



AI Enabled IT & Cloud Support Technician Apprenticeship (Level 3)

STANDARD: INFORMATION COMMUNICATIONS TECHNICIAN L3



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STANDARD: INFORMATION COMMUNICATIONS TECHNICIAN L3
(SUPPORT TECHNICIAN PATHWAY)



SUPPORT TECHNICIANS DELIVER EFFICIENT OPERATION AND CONTROL OF IT INFRASTRUCTURE, WHETHER PHYSICAL OR VIRTUAL, HARDWARE OR SOFTWARE, AND NETWORK



LENGTH OF PROGRAMME:	12 Months Learning + 4 Months EPA (16 months total)
PROGRAMME COST:	£15,000 (either fully funded through the apprenticeship levy or 95% funded with 5% Employer Contribution)
DELIVERY METHOD:	Remote/Hybrid Delivery

Support Technicians are the first line of defence for any modern business. They keep systems running, resolve issues quickly, and ensure staff can work without disruption. With this programme, your new hire won't just fix problems—they'll help future-proof your IT operations.

Our apprentices learn the essentials of IT support—installing and configuring systems, troubleshooting hardware and software, and managing networks—but we go further. They gain coding and automation skills to streamline repetitive tasks and AI expertise to leverage tools like Microsoft Copilot for smarter, faster support. This means fewer delays, better customer experience, and improved efficiency across your organization.

Immediate Impact: Apprentices can handle day-to-day IT issues from day one.

Future-Ready Skills: AI integration, automation, and cloud fundamentals prepare them for evolving tech landscapes.

Security Awareness: Trained to maintain a strong security posture and apply "secure by design" principles.

Cost Efficiency: Reduce downtime and manual workload through automation and AI-driven solutions.

Typical job roles: 1st & 2nd Line Support, Cloud & AI Integration Technician, Cyber/Security Support, Data Centre Support Technician, Help Desk Support, IT Field Technician, IT Support Analyst, IT Support Officer, Maintenance Support Technician, Office IT Technician, AI-Augmented Support Technician.

PROGRESSION ROUTES

HIGHER APPRENTICESHIPS:

L4 Network Engineer Apprenticeship, L4 Cyber Security Technician Apprenticeship.

HIGHER EDUCATION:

L4 HTQ Qualifications, University.



During the Programme the learner will complete:

- CompTIA A+
- Microsoft 365 & AI Administration (AB-900)
- Microsoft Azure Fundamentals (AZ-900)
- BIT Training Coding, Logic and AI Foundations
- Microsoft Azure AI Fundamentals (AI-900)

1-2-1 support and coaching to develop workplace skills and prepare a portfolio of evidence through a series of work based projects demonstrating professional competence in the workplace

Learner Commitment

The BIT Apprenticeship is delivered using our **Embed, Develop, & Extend** delivery model.

EMBED (MONTHS 1-6):

- 6 focused learning bootcamps
- Completion of a summative module project for each learning module
- Additional commitment to self-study for each learning module

DEVELOP (MONTHS 7-13):

- Guided completion of open evidence-based projects
- Monthly 1-2-1 session with EPA Specialist
- Preparation for EPA

EXTEND:

Apprentices are invited to extend and widen their workplace skills and behaviours, through a number of additional training sessions and resources including Careers Information Advice and Guidance workshops, safeguarding workshops, workplace professionalism workshops and guest speakers.

FUNCTIONAL SKILLS

- Maths/English Level 2*

**The functional skills requirement is compulsory for all apprentices aged 16-18 (Optional for apprentices aged 19+)*

Proof of GCSE grade C/4 or above or equivalent qualifications will proxy apprentices from sitting functional skills.

Core Duties

Our learning modules holistically allow apprentices to demonstrate competency across the following core duties.

DUTY 1 Provide technical support to customers both internal and external through a range of communication channels

DUTY 2 Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools

DUTY 3 Interpret technical specifications relevant to the ICT task

DUTY 4 Apply the appropriate security policies to ICT tasks in line with organisational requirements

DUTY 5 Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues

DUTY 6 Communicate with all levels of stakeholders, talking them through steps to take to resolve issues or set up systems, keeping them informed of progress and managing escalation and expectations

DUTY 7 Apply appropriate testing methodologies to hardware or software or cabling assets

DUTY 8 Practice guided continuous self learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development

DUTY 9 Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues

DUTY 10 Install and configure relevant software and hardware as appropriