Level 3 AI Digital Champion Apprenticeship.

This apprenticeship equips organisations with practical AI and digital capability by developing confident AI champions within teams. Learners gain the skills to use AI tools effectively, identify where automation genuinely adds value in their own business area, and recognise where it should not be used. They learn how to create and refine effective prompts, critically assess outputs for accuracy and tone, and work safely without exposing sensitive data or company intellectual property.

As the programme progresses, learners move beyond personal productivity to support wider adoption. They develop the confidence to guide colleagues, answer questions, reduce risk and embed responsible AI practices into everyday workflows, becoming the trusted individual within their team who drives engagement, builds confidence and supports safe, meaningful use of AI.

Who's it for?

This programme is designed for individuals who understand how work happens in their team and want to elevate it using AI and digital tools. It suits people in operations, administration, customer service, finance, HR or project roles who use digital systems daily and are well placed to be ambassadors for AI adoption in their area. No technical background is needed, just curiosity, sound judgement, and the drive to become their team's AI digital champion.

Business impacts

- Accelerate digital adoption and productivity through AI-enhanced tools and workflows
- Enhance operational efficiency through AI-optimised digital processes and systems
- Boost end user satisfaction with fast AI-assisted issue diagnosis and resolution
- Streamline support using AI-driven self-service and automated assistance
- Strengthen workforce digital capability with AI-supported coaching and guidance
- Improve data quality and insight for AI-enabled decision making

Built for performance

- **AI embedded across every programme.** Equipping your workforce to develop job-ready skills that boost productivity and drive business impact.
- **Measurable business impact, not just learning outcomes.** Learners complete real workplace projects, supported by coaches who help translate skills into demonstrable ROI.
- **Hands-on learning through virtual labs.** Guided virtual labs allow learners to safely experiment with real tools and technologies, mirroring real-world technical environments.
- **Relevant, tailored learning.** Data-sets and case studies can be adapted to ensure learning remains relevant to the individual and the sector or business area they work in.
- **Verified digital credentials employers can trust.** Digital badges and vendor-aligned certifications provide secure, shareable evidence of skills and progression.
- **Personalised Continuous Development.** Learners have the 'digital edge' - masterclasses, podcasts, guest speakers, in-person meet-ups, on demand e-learning tech modules - all available according to their need and interest.

BPP LYCEUM EDUCATION GROUP

Programme overview.

Apprenticeship standard:
Digital Support Technician

Cost: £13,000 (under review)

Duration: 15 months

Entry requirements

As a minimum learners will need to have:

- Five GCSEs at grades 9 to 4 (A* to C)

For learners that do not have GCSE English and/or maths at grades 9 to 4 (A* to C):

- Learners aged 16-18 years must study and pass Functional Skills English and/or maths as part of the apprenticeship programme
- Learners aged 19 or above on the day they start the programme do not need to study or pass Functional Skills English and/or maths, unless required by their employer

Prepare for the challenges of tomorrow

Get ahead of evolving workforce skills needs

Every BPP apprentice has access to our exclusive Emerging Skills programme.

Comprised of four bespoke courses, the programme combines expertise from BPP, Microsoft and xUnlocked to give learners essential knowledge and skills in the rapidly emerging areas of AI, cyber security and sustainability.

- Available to all learners at no extra cost
- Accessible anytime, anywhere via our virtual learning platform
- Self-paced learning to fit into any busy schedule

xUnlocked

Programme contents

Generative AI Fundamentals (Four modules)

Developed by BPP's expert data scientists, this course offers an introduction to working with Generative AI effectively, safely and ethically.

Introduction to Sustainability (Six modules)

Developed in partnership with sustainability experts, xUnlocked, this course builds fundamental knowledge on sustainability and sustainable working practices.

Microsoft AI and Security Essentials (Seven modules)

This course begins with a core AI Essentials pathway, followed by a choice between AI Fundamentals or Security. Microsoft digital badges are awarded throughout, with the option to earn a recognised Microsoft Certification upon completion.

Cyber Security (Three modules)

