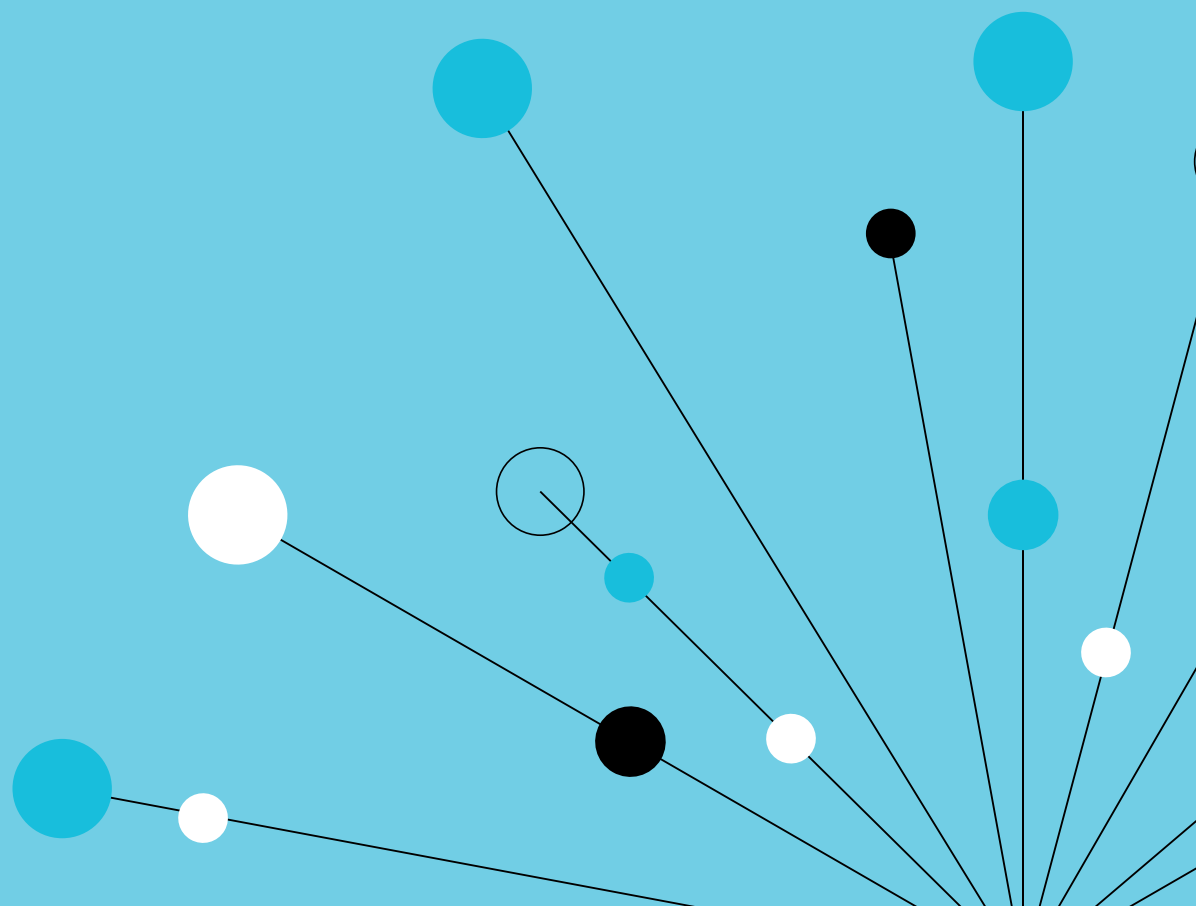


AI & Automation Specialist

Level 4 Apprenticeship

Programme Guide





Why QA?

Endorsed by 4,000+ global clients, we are the leader in applied and cohort-based learning academies.

Today's biggest technological shifts are shaped by AI, cloud, and data.

In every technology revolution, there are winners and losers – and teams with applied skills make all the difference. We believe you can't change an organisation unless you change the capabilities of its people and ensure human and machine intelligence work together.

