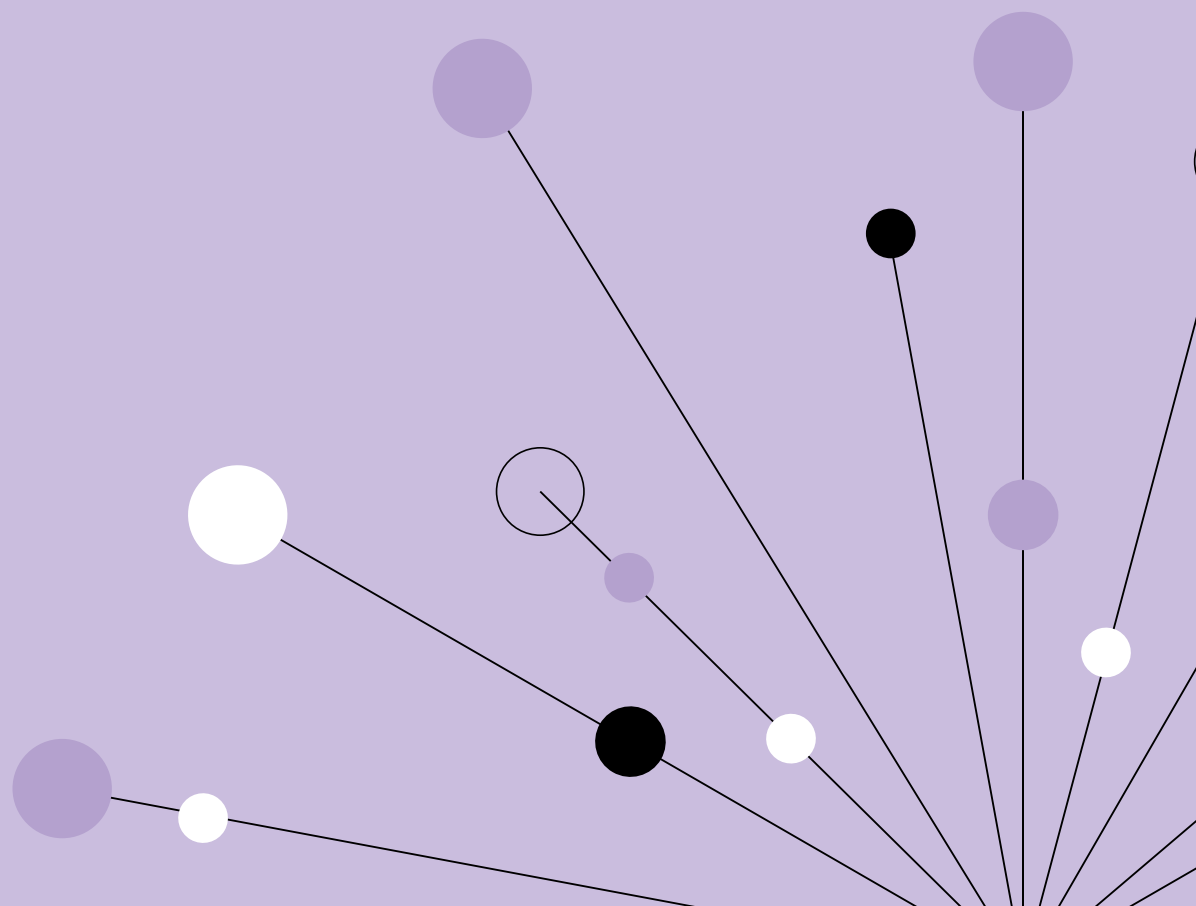


# Digital & AI Support

**Level 3 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

**50,000+**

Careers launched  
& accelerated

**£500m+**

Levy funds  
invested

**24 hours**

Feedback time for  
submissions

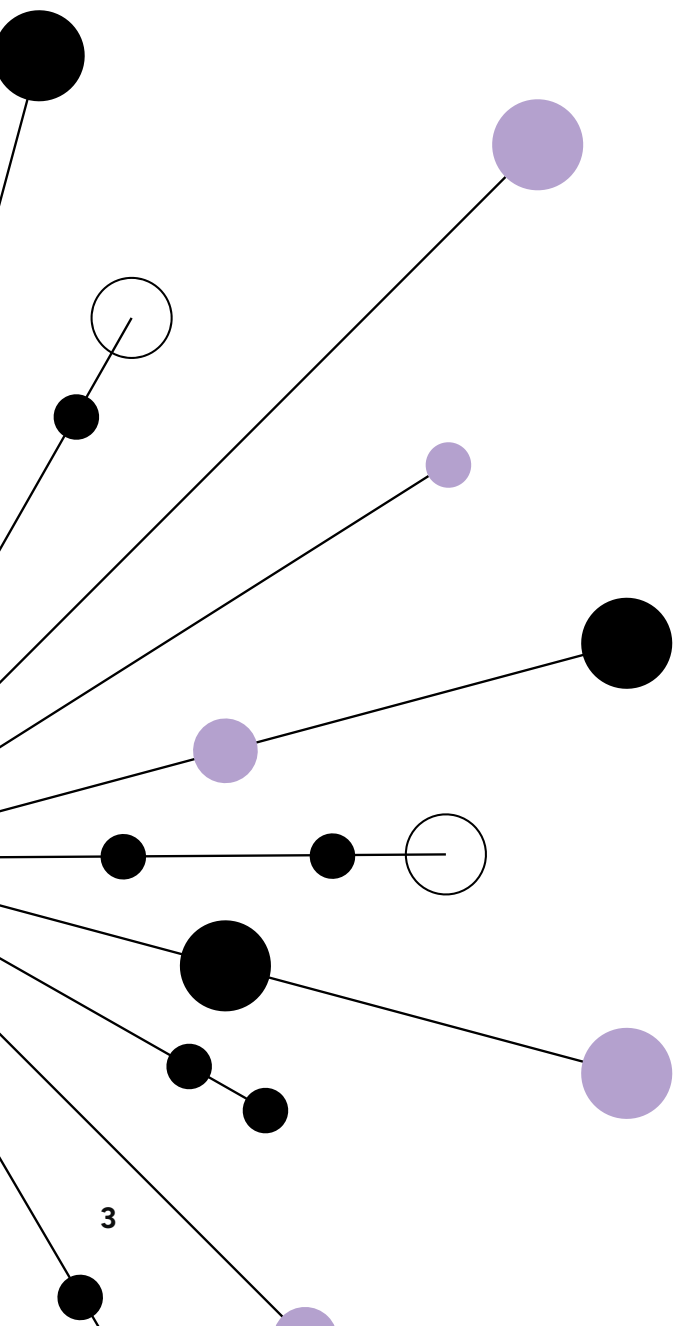
**<1 minute**

Response time to  
learner queries



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

Let's dive in!



# Contents

Creating Change	04
Digital by Design	05
Programme Overview	06
Learner Journey	07
Modules	08
Tools and Technologies	11
End-Point-Assessment	12

# Creating Change

Digital and AI support champions business transformation.

This programme equips your organisation with essential AI, Microsoft Copilot, and digital skills to support stakeholders, promote AI literacy, and enable teams to harness cutting-edge technology for transformative impact.

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



## Accelerate AI Adoption

Support teams to leverage Gen AI and digital tools securely across your organisation.



## Streamline Productivity

Unlock new creative potential and boost business efficiency and performance.

