

# Digital & AI Support Apprentice

## PC Passport | SCQF Level 6



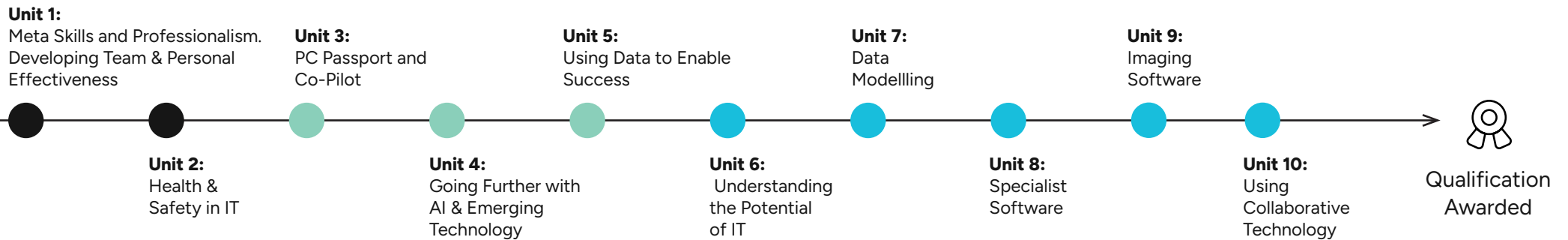
AI is no longer a future trend, it's now a core skill every organisation needs. Across Scotland, employers of every size are adopting tools like Microsoft 365 Copilot, automated workflows and AI supported decision making to work smarter, faster and more efficiently. But to unlock the true value of these technologies, businesses need people who understand how to use AI confidently, safely and productively.

Developed in partnership with Microsoft.

### What's learned: 12 month duration

The course enables learners to confidently use AI tools within business and office environments to enhance productivity across everyday digital applications, while understanding the critical importance of high-quality, well-structured data - recognising that clean, accurate and logically structured data is essential for meaningful reporting, reliable analysis and AI-driven insights.

The programme also covers safe, ethical and compliant use of AI in line with organisational policies, while building the adaptability required to respond to emerging technologies and evolving workplace demands. By the end, learners will be able to use data and digital tools confidently to support smarter decision-making, improve efficiency and add measurable value within their role.



## The Programme Advantage

**Broad Skill Development:** Apprentices learn how to use Microsoft 365 applications more effectively, apply AI tools confidently in business environments, and understand safe, ethical, and compliant AI usage. Learners will meet our AI assistant, Ela, through the Online Learning Platform. Ela helps them build their evidence portfolio, with ongoing support from their employer and their QA Skills Assessor.

### Core Courses:

- Introduction to Microsoft 365 Copilot
- Safe & Compliant AI Use
- Enhance Productivity Using Copilot

### Applied Training – Specialist to this Programme:

The following 4-day instructor lead virtual courses are designed to provide apprentices with a deeper capability in essential digital and emerging technologies.:

- PC Passport (SCQF Level 6) with AI-enabled workflows
- Going Further with AI and Emerging Technology
- Using Data to Enable Success

## What It Brings to Your Business

**Closing the Skills Gap:** Many organisations are facing an urgent need for staff who not only understand digital tools but can use AI safely and productively. This apprenticeship directly addresses that gap..

**A Stronger, More Capable Workforce:** Whether you are recruiting new talent or upskilling existing staff, the programme helps build a workforce equipped for modern operations.

**Reduced Risk, Increased Confidence:** Because AI use comes with governance, data protection and ethical considerations, this apprenticeship ensures staff understand the rules as well as the tools.

### To Date AI & Data Skills

This pathway brings current AI and data learning into the Digital Applications Support Diploma, enhancing and modernising the learner journey within our Digital & AI Support apprenticeship.

## Our Pledge to Your Success

### Quality Learning, Delivered by Experts:

The programme is built on a recognised SCQF Level 6 framework and delivered by experienced Digital and AI specialists. Learners receive high quality, relevant training aligned to today's workplace realities.

**Support for Both Employers and Learners:** QA provides ongoing guidance throughout the learner's journey — ensuring they stay on track, progress steadily and can apply their new skills effectively in the workplace. Employers receive regular updates and support to maximise the impact of the apprenticeship.

**Flexible to Your Needs:** Because every organisation is different, the programme supports a wide range of business roles and operational contexts. It is suitable for new recruits, career changers and, critically, existing staff who need digital and AI upskilling without retraining from scratch.

“Artificial intelligence is a hugely powerful, rapidly evolving tool that can support and drive our economy. It can enable businesses to work smarter, to innovate and empower and support its workforces.”

Richard Lochhead MSP, Scottish Minister for Business\*

## Take the first step today

This apprenticeship offers a powerful, funded way to adapt to the technologies of tomorrow. Training discounts are available for employers taking 5 or more apprenticeship places. Contact us to discover how Digital & AI Support Apprenticeships can support your business.

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