Success in numbers:

40+

Years of training
experience

1,000+

AI, cloud & coding
hands-on labs

55,000+

Careers launched
& accelerated

£500m+

Levy funds
invested

24 hours

Feedback time for
submissions

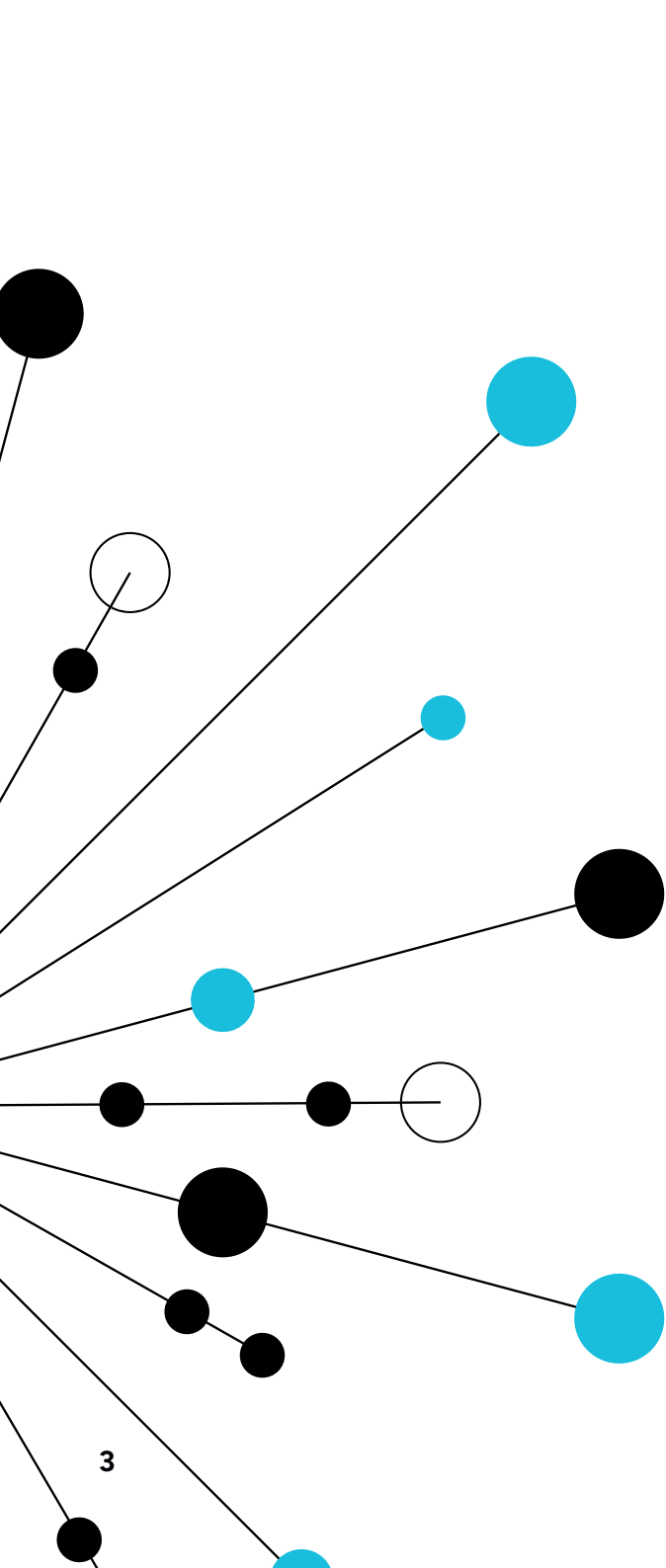
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Response time to
learner queries



Ready to explore how QA can support you?

Let's dive in!



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Creating Change

Lead transformation with AI and automation.

This programme equips your organisation with the capabilities to deploy intelligent, ethical AI and automation solutions that streamline workflows, eliminate repetitive tasks, and unlock actionable insights.