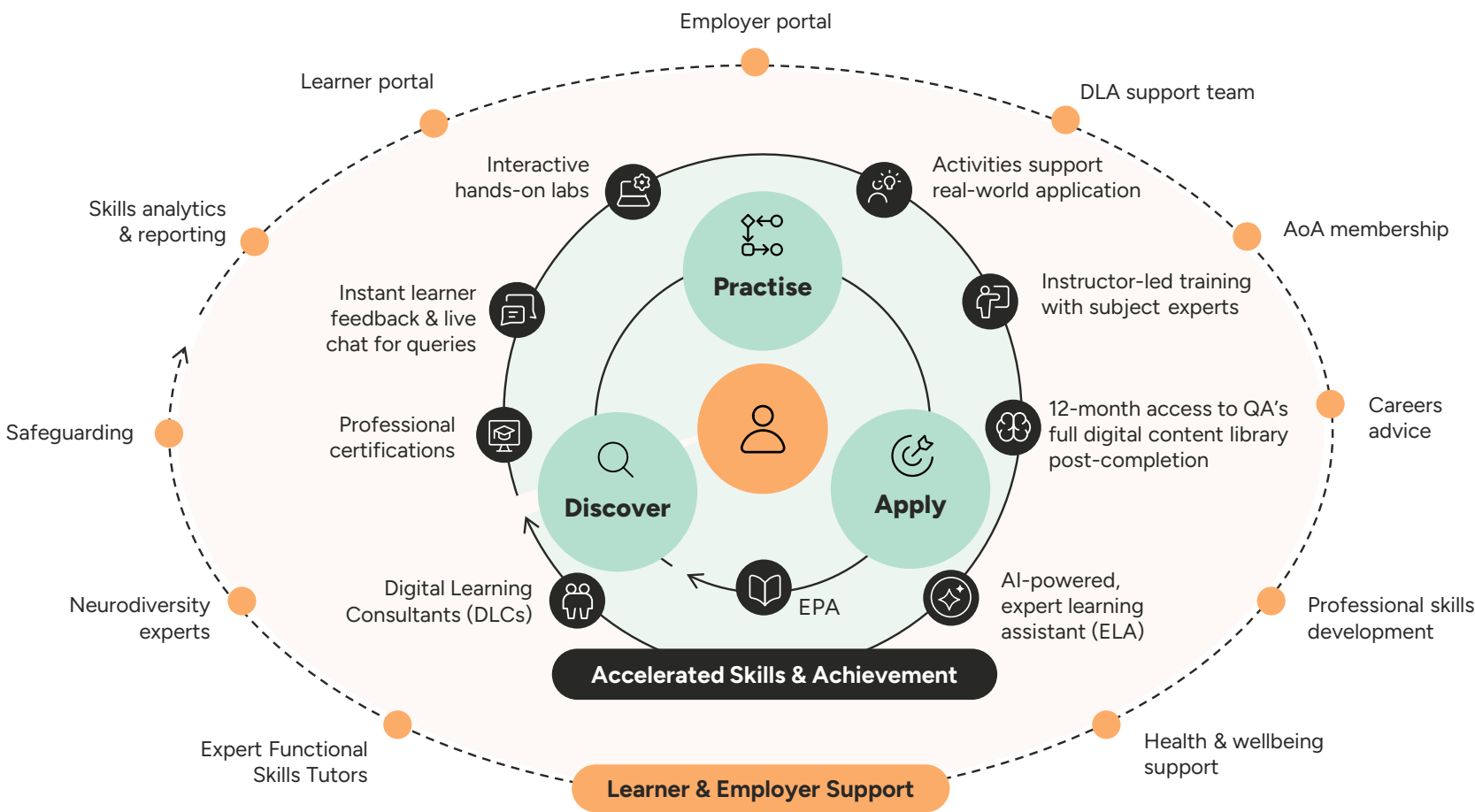


## Champion Innovation

Foster a culture of innovation by guiding stakeholders through AI-powered solutions.

# 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:** Digital Support Technician



**Total cost:** £13,000



**Programme duration:** 16 months



**Live instructor sessions:** 17 days

Delivered in collaboration with our strategic vendor partner:



