

JOB DESCRIPTION

AI & Quality Improvement Apprentice

Quality, curriculum and practical AI adoption

Department	Quality & Curriculum
Reports to	Curriculum Lead
Contract	Full time Apprenticeship
Starting salary	£22,000 per annum
Salary review	Formal review after 12 months, including applicable National Minimum Wage requirements
Apprenticeship	Level 4 Artificial Intelligence (AI) and Automation Practitioner
Location	Remote / home-based within the UK

1. Role purpose

The AI & Quality Improvement Apprentice will work within the Quality & Curriculum team to support high-quality apprenticeship delivery, effective quality assurance, curriculum improvement and organisational readiness for inspection, audit and compliance activity.

The postholder will use data, artificial intelligence and automation to help the team identify trends, organise evidence, improve reporting and reduce repetitive administrative activity. They will also help research, test and develop practical AI-assisted tools that support teaching, learning, assessment and quality improvement.

This is a development role aligned to the Level 4 Artificial Intelligence (AI) and Automation Practitioner apprenticeship. The apprentice will support and inform quality processes, but final assessment decisions, quality judgements, compliance decisions and professional sign-off will remain with appropriately competent and authorised colleagues.

2. Key responsibilities

Quality assurance, data & management information

- Assist in maintaining quality dashboards, reports and management information to support effective decision-making.
- Use AI and automation tools to help analyse quality assurance findings, identify trends and highlight areas of risk, best practice and improvement.
- Support data analysis relating to learner progress, achievement, attendance, engagement and other quality indicators to identify trends and inform improvement activity.
- Produce clear reports and visualisations that support managers to monitor quality performance, learner outcomes and inspection readiness.
- Assist in the creation and maintenance of quality assurance trackers, action plans, self-assessment documentation and improvement records.
- Help maintain accurate, timely and well-organised quality information, ensuring appropriate version control and audit trails.

Inspection, audit & compliance readiness

- Support preparation for external inspections, audits and funding compliance reviews by helping to collate, organise and maintain supporting evidence and documentation.
- Assist the team in maintaining evidence libraries and inspection-readiness records so that information can be located quickly and confidently.
- Use digital tools and automation to support tracking of actions, evidence requirements, deadlines and areas requiring follow-up.
- Help identify gaps or inconsistencies in records for review by the appropriate quality, curriculum or compliance lead.
- Support the production of management information and evidence packs required for internal and external quality activity.

AI-assisted quality assurance & assessment

- Support the development of AI-assisted quality checking tools that help review learner files, assessment decisions and compliance requirements.
- Assist in testing and evaluating AI solutions designed to improve consistency, accuracy and efficiency within quality assurance processes.
- Help develop AI-powered marking and feedback solutions that support assessors while maintaining professional judgement, appropriate human oversight and quality standards.
- Assist in developing tools that review written feedback, flag potential gaps in evidence and help improve the consistency and quality of assessment feedback.
- Support the development and testing of AI-assisted moderation and standardisation tools to improve consistency of assessment decisions.
- Contribute to systems that can flag potential indicators of inappropriate or unethical AI use within learner submissions for appropriate human review; AI-generated indicators must not be treated as conclusive evidence on their own.
- Document testing outcomes, limitations, risks and recommended controls for AI-assisted quality tools.

Digital systems & automation

- Contribute to the development of digital systems that improve quality monitoring, reporting, record keeping and access to management information.
- Work with quality and curriculum colleagues to identify repetitive administrative processes that could be streamlined through automation.
- Map existing processes and support the design, testing and implementation of automated workflows with appropriate controls.
- Help ensure digital quality systems maintain accurate data, clear audit trails and appropriate access controls.
- Identify opportunities to connect information and reduce duplication across quality and curriculum processes.