Our apprenticeships drive business results by empowering organisations to apply skills consistently at speed and scale.



Scale Intelligent Automation

Unlock time, resource, and cost savings with smarter workflows.



Harness AI Responsibly

Promote innovation while upholding ethical, compliant AI practices.

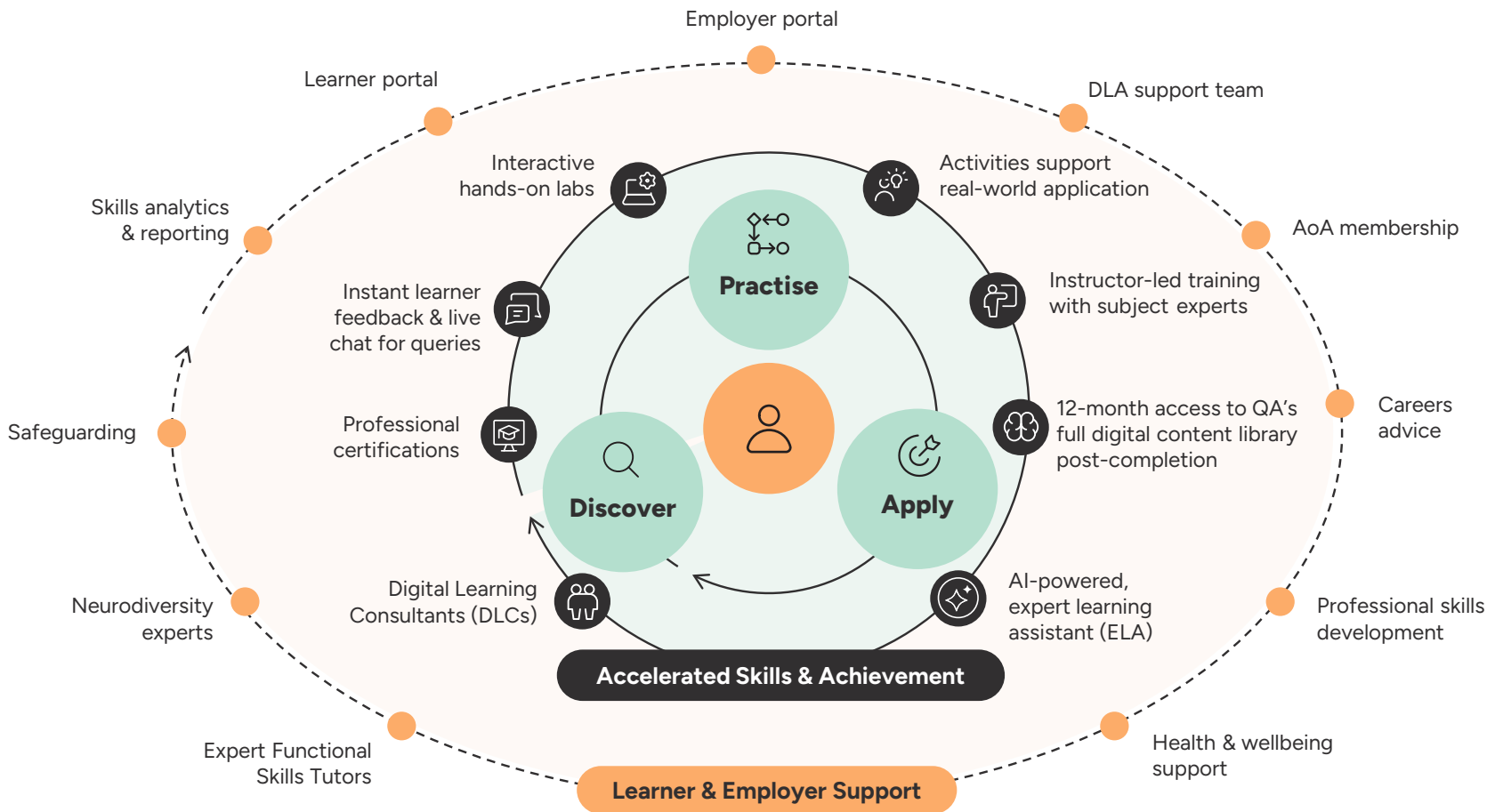


Expand Workforce Adoption

Accelerate AI adoption with tailored tools and certifications.

