, user personas and problem discovery
- Prioritising opportunities by value, impact, effort and risk
- Designing and validating appropriate AI-enabled improvements

##### Applied in the workplace ✓

Investigate a workplace challenge and propose an improvement based on evidence, user needs and measurable outcomes.

## 03

### Module 3:

#### Automate Everyday Tasks with AI

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Turn worthwhile opportunities into secure, reliable automations. Learners connect workplace tools, information and processes, incorporating AI where it adds value while maintaining appropriate controls, human checkpoints and user support.

##### Learners will explore:

- Triggers, actions, conditions and workflow logic
- Connecting data and applications across workplace processes
- Testing, introducing and supporting automations responsibly

##### Applied in the workplace ✓

Build and introduce an automation that reduces repetitive work or improves an existing process.





## 04

### Module 4: Personal AI Agents

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Design purpose-built AI agents for contained workplace tasks. Learners define what an agent can know, decide and do, balancing increased autonomy with clear boundaries, secure access, human oversight and organisational accountability.

#### Learners will explore:

- Agent goals, instructions, knowledge and permitted actions
- Appropriate levels of autonomy and human oversight
- Guardrails, permissions, risk assessment and testing

#### Applied in the workplace ✓

Build and test a bounded personal AI agent, then improve it using evidence from supervised use.



## 05

### Module 5: Trusted Data & Responsible AI

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Understand how trusted data, secure working practices and human accountability support responsible AI. Learners examine how information is created, stored, protected and used, and how data quality affects the reliability of AI-enabled services.

#### Learners will explore:

- Data quality, lifecycles, architecture and secure handling
- Approved tools, enterprise data protection and Shadow AI
- Validating AI outputs, managing bias and applying responsible AI principles

#### Applied in the workplace ✓

Assess the data and outputs behind an AI use case to improve trust, security and reliability.

## 06

### Module 6: Driving AI Adoption

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Help colleagues use AI confidently, responsibly and effectively. Learners develop the communication, training and support skills needed to address concerns, introduce new ways of working and sustain adoption beyond initial implementation.

#### Learners will explore:

- Communicating AI benefits, limitations and change
- Delivering inclusive training and practical user support
- Building feedback loops, peer networks and champion communities

#### Applied in the workplace ✓

Train and support colleagues using an approved AI solution, then take action to strengthen ongoing adoption.

# Applied Tools and Practices

Learners apply Microsoft technologies and proven practices to improve work and support responsible AI adoption.

## AI and Microsoft Productivity

-  Microsoft 365
-  Microsoft Copilot
-  Microsoft Power Automate
-  Microsoft Copilot Studio

## Collaboration

- Collaboard

## Agile and Product Practices

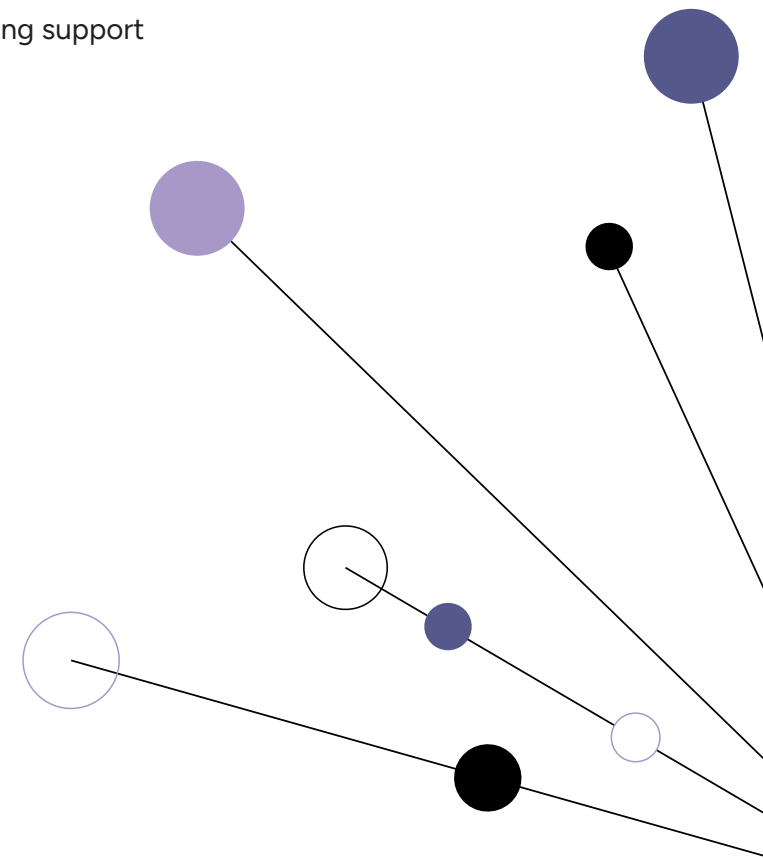
- Agile methodologies
- Product thinking
- User personas
- Requirements elicitation