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



Customer  
Success



Enabling  
Productivity



Data-Driven  
Success



SaaS  
Applications



Coaching  
& Advice



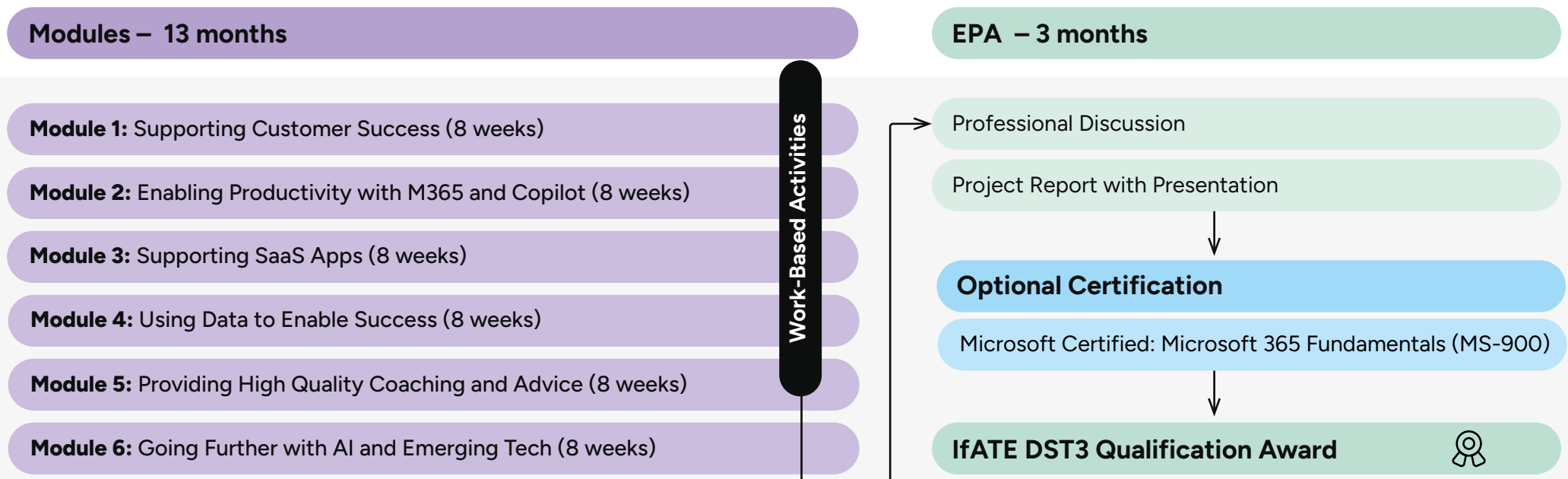
AI &  
Emerging Tech



# Learner Journey

The Digital & AI Support 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:** Supporting Customer Success

Introduces the essentials of supporting customer success in digital environments – including help desk systems, diagnosing issues, effective communication, time management, and diverse stakeholder collaboration using modern tools.

#### **Topics:**

- Customer Success in Digital Support
- Diagnosing Stakeholder Digital Issues
- Helpdesk Systems & Information Management
- Organisational Digital Presence & Brand Safeguarding
- Communication & Stakeholder Engagement
- Time Management & Prioritisation
- Risk Assessment & Decision-Making
- Digital Applications & Business Functions
- Professionalism in Digital Support
- AI in Customer Support & Helpdesk Operations

**Live Instructor Sessions:** 3 Days



## 02

### Module 2:

#### Enabling Productivity with M365 and Copilot

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Examines how to support and enhance productivity with M365 and Copilot by managing data, collaborating effectively, empowering stakeholders, and integrating digital tools across business functions.

#### Topics:

- Digital Office Automation Technologies.
- Enhancing Productivity with M365 & Copilot.
- Collaborating & Teamwork with Digital Tools
- Using Digital Tools to Manage & Work with Data
- Using Templates in Microsoft 365
- Crafting Effective Prompts for Copilot
- Integrating Digital Tools Across Business Functions
- Using Digital Information Management Systems

**Live Instructor Sessions:** 4 Days

## 03

### Module 3:

#### Supporting SaaS Apps

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Explores strategies for effectively supporting SaaS applications – including infrastructure, integration across business functions, digital transformation, sustainability, and leveraging AI for optimised support.

#### Topics:

- Introduction to SaaS Apps.
- Understanding Digital Architecture & infrastructure
- Supporting Digital Information Systems
- Integrating SaaS Across Business Functions
- Operating Digital Information Systems
- Supporting Digital Change & Transformation
- Sustainable IT & SaaS Applications
- AI in SaaS Support

**Live Instructor Sessions:** 2 Days

## 04

### Module 4:

#### Using Data to Enable Success

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Focuses on harnessing data to drive success, covering secure storage, risk mitigation, effective internet use, and optimising data systems to enhance productivity.

#### Topics:

- Introduction to Data & Importance
- Secure Data Storage & Backup Strategies
- Data Handling, Compliance & Security
- Mitigating Data Loss & Managing Risks
- Organising, Searching & Storing Data
- Internet Use & Information Security
- Using Data to Enhance Productivity & Performance
- AI in Data Management & Analysis

**Live Instructor Sessions:** 3 Days

# 05

## Module 5:

### Providing High-Quality Coaching & Advice

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Covers delivering high-quality coaching and advice to stakeholders, driving improved organisational performance, continuous development, and effective use of digital applications.

#### Topics:

- Effective Communication for Coaching & Advice
- Planning & Organising Continuous Development
- Time Management & Prioritisation in Coaching
- Training & Supporting Stakeholders in Digital Applications
- Collaboration & Information Sharing in Coaching
- Professionalism & Independence in Coaching
- Leveraging AI in Coaching & Digital Training