Digital by Design

Our market-leading approach accelerates skill development and achievement through our **Discover, Practise, Apply** methodology, ensuring that both learners and employers are fully supported throughout their programme.



Discover

Leveraging QA's learning platform, learners follow a development path focused on their job role.



Practise

Learners join instructor-led sessions, practise skills in hands-on, risk-free labs, and collaborate with peers.



Apply

Learnings are applied on the job through work-based activities at key stages, supported and reviewed by specialist DLCs.

Programme Overview



Details of standard: AI & Automation Practitioner



Total cost: £18,000

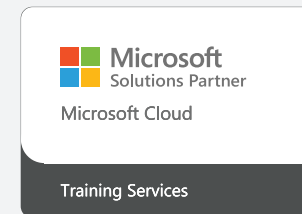


Programme duration: 13 months



Live instructor sessions: 16 days


Delivered in collaboration with our strategic vendor partner:




Experience QA's self-paced learning with interactive labs and AI-powered learning assistant.




Responsible AI & Governance




Workflow & Process Mapping



Low/No-Code Automation



Prompt Engineering & AI Integration



Change Management

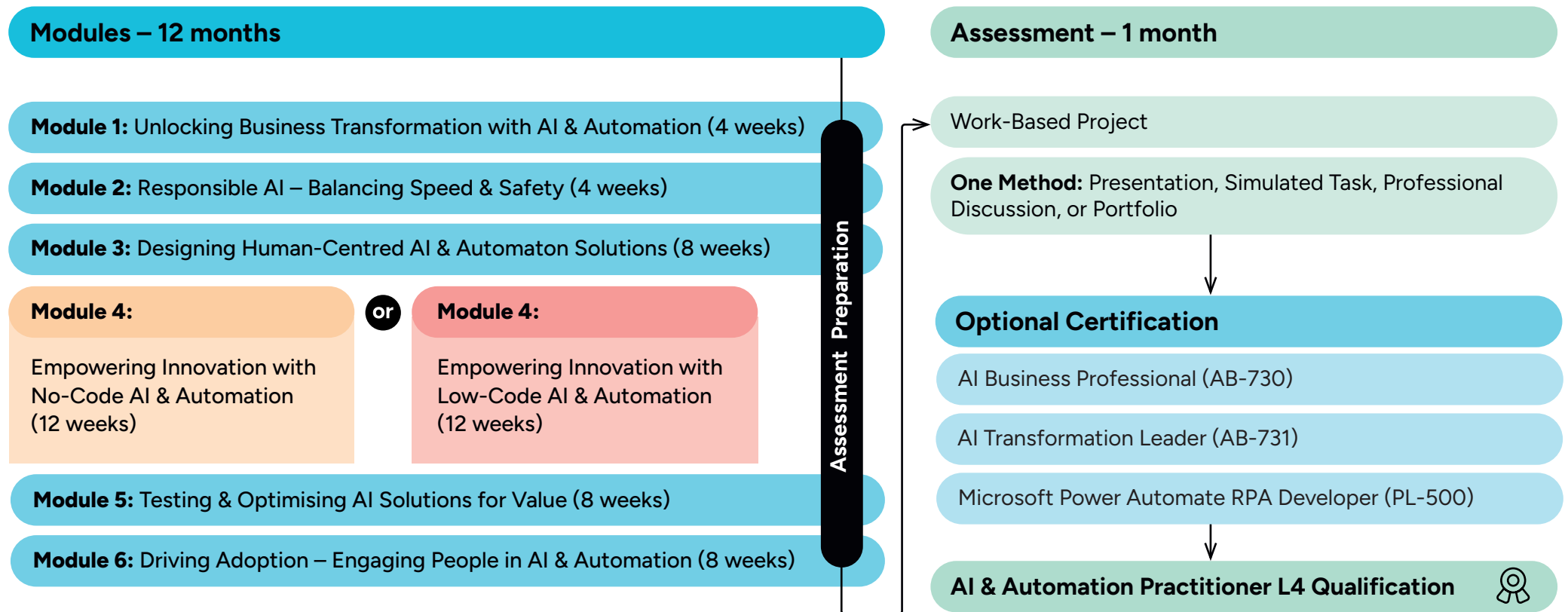


Continuous Improvement

Learner Journey

The AI & Automation Specialist programme integrates live and online workshops with self-paced learning, employing a guided discovery approach for individual learner contexts.

Learners are assigned a Digital Learning Consultant (DLC) for personalised coaching and support. These specialists ensure their successful progress, wellbeing, and readiness for assessments.





Modules

Following each module, learners apply their newly acquired knowledge and skills to ongoing work projects.

01

Module 1: Unlocking Business Transformation with AI & Automation

Introduces the strategic context for AI and automation adoption, exploring hands-on examples of tools, capabilities, and use cases.

It examines organisational values, change management principles, and techniques to identify productivity opportunities, evaluate constraints, and apply project management for ethical, sustainable business transformation.

Topics:

- Role of Champions in AI Adoption
- Ethical & Responsible AI Principles
- Change Management Frameworks for Transformation
- Identifying Productivity Improvement Opportunities
