

AI & Automation Practitioner Level 4

Programme handbook



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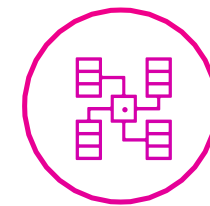
Welcome to the Level 4 AI & Automation Practitioner Programme



This apprenticeship will cover:



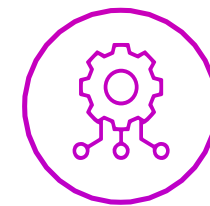
Finding and prioritising automation and AI opportunities



Designing and building reliable automations and agents



Governing data, risk and responsible AI



Releasing, monitoring and improving solutions in live use



Scaling adoption and shaping future automation strategy

Course cost:

£18,000

Programme duration:

15 months + 12 week EPA

Equivalent live training:

17 days

Apprenticeship Standard

Your Fast-track to Global Certification

We offer specialised training for industry-leading certifications from **Cisco**, **CompTIA**, **Microsoft**, and **Percipio**, providing you with the distinct expertise needed to master the world's most essential digital skills.



PHASE 01

Discover Opportunities & Build your First Automation

This phase helps learners spot the right automation opportunities and turn them into a sensible, low risk first pilot. They will learn how to assess which processes are worth automating, prioritise options based on value and effort, and design a pilot that is maintainable, testable, and ready to scale, with clear ownership and controls.

Focus area:

- Unit 1 Digital Strategy & Agentic AI
- Unit 2 Automation Discovery & Impact
- Unit 3 Automation Value
- Unit 4 Solutions Lifecycle

PHASE 02

AI Engineering, Integration & Agentic Systems

This is where the programme becomes hands-on delivery. Learners build real automations, integrate with platforms and data, apply agentic patterns where they genuinely add value, and embed assurance practices so solutions remain reliable after go-live.

Focus area:

- Unit 5 Automation Governance
- Unit 6 Cloud Automation
- Unit 7 Agentic AI
- Unit 8 Automation Assurance

PHASE 03

Enterprise Deployment, LLMOps and AI Transformation

This phase focuses on organisational reality: governance, compliance, benefits realisation, and organisational adoption. Learners learn how to evidence control, measure ROI, improve performance, and scale capability across the business without creating risk or tool sprawl.

Focus area:

- Unit 9 Responsible AI
- Unit 10 Benefits Realisation
- Unit 11 Scalable Automation
- Unit 12 Future AI Strategy

UNIT 01

Digital Strategy & Agentic AI

🕒 **Equivalent live training:** 1 day

Build a practical foundation for adopting AI and automation, moving from interest to a credible first use case. Learn how to spot high value opportunities, scope work clearly and design safe early automations with clear constraints and human checks. Produce a simple first agent concept that defines value, boundaries and governance.

Topics covered:

- Strategic AI and Automation Adoption
- Automation vs augmentation vs transformation
- Opportunity identification and prioritisation
- Requirements framing and scope definition
- Risk, success measures and human-in-the-loop (HITL)
- First Agent concepts

UNIT 02

Automation Discovery & Impact

🕒 **Equivalent live training:** 2 days

Identify and qualify automation opportunities with disciplined discovery, not guesswork. Learn to assess automation readiness through process mapping, data quality, exceptions, decision points and operational risk. Produce a fit assessment that summarises feasibility, dependencies and next steps.

Topics covered:

- Automation-ready in practice
- Automation failure modes
- Process boundaries, inputs, outputs, owners and decision points
- Process mapping and pain point identification
- Feasibility and dependency
- Automation fit assessments

UNIT 03

Automation Value

🕒 **Equivalent live training:** 1 day

Quantify and communicate automation value so prioritisation is evidence led and consistent. Learn how value, effort and risk shape trade-offs, then apply a simple scoring model to separate quick wins from longer-term opportunities. Produce a prioritised backlog with clear rationale and assumptions.

Topics covered:

- Automation Value, Effort and Risks
- Decision trade-offs
- Tactical & strategic automation
- Ranking automation opportunities
- Communicating automation recommendations

UNIT 04

Solutions Lifecycle

 **Equivalent live training:** 2 days

Move from an automation idea to a scalable pilot with clear design choices for maintainability, support and ownership. Identify integration and data needs, plus constraints like access, security and process variation. Produce a pilot design pack with controls, acceptance criteria, testing approach and rollout plan.

Topics covered:

- Scalable pilots & failure points
- Sustainable Automation
- Integration, data and operational constraints
- Pilot architecture and control design
- Acceptance criteria and testing approaches
- Rollout planning, hypercare and BAU support

UNIT 05

Automation Governance

 **Equivalent live training:** 2 days

Design automations that are safe, compliant and reliable by applying practical data governance. Learn how data architecture, classification, access, retention and auditability affect performance and risk. Produce a data handling plan that covers lineage, permissions, controls and audit evidence.

