PROJECTING SUCCESS

PROGRAMME GUIDE

Level 3 Digital Support Technician

AI enabled. Data confident.

Practical AI, Excel, Power BI and automation skills for the modern workplace.

Key facts:

- 13-month apprenticeship programme.
- Tutor-led training via remote online workshops.
- Guided pre-learning and workplace application activities.
- Portfolio developed through practical workplace projects.
- Regular employer, learner and tutor reviews throughout the programme.
- Practical training in AI, Excel, Power Query and Power BI.
- Digital transformation project embedded throughout the programme.
- Progression opportunities to Level 4 Data Analyst and Level 4 AI and Automation Practitioner.
- Levy funded for levy-paying employers.
- Co-investment funding available for eligible employers.

Course structure

Apprentices working towards Functional Skills Level 2 in Maths and English will receive additional support where required.

The programme combines:

- Guided online pre-learning
- Tutor-led online workshops
- Workplace application activities
- Professional discussions
- Portfolio development
- Digital transformation project

The final assessment period takes place after completion of the teaching and learning phase.

Progress reviews take place throughout the programme to ensure learners are receiving appropriate support and that the apprenticeship is delivering value to both the learner and employer.

Who is the Digital Support Technician programme aimed at?

Projecting Success aims to develop AI enabled, data confident professionals who can support stakeholders, improve processes and help organisations make better use of data, AI and digital technologies.
The programme is suitable for learners at all stages of their career, from those entering digital roles through to experienced professionals looking to build practical capability in AI, digital productivity and data analysis.

How the Programme is Assessed

Assessment activities include:

- Portfolio evidence
- Workplace projects
- Professional discussions
- End-point assessment activities aligned with the Digital Support Technician standard

Portfolio evidence is developed throughout the programme, encouraging continuous application of learning and reducing pressure at the end of the apprenticeship.

Module	Overview
Digital Workplace Fundamentals	Working effectively with digital technologies and modern workplace collaboration tools.
Data and Information Fundamentals	Understanding how data is created, managed and used within organisations.
Security, Governance and Legislation	Applying good practice, legislation and governance principles when working with digital technologies and information.
Excel Essentials	Developing confidence and capability using Microsoft Excel.
Excel Analysis and Reporting	Using data to answer questions, identify trends and support decision making.
Power Query and Data Preparation	Preparing, transforming and combining data from different sources.
Power BI Fundamentals	Building reports, dashboards and visualisations.
Power BI Business Intelligence and Data Storytelling	Communicating insight effectively to stakeholders.
AI Productivity and Prompt Engineering	Using AI tools safely, responsibly and effectively.
AI Assisted Development	Using AI to improve productivity and accelerate delivery.
AI Agents and Automation	Exploring automation opportunities and intelligent workflows.
Digital Transformation Project	Applying programme learning to a genuine business challenge.

Technical Experience

No previous experience of Power BI, Power Query or AI technologies is required.
Learners should be comfortable using workplace technology and willing to apply learning within real business scenarios.

Core entry requirements

- Possess a valid passport, birth certificate or residence permit and an NI number. Applicants must be in employment.
- Must meet the relevant residency requirements and spend at least 50% of their working time in England while undertaking the apprenticeship.
- Must not be undertaking another apprenticeship or any other form of funded education, including a bootcamp, at the same time.
- The apprenticeship must offer significant new skills and knowledge in your existing or new role.

Practical Workplace Applications

Throughout the programme learners develop practical skills that can be applied immediately within the workplace.

Examples include:

- Using AI to improve productivity
- Creating Excel reports and dashboards
- Preparing and transforming data using Power Query
- Building Power BI dashboards
- Improving data quality
- Supporting users and stakeholders
- Automating repetitive activities
- Identifying opportunities for improvement
- Supporting digital transformation initiatives
- Producing business insights for decision making

Employee Benefits

- Develop confidence using AI tools.
- Improve data literacy and analytical thinking.
- Build practical Excel and Power BI capability.
- Create a portfolio of workplace projects.
- Develop highly transferable workplace skills.
- Gain experience applying technology to real business challenges.
- Achieve a nationally recognised qualification.
- Increase future career opportunities.

Employer Benefits

- Improved reporting and visibility.
- Greater use of organisational data.
- Better adoption of AI technologies.
- Increased productivity through automation.
- Stronger digital capability within teams.
- Improved stakeholder support.
- Better decision making through improved information.
- Practical workplace outputs delivered during the apprenticeship.

Programme Opportunities

Apprenticeship Progression

- Level 4 Data Analyst
- Level 4 AI and Automation Practitioner

Career Progression

- Data Analyst
- Reporting Analyst
- Business Intelligence Analyst
- Digital Transformation Coordinator
- AI and Automation Specialist
- Continuous Improvement roles
- Digital Operations roles

Technical Requirements

The programme is designed around widely used workplace technologies.

Technology	Overview
Microsoft 365	Online access required
Microsoft Excel	Desktop version recommended
Microsoft Teams	Used for workshop delivery
Power BI Desktop	Required for Power BI Activities
Internet Browser	Edge, Chrome or equivalent
Presentation Software	PowerPoint, Google Slides or equivalent
Laptop or Desktop Computer	Suitable for online learning

Recommended AI Tools

Learners may use one or more employer-approved tools throughout the programme including:

- Microsoft Copilot
- ChatGPT
- Claude
- Gemini
- Perplexity
- NotebookLM
- GitHub Copilot
- Other approved AI assistants

The programme focuses on developing transferable AI skills rather than proficiency with any single tool.

Learners explore:

- Prompt engineering
- Responsible AI
- Verification of AI outputs
- AI productivity techniques
- AI-assisted problem solving
- AI-assisted content creation
- AI-supported analysis and reporting
- Workplace automation opportunities

Talk to us

Harness the power of AI, data and digital technologies to improve productivity, support stakeholders and create value for your organisation.

Build practical skills that can be used immediately in the workplace while gaining a nationally recognised apprenticeship qualification.

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