Curriculum, teaching & learning innovation

- Research and evaluate emerging AI technologies that may support teaching, learning, assessment, curriculum development and quality improvement.
- Work with curriculum colleagues, tutors and assessors to understand practical challenges and explore where AI or automation may provide useful support.
- Support controlled pilots of new tools and gather feedback and evidence on their effectiveness, risks and limitations.
- Help develop practical guidance, examples and resources that support colleagues to use AI responsibly and effectively within teaching, learning and assessment.
- Share relevant AI developments, learning and examples of good practice with the Quality & Curriculum team and wider organisation.

Responsible AI & information handling

- Use AI, learner information and organisational data in accordance with Projecting Success policies, data protection requirements, information security controls and agreed AI governance.
- Maintain confidentiality when working with learner files, assessment evidence and quality records.

- Ensure appropriate human review is built into AI-assisted processes, particularly where outputs may affect learners, assessment, quality or compliance.
- Raise concerns where an AI tool may introduce bias, inaccuracy, data protection risk or inappropriate reliance on automated outputs.

3. Apprenticeship & development

The postholder will undertake the Level 4 Artificial Intelligence (AI) and Automation Practitioner apprenticeship as part of their employment. They will be expected to engage fully with their apprenticeship, complete agreed learning activity and apply their developing knowledge and skills within the role.

Projecting Success will provide appropriate time, support and workplace opportunities for the apprentice to develop and evidence their skills through practical quality-improvement, data-analysis, AI and automation projects within the Quality & Curriculum function.

4. Person specification

Essential

- A genuine passion for AI, automation and emerging technology.
- A strong interest in how technology can improve education, quality assurance, teaching, learning and assessment.
- Natural curiosity and enthusiasm for experimenting with new tools and ideas.
- An analytical mindset and an interest in using data to identify patterns, risks and opportunities for improvement.
- Confidence using digital technology and the ability to learn new systems quickly.
- Strong attention to detail and a methodical approach to information and record keeping.
- Clear written and verbal communication skills.
- Good organisation and the ability to manage several activities at the same time.
- Ability to work independently while knowing when to ask for guidance or escalate a concern.
- An understanding of the importance of confidentiality, responsible AI use and appropriate human oversight.
- A willingness to test ideas, learn from results and continuously improve.
- Ability to meet the eligibility requirements for the apprenticeship programme.

Desirable - but not required

- Experience of, or a personal interest in, generative AI tools and workflow automation.
- Excel, Power BI or other data-analysis and visualisation tools.
- Automation platforms such as Power Automate, Zapier or Make.
- Experience working with dashboards, trackers, data sets or management information.
- An interest in education, apprenticeships, curriculum or quality assurance.
- Coding, APIs, system integrations or prompt design.
- Experience creating digital resources, documentation or process guides.

5. What success looks like

- Quality dashboards, trackers and management information are accurate, useful and kept up to date.
- Managers receive clearer insight into quality trends, learner performance, risks and improvement priorities.
- Inspection, audit and compliance evidence is easier to organise, maintain and retrieve.
- Repetitive quality and curriculum administration is reduced through well-designed automation.
- AI-assisted quality tools are tested responsibly, with clear evidence of benefits, limitations and appropriate controls.
- The team develops practical AI use cases that improve consistency, efficiency or quality without replacing professional judgement.

- The apprentice becomes a confident internal advocate for responsible AI within Quality & Curriculum.
- Successfully progresses through and completes the Level 4 apprenticeship.

6. Progression

The role is intended to develop alongside the apprentice's capability. For the right individual, longer-term progression could include opportunities in AI & Automation, Quality Improvement, Quality Assurance, Data & Insight, Curriculum Technology, Learning Technology or Digital Transformation.

7. Employment checks & expectations

Employment is subject to satisfactory right-to-work and pre-employment checks appropriate to the role. Depending on the level of access to learner information and activity, additional checks may be required in line with organisational safeguarding and safer-recruitment requirements.

The postholder is expected to comply with Projecting Success policies, including safeguarding, information security, data protection, equality, health and safety and responsible use of AI.

The duties listed are intended to describe the main responsibilities of the role. They may develop reasonably as the apprentice's capability and the organisation's quality, curriculum and AI activity mature.