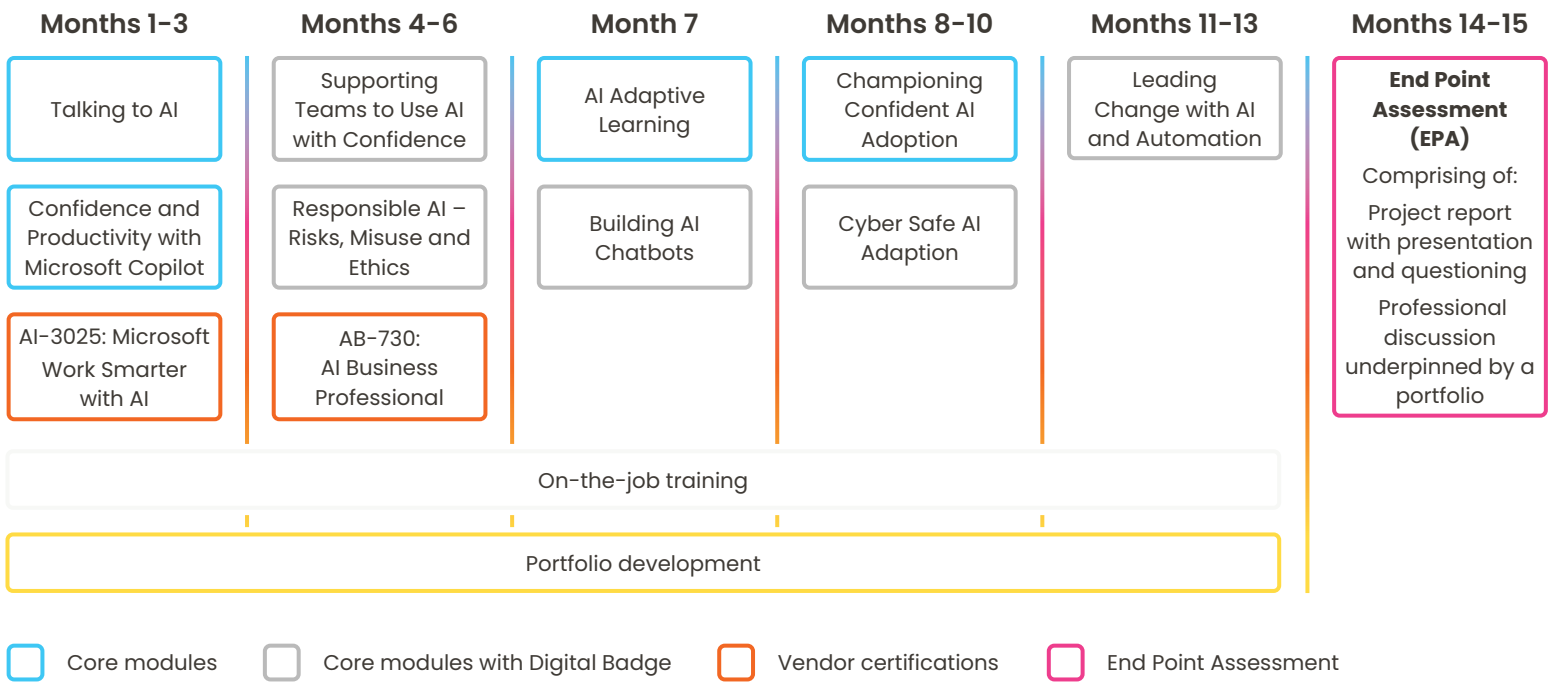
Designed by BPP's cyber experts, this course provides a clear and practical introduction to the importance of cyber security, the most common attack techniques everyone should be aware of, and the fast-changing digital threat landscape.

Level 3 AI Digital Champion Apprenticeship.

Study mode

Online weekly: flexible learning that fits busy schedules, with two to three hours of online live lectures and seminars.

15-month programme (inc. EPA)



Apprenticeship standard

Digital Support Technician

Delivered by

BPP

Time commitment*

- **13 months** on programme
- **39 days** *(6 hours per week)* in online live training sessions
- **3-4 hours** guided self-study, per module, via our virtual learning platform
- **1 hour** performance coaching session, every month
- **1 hour** progress review, every eight weeks
- **1 hour** EPA preparation session
- **2 months** in End Point Assessment
- **Off-the job training** *(average 6 hours a week)* Apprentices have dedicated learning time within their normal working hours to develop new skills directly linked to their apprenticeship. Training, mentoring, online learning and project work all count toward this time, and sit alongside their normal duties, not outside them.

Optional certification exams

- Certification exams are optional and not required to pass the apprenticeship. One exam attempt per certification is included at no extra cost. Resit fees are covered by the employer. Learners will only be encouraged to sit exams once they have shown they are ready by passing a mock test.

*On average.

Programme modules.

Talking to AI

This module builds confidence in using AI effectively. Learners discover how generative AI responds to prompts, why clarity matters, and how AI can sound right while being wrong. They practise crafting and refining prompts, improving outputs through iteration, and assessing tone, bias and accuracy. They also explore risks like over-reliance and sharing sensitive information. Through real scenarios, learners learn to use AI as a professional tool, applying judgement rather than accepting outputs at face value.

Confidence and Productivity with Microsoft Copilot

This module shows learners how to integrate Microsoft Copilot into everyday work to draft, summarise, analyse and organise tasks more efficiently. Rather than focusing on features, it emphasises improving quality and consistency while reducing repetitive work. Learners practise refining prompts, evaluating outputs and using AI to support decisions without losing human oversight. As their confidence grows, Copilot becomes a reliable part of a structured, productive workflow, not just an occasional experiment.

Supporting Teams to use AI with Confidence

This module builds the skills to support others in using AI safely and effectively. Learners explore how AI is reshaping support processes, from enquiry handling to knowledge bases and automation, and how to answer questions, address uncertainty and reduce risk as colleagues begin experimenting. Through practical discussion and scenarios, they develop the confidence to guide teams, reinforce safe habits and help embed AI into everyday workflows without creating confusion or compliance issues.