Topics covered:

- Data architecture, automation reliability and risk
- Core Automation Governance
- Data quality risks
- Data lineage, permissions, audit and assurance
- Data handling plans

UNIT 06

Cloud Automation

 **Equivalent live training:** 2 days

Connect automations to business systems safely using proven cloud integration patterns. Learn how authentication, authorisation, resilience and error handling shape reliable integrations. Produce an integration specification covering APIs, data contracts, dependencies and failure handling.

Topics covered:

- Enterprise automation integration
- Authentication and authorisation
- Security and resilience
- Reuseable Automation
- Automation & API integration

UNIT 07

Agentic AI

🕒 **Equivalent live training:** 2 days

Use generative agents responsibly by focusing on where they add value and how to control risk. Learn grounding, prompt design and human-in-the-loop patterns to improve reliability and reduce issues like hallucination and data leakage. Produce an agent design with prompts, tools, guardrails and validation checks.

Topics covered:

- Agentic AI use cases
- Prompt Instruction & Orchestration
- Human-in-the-loop (HITL)
- Agentic AI risks
- Agentic AI assurance
- Agent design specification

UNIT 08

Automation Assurance

🕒 **Equivalent live training:** 1 day

Take automations and agents live safely and keep them reliable through strong lifecycle management. Learn testing, release and monitoring practices that prevent firefighting and support adoption. Produce a release pack with test evidence, a communications plan and a runbook.

Topics covered:

- Lifecycle management
- Testing practices
- Release planning, monitoring and ownership
- Automation adoption barriers
- Deployment practices
- Release pack creation

UNIT 09

Responsible AI

🕒 **Equivalent live training:** 1 day

Deliver AI and automation responsibly by turning policy and ethics into practical design decisions and evidence. Learn to spot compliance risks early and apply structured risk assessments with clear mitigations and escalation routes. Produce an audit-ready evidence set covering decisions, controls and approvals.

Topics covered:

- Practical Responsible AI
- Legal, regulatory and organisational policy constraints
- Ethical and compliance risks
- Risk assessment, mitigations and escalation routes
- Decisions, controls and approvals
- Assurance and governance evidence

UNIT 10

Benefits Realisation

 **Equivalent live training:** 1 day

Prove that automations and agents deliver value after go-live by measuring performance, drift and unintended harm. Learn ROI basics and use simple analytics to prioritise improvements based on evidence. Produce a benefits tracking report with clear recommendations and next actions.

Topics covered:

- Measuring automation and agent performance
- ROI basics
- Automation Metrics
- Automation analytics
- Descriptive analytics
- Benefits tracking

UNIT 11

Scalable Automation

 **Equivalent live training:** 1 day

Scale automation beyond isolated wins by planning for people, roles and ways of working. Learn practical change management for non-technical audiences, including stakeholder and champion models, training and support. Produce an adoption plan covering capability uplift, communications and feedback loops.

Topics covered:

- Automation Transformation
- Change management
- Stakeholders, champions and the roles needed for scale
- Adoption planning
- Capability uplift
- Continuous improvement

UNIT 12

Future AI Strategy

 **Equivalent live training:** 1 day

Shape a future-ready automation and AI strategy by turning trends into practical decisions. Learn how to evaluate vendors and tools for fit, security, integration and total cost of ownership. Produce a forward roadmap with clear principles, options and decision points.

Topics covered:

- Technology trends
- Vendor and tool evaluation
- Standardisation vs experimentation
- Horizon scanning techniques
- Roadmap design
- Communicating strategic recommendations

UNIT 13

Capstone Project & EPA Preparation

🕒 **Equivalent live training:** n/a

Deliver a complete end-to-end automation or agent solution using a provided scenario, from discovery to benefits tracking. Confirm readiness through process mapping and feasibility checks, then prioritise value using a simple scoring model. Produce a full delivery pack including pilot design, build outputs, governance evidence, test results, release plan, runbook and benefits report ready for stakeholder challenge and EPA preparation.