- Applying Project & Change Management Techniques
- Piloting & Scaling AI Solutions Effectively
- Evaluating Organisational Constraints
- Staying Current with Emerging AI Technologies

Live Instructor Sessions: 2 Days

02

Module 2: Responsible AI – Balancing Speed & Safety

Explores speed and safety in AI adoption through compliance, ethics, governance, and security. It focuses on legal frameworks, risk mitigation, and transparency for accountable AI and automation projects.

Topics:

- Applying AI Legally & Ethically
- Setting Governance & Security Standards
- Managing AI Risk Internally
- Ensuring Transparency & Accountability
- Assurance Methods for Regulatory Compliance
- Managing Workforce Impacts of AI Adoption

Live Instructor Sessions: 2 Days

03

Module 3: Designing Human-Centred AI & Automaton Solutions

Focuses on designing fair, user-focused AI solutions using UX principles, bias mitigation, and sustainable design. It explores process mining and data analysis techniques, applying ethical frameworks aligned with business goals.

Topics:

- Developing Human-Centred AI Products
- Developing Sustainable AI Products
- Embedding Accessibility & UX Principles
- Mitigating Bias & Ensuring Inclusivity
- Analysis to Support AI Use Cases (Process Mining & Data Analysis)
- Project Development Lifecycle for AI Solutions

Live Instructor Sessions: 2 Days



04 ●

Module 4: Empowering Innovation with No-Code AI & Automation

Examines how to use Microsoft Power Platform to build secure, scalable automation solutions without writing code.

It covers workflow configuration, AI integration, prompt engineering, RPA and agentic AI, to accelerate business processes.

Topics:

- Building Workflows with Power Automate
- Integrating AI Features Using Copilot
- Applying Prompt Engineering Techniques
- Configuring RPA & Production Flows
- Utilising Agentic AI
- Logging & Documenting Automation Decisions
- Ensuring Security & Accessibility in Solutions

Live Instructor Sessions: 4 Days

or 04 ●

Module 4: Empowering Innovation with Low-Code AI & Automation

Explores how to develop advanced automation solutions using GitHub Copilot and Python.

It covers API integration, microservices, and agentic AI while leveraging Power Platform capabilities for robust, scalable AI workflows.