**Live Instructor Sessions:** 2 Days

# 06

## Module 6:

### Going Further with AI & Emerging Tech

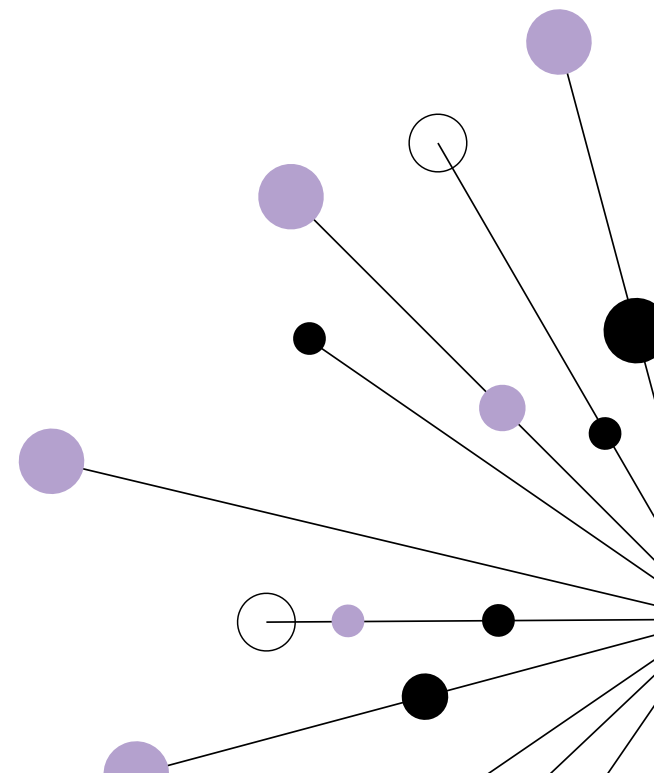
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Champions the use of modern generative AI tools and emerging technologies, empowering individuals to support, integrate, and leverage these tools effectively in their daily work.

#### Topics:

- Introduction to AI & Emerging Technologies
- Continuous Improvement in Digital Technology
- Emerging Digital Technologies & Their Impact
- Supporting Digital Transformation & AI Adoption
- AI & Sustainability in Digital Support
- Using AI to Solve Problems & Drive Innovation

**Live Instructor Sessions:** 4 Days





# Tools and Technologies

## AI and Digital Productivity

- Microsoft 365
- Microsoft Copilot

## Digital Applications & Systems

- Software as a Service (SaaS) Apps
- On-Premise Apps

## Technical Support

- Troubleshooting Methodologies
- Technical Documentation
- Communication Tools
- Stakeholder Management Tools
- Maintenance Techniques

## Help Desk & Support Systems

- Documenting Findings
- Ticketing Systems
- Task Tracking Systems
- Asset Registers

## Data Management & Security

- Data Storage Solutions
- Backup Systems
- Data Management Policies
- Data Handling Procedures

## Coaching and Advice

- Adapting Communication Techniques
- Training & Support Techniques

# End-Point-Assessment

We ensure all learners are fully prepared for their End-Point-Assessment (EPA) through our internal gateway process, maximising their success rates.

## Assessment criteria:

### 01

#### Knowledge

Ability to convey knowledge effectively.

### 02

#### Skills

Demonstrate practical skills with confidence.

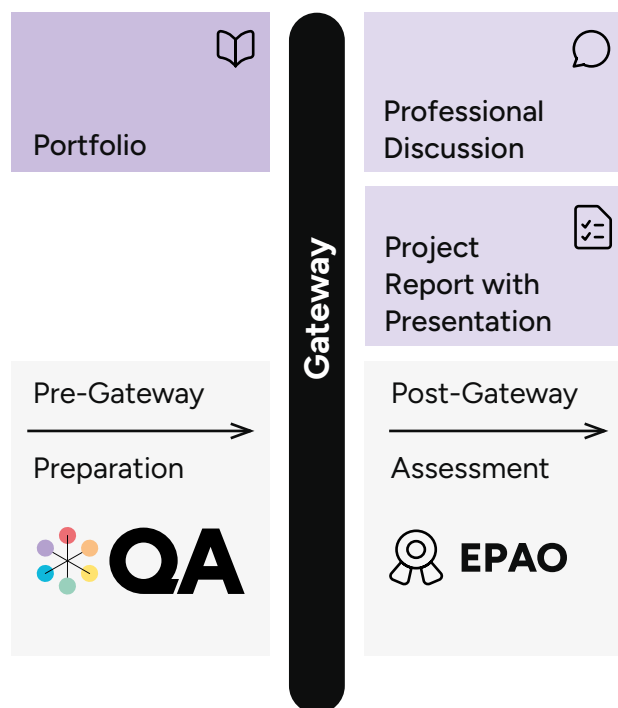
### 03

#### Behaviour

Exhibit professional workplace behaviour.

Explore the detailed assessment criteria within the **Digital Support Technician** standard.

## EPA process:



**Professional Discussion:** Engage in a formal two-way conversation to showcase knowledge, skills, and behaviours.

**Project Report with Presentation:** Prepare a project report, demonstrate knowledge and achievements, and participate in a Q&A.



# Ready to partner with us?

## Let's talk:



0113 220 7150



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