Topics covered:

- Use case selection, problem framing and success measures
- Process mapping, readiness checks and fit assessments
- Value scoring, prioritisation and backlog rationale
- Pilot design pack
- Build and configuration
- Governance and Responsible AI
- Testing, release planning & monitoring approach
- Benefits tracking
- Final showcase



AI Automation & Practitioner Level 4 Learner journey

- Month 1**
- Digital Strategy & Agentic AI
 - Coaching Session

- Month 4**
- Solutions Lifecycle
 - Coaching Session

- Month 2**
- Automation Discovery & Impact
 - Coaching Session

- Month 3**
- Automation Value
 - Progress Review

- Month 6**
- Automation Governance
 - Coaching Session

- Month 7**
- Cloud Automation
 - Progress Reviews

Month 5
Coaching Session

- Month 9**
- Automation Assurance
 - Coaching Session

- Month 11**
- Responsible AI
 - Coaching Session

- Month 8**
- Agentic AI
 - Coaching Session

Month 10
Coaching Session

- Month 12**
- Benefits Realisation
 - Coaching Session

Month 15
Capstone Project & EPA Preparation

- Month 14**
- Future AI Strategy
 - Coaching Session

- Month 13**
- Scalable Automation
 - Coaching Session

EPA

The programme

AI & Automation Practitioner Level 4 – EPA Overview

(EPA in review TBC April 2026)

- **Ongoing Assessment:** Progress is tracked throughout the apprenticeship using our digital platform.
- **End-point Assessment (EPA):** At the end of the programme, learners complete a business-related project and are required to complete one further assessment from:
 - Presentation
 - Simulated task
 - Professional discussion
 - Portfolio

Both elements are designed to demonstrate real-world competence and readiness for the workplace.

Qualification

On completion of the programme, you will be awarded a Level 4 AI Automation Practitioner Apprenticeship. This qualification will allow you to apply for RITTech which is a professional registration for IT technicians, an independent public register for the people who work in IT and digital.

Apprenticeship Standard

Virtual learning session

For the AI & Automation Practitioner programme, live learning and support is delivered through Live AI Drop-In Clinics, hosted via Microsoft Teams.

These drop-in clinics replace traditional scheduled virtual classrooms and are designed to support deeper discussion, sense-checking, and applied exploration alongside your self-paced learning.

How the Live AI Drop-In Clinics work

- Sessions are delivered through Microsoft Teams
- Clinics run Monday to Thursday, with AM and PM options
- Sessions are hosted by AI specialist trainers with practical and technical expertise
- Clinics are booked by the learner, allowing them to choose sessions that fit around their schedule

During these sessions, learners can:

- Explore more complex or strategic questions
- Discuss real organisational use cases and challenges
- Sense-check approaches, decisions, and ethical considerations
- Learn from AI specialists and peers working in similar contexts

Booking your sessions

Access to Live AI Drop-In Clinics is provided via a dedicated booking calendar:

[Click here to book](#)

Learners are encouraged to attend sessions regularly, particularly as projects and applied learning activities progress.

Technical readiness

To participate in Live AI Drop-In Clinics, learners will need:

- Access to Microsoft Teams (via web browser or desktop app)
- A working microphone and camera
- A suitable environment for discussion and interaction

Joining links will be provided via calendar invitation once a session is booked.

If learners need support accessing Microsoft Teams or booking sessions, their coach can assist.





Off-the-job hours

As a working professional, learners will integrate their apprenticeship learning with their existing role, dedicating contracted working time to off-the-job development. This flexible training is delivered through a blended approach, including focused live classroom days, personalised coaching sessions, e-learning modules and practical applied learning activities designed to reinforce and extend their expertise.

The employer will work in partnership with Apprentify to ensure that the required off-the-job hours are achieved in a way that complements the learners ongoing responsibilities. Progress is tracked via the Bud digital platform and they will be supported by their Development Coach and line manager to balance apprenticeship commitments with their day-to-day work priorities.

What counts towards off-the-job hours?

Off-the-job hours are simply time spent learning new knowledge, skills, or behaviours that directly relate to the apprenticeship - while at work. This doesn't have to be separate from the usual responsibilities; in fact, many activities the learner already does can count, as long as this development is in line with the apprenticeship standard.

To recognise off-the-job hours, consider:



If the answer is yes to these, learners can record their activity as off-the-job hours. Like shadowing a colleague, attending a relevant meeting, or working on a project that stretches their skills can all count - making it easy to capture their development as part of their everyday work.

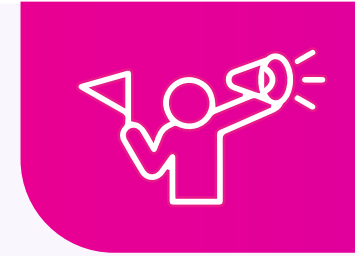
The expectations listed are necessary for all parties to ensure that the learner completes their programme.