Topics:

- Developing Automation with GitHub Copilot
- Using Python for AI Workflows
- Advanced Power Platform Capabilities
- API Integration & Custom Connectors
- Utilising Agentic AI
- Creating Microservices & Test Scripts
- Compliance & Ethical Standards in Automation

Live Instructor Sessions: 4 Days



05

Module 5: Testing & Optimising AI Solutions for Value

Focuses on validating AI and automation solutions for reliability and fairness. It explores testing methodologies, human-in-the-loop safeguards, feedback loops, and monitoring sustainable performance in production.

Topics:

- Designing Test Plans for AI Solutions
- Applying Human-in-the-Loop Safeguards
- Implementing Feedback & Evaluation Loops
- Monitoring Performance & Fairness Post-Deployment
- Release Pipeline & Rollback Strategies
- Building Dashboards for Ongoing Solution Health

Live Instructor Sessions: 3 Days

06

Module 6: Driving Adoption – Engaging People in AI & Automation

Covers strategies to successfully scale AI adoption – including stakeholder engagement, inclusive communication, training resources, workforce transition, and collaborative ways to build confidence and enablement.

Topics:

- Stakeholder Engagement & Adoption Strategies
- Inclusive Communication Approaches
- Developing Training Resources & User Guides
- Supporting Workforce Transitions & Wellbeing
- Collaborative Working Principles for AI Projects
- Creative Approaches to User Enablement

Live Instructor Sessions: 3 Days

Tools and Technologies

No Code AI & Automation

- Microsoft Power Automate
- Microsoft Copilot
- Robotic Process Automation (RPA) Components
- API Connectors
- Production Flow Controls
- Logging & Documentation Practices

Low Code AI & Automation

- GitHub Copilot
- Python
- Microsoft Power Platform (Advanced)
- Custom Connectors (API Integration)
- Microservices Patterns

Testing & Evaluation

- Azure DevOps Test Plans
- CI/CD Release Orchestration
- Monitoring Dashboards
- Human in the Loop Review Workflows

Engagement & Enablement

- Microsoft Teams
- SharePoint
- Learning Management System
- Digital Adoption Platforms

Assessment

We provide personalised support to prepare learners for their Apprenticeship Assessment Plan (AAP), helping them succeed with confidence.

Assessment criteria:

01

Knowledge

Ability to convey knowledge effectively.

02

Skills

Demonstrate practical skills with confidence.

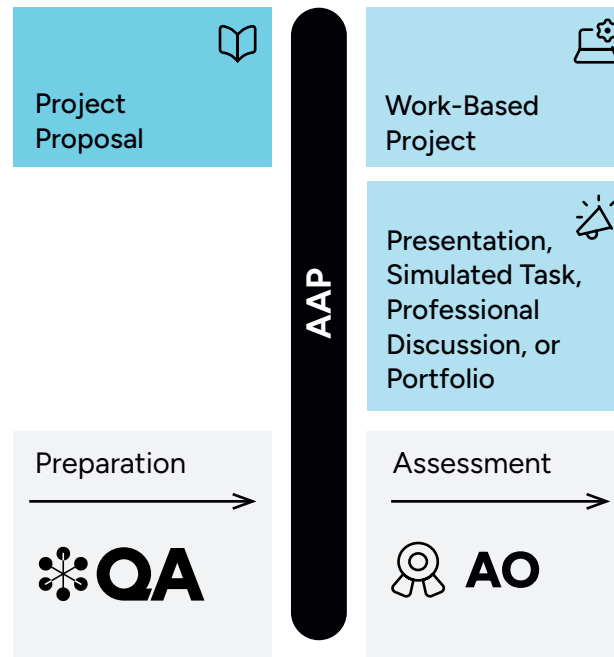
03

Behaviours

Exhibit professional workplace behaviour.

Explore the detailed assessment criteria within the [AI & Automation Practitioner standard](#).

Assessment process:




Learners can be assessed at any suitable stage of their programme.

The **Assessment Organisation** designs the assessment and selects the most appropriate method, ensuring every learner has the best opportunity to achieve a pass or distinction.



Ready to partner with us?

Let's talk:

 0113 220 7150

 qa.com