## Data Management

- Data storage and backup
- Policies and procedures

## Coaching and Adoption

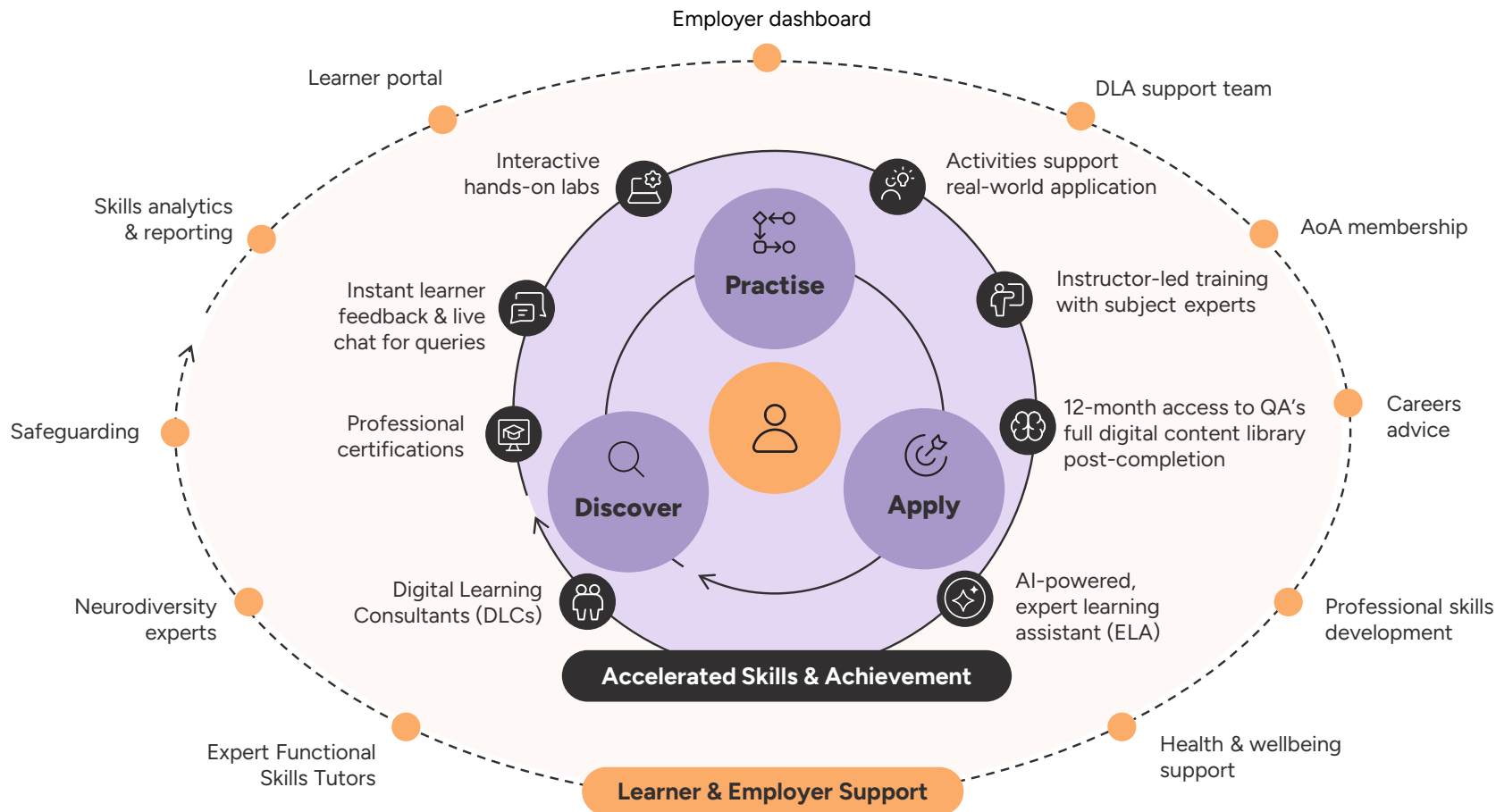
- Communication techniques
- User training
- Ongoing support



# Learning That Delivers

Our **Discover, Practise, Apply** approach turns learning into practical workplace capability.

Learners develop new skills with personalised support and apply them to real workplace challenges, while employers maintain visibility throughout the programme.



## Discover

Build role-relevant knowledge through flexible digital learning.



## Practise

Build confidence through expert guidance and peer collaboration.



## Apply

Create meaningful improvements through real workplace application.

# Assessment

Learners receive personalised support to prepare for their Apprenticeship Assessment and demonstrate their knowledge, skills and behaviours with confidence.

## Assessment criteria:

### 01

#### Knowledge

Demonstrate the knowledge required to support digital systems and responsible AI adoption.

### 02

#### Skills

Apply practical digital and AI skills effectively in the workplace.

### 03

#### Behaviours

Demonstrate a professional, responsible and stakeholder-focused approach.

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Explore the full assessment requirements for the **Digital Support Technician Level 3** apprenticeship standard.

## Assessment journey:



#### Portfolio development

Gather evidence throughout the programme.



#### Assessment preparation

Receive focused guidance to strengthen evidence and prepare with confidence.



#### Apprenticeship Assessment

Complete the assessment methods with an independent Assessment Organisation.



#### Final result

The Assessment Organisation determines the final result.



**Explore programme suitability  
and levy funding with our  
apprenticeship specialists.**

**Let's talk:**



0113 220 7150



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