Learner



- Preparation and planning for coaching/classroom sessions
- Attending all virtual classrooms and coaching sessions
- Completion of tasks in the agreed timeframe
- Planning 20% off-the-job training and completing Bud activities
- Taking responsibility for their own development
- Communicate support needs to their line manager and Development Coach
- Update their Self-Study Log with the extra training they complete

Development Coach



- Providing teaching and coaching sessions
- Monitoring progress using Bud and gaining feedback from line managers
- Coaching apprentices with both programme and workplace-related skills
- Feedback to drive enhanced performance and improved knowledge
- Online support through regular meetings
- Marking and assessment of Bud work
- Preparation for Apprenticeship Assessment

Line Manager



- Facilitate time for the apprentice for their learning in working hours
- Monthly one-to-one reviews with learners to discuss progress, provide feedback and guide development
- Provide opportunities for learners to participate in relevant workplace tasks related to their apprenticeship standard
- Keep in regular contact with the apprentice and Development Coach
- Provide learning opportunities

Trainer



- Identify support needs prior to the programme
- Provide high-quality skills based virtual classroom training
- Provide assessment for learning activities
- Provide learning resources to enhance the embedding of skills
- Support practical application





Professional development at Apprentify

At Apprentify, our curriculum goes beyond technical knowledge to develop the behaviours and soft skills that today's employers value. We're committed to shaping well-rounded professionals who are adaptable, collaborative and ready to make a positive impact in any workplace.

Path to Mastery

Our "Path to Mastery" offers ambitious learners the opportunity to deepen their expertise in specialist areas. With the support of both their employer and Apprentify, apprentices can access additional learning, including:



Skillsoft Percipio

Learners can gain exclusive access to thousands of on-demand resources, videos and certifications designed to boost their effectiveness and confidence in adopting new technologies.



Safeguarding and inclusion

British values

Rule of Law

Rules promote a happy, safe and secure living and working environment. Examples are:

- Legislation
- Agreed procedures, policies and ways of working
- Codes of conduct
- How the law protects you and others

Individual Liberty

Protection of your rights and the rights of others you work with. Examples are:

- Values and principles
- Individuality, consent, choice and rights
- Dignity and respect
- Equality and human rights
- Personal and professional development

Democracy

Everyone should be aware of their rights and responsibilities that help to build a culture of freedom and equality. Examples are:

- Team meetings
- Joint decision-making
- Receiving and giving feedback
- The right to protest and petition
- Leadership and accountability

Respect and Tolerance

Respecting the ideas, beliefs and values of others while not imposing our own on others, including:

- Tackling discrimination
- Tackling bullying
- Embracing diversity
- The importance of religion, traditions, preferences and cultural heritage
- Recognise stereotyping, prejudice and labelling

Safeguarding and prevent

Apprentify has a statutory requirement to ensure that all our apprentices are safe from harm and can learn in a secure environment. This is a responsibility of everyone involved in the programme, including employers and apprentices.

Safeguarding does not simply refer to physical harm. It can also be far less obvious and harder to recognise – abuse, neglect and wellbeing concerns are all examples of safeguarding concerns that you should be aware of and know how to respond to, both on behalf of yourself and on behalf of others.

The Prevent duty is part of the UK Government's Counter-Terrorism Strategy (CONTEST) and is designed to stop people from becoming terrorists or supporting terrorism. It is a requirement of numerous public-facing bodies, including apprenticeship training providers, to develop knowledge of the signs of radicalisation and to ensure that learners understand how to report their concerns.

What does this look like in my programme?

Your Development Coach will support you and your employer in building awareness and applying safeguarding and Prevent in the workplace and in modern Britain. This will involve:

- Discussions during progress reviews
- Activities in virtual classrooms
- E-learning courses
- Real-life scenarios in coaching sessions
- External courses for Action Counters Terrorism (ACT) Awareness

Our Safeguarding Officers

To find out who our designated Safeguarding Officers are, click on the link below.

[Safeguarding](#)

What do I do if I have any concerns?

If you have any concerns, you can confidentially contact the Apprentify safeguarding team.

Additional learning needs (ALN)

Cognassist

During the application process for apprenticeships, learners will complete a Neurodiversity Assessment, which will identify any neurodiversity needs. If the software identifies such a need, the learner will work with a dedicated Cognassist Tutor throughout the programme.

At the start of each month, learners will be provided with four strategies to support their learning and develop their understanding. Learners must aim to complete all four strategies every month. Once learners have completed the strategies, apprentices hold a monthly session with their Cognassist Tutor.

These are completed remotely with a Tutor, who will discuss each strategy and document feedback around the skills and actions, as well as the impact of, each module on Cognassist. While this is not mandatory, and you can opt out if you wish, this will support you with any identified learning needs throughout your programme.

Cognassist is a tool that assesses the neurodiversity of learners and provides strategies and activities for them to enhance their learning. Cognassist assesses capacity in the following domains:

- Verbal Memory
- Non-Verbal Memory
- Literacy
- Numeracy
- Visual Information
- Processing Speed
- Executive Function
- Verbal Reasoning
- Non-Verbal Reasoning



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