Responsible AI – Risks, Misuse and Ethics

This module builds practical understanding of the ethical, legal and operational risks of AI. Learners explore how AI tools interact with sensitive data, where automation can introduce risk, and how bias, inaccuracy and poor data handling can affect decisions. Instead of abstract theory, the focus is real workplace judgement. By grounding ethical considerations in real business situations, learners gain the confidence to challenge unsafe practices, model responsible behaviour and support teams in using AI safely and ethically.

AI Adaptive Learning

This module builds the skills needed to design and deliver effective AI and digital training. Learners explore how adults learn, how to identify training needs and how to support colleagues with varying levels of digital confidence, including those who feel uncertain or overwhelmed. With a focus on inclusive approaches and practical coaching techniques, learners develop the ability to share knowledge clearly, build capability over time and help create a culture where AI confidence steadily grows.

Programme modules.

Building AI Chatbots

This module takes learners from AI theory to building a real, working chatbot. They design and deploy a bot that answers genuine queries, integrates with external services and handles errors effectively. Learners explore how conversational AI works, including NLP basics, context management and intuitive flow design, while considering escalation, user experience and ethical boundaries. By the end, they can build, monitor and improve a chatbot that meets a real business need and know where human judgement is still essential.

Championing Confident AI Adoption

This module builds the confidence and judgement needed to lead safe, effective AI adoption. Learners explore how AI can improve accuracy, efficiency and decision-making, while understanding the risks that must be managed. Through practical scenarios, they assess where automation adds value, where it introduces risk and how to balance innovation with governance. Learners develop the ability to guide colleagues, address uncertainty or misuse, identify realistic AI opportunities and act as trusted advocates for responsible, confident adoption.

Cyber Safe AI Adaption

This module gives learners a practical understanding of how data is stored, protected and analysed so they can use AI confidently and safely. They explore database types, storage and backup systems, and how business intelligence tools turn data into insight, linking each concept directly to real business risk. By the end, learners can spot weaknesses in data processes, speak confidently about data management and support secure, informed use of AI systems that rely on high-quality information.

Leading Change with AI and Automation

This module introduces continuous improvement in a practical, business-focused way. Learners explore preventative maintenance, optimisation frameworks, automation tools and monitoring approaches, while considering how culture shapes successful change. Applying these ideas to their own context, they learn to spot realistic automation opportunities, structure improvement initiatives and guide colleagues through sustainable, long-term change, rather than one-off experiments, ensuring AI and automation deliver real, lasting value.

AI-3025: Microsoft Work Smarter with AI

This course gives learners hands-on experience with Microsoft Copilot and Microsoft 365 Copilot, showing how the tools work and how to write prompts that produce relevant, professional results. The focus is practical productivity, including drafting communications, summarising meetings, analysing information and organising workloads while keeping human judgement in control. Through repeated practice, learners build confidence, improve output quality through better prompting and avoid accepting AI responses without applying critical review.

AB-730: AI Business Professional

This certification strengthens the practical use of generative AI across Microsoft 365. Learners deepen their understanding of how Copilot supports productivity, decision-making and content creation without needing technical development skills. They practise managing conversations, refining outputs and applying responsible AI principles around privacy, risk and safe data handling. By the end, learners can use AI consistently and responsibly across business systems, model good practice for colleagues and support confident adoption within their team.

Transformative *technologies.*

Designed to make real-world impact, our on-demand, self-paced asynchronous modules build awareness of transformative technologies, with coverage of Artificial Intelligence and an evolving roadmap to explore Digital Twins, Edge Computing and other emerging technologies.

- Available to all learners at no extra cost
- Bespoke to BPP, developed by our expert data scientists
- Self-guided online learning to fit into any busy schedule
- Accessible anytime, anywhere via our virtual learning platform

Generative AI Foundations → Advanced Prompt Engineering → AI Strategy and Business Implementation → AI Tools, Platforms and Customisation → Quantum Computing

Knowledge and skills gained

Focusing on practical application of technical and non-technical AI skills, the modules explore AI's capacity to optimise structured interactions, align governance frameworks, and deploy scalable solutions, with a significant focus on ethical considerations and operational efficiency.

- Ability to design and implement complex prompts for diverse use cases
- Understanding and application of HITL techniques and fact-checking principles
- Ability to conduct prompt A/B testing
- Understanding of AI governance frameworks and compliance requirements
- Ability to adapt AI messaging for different stakeholders
- Ability to assess AI ecosystems
- Understanding of API-driven generative AI (GenAI) benefits

Tools

Large language models (LLMs) (for example Copilot or Google Gemini)

No-code AI automation platforms (no prior coding knowledge required)

Optional masterclasses

Live online sessions available every month

Example topics include:

- Data Leadership
- Ethical Hacking and Cyber Security
- Discovering and Analysing Market Trends
- Sustainable Technology and Green Computing
- Responsible AI
- Setting AI Strategy
- Emerging Landscapes – AI
- Quantum Computing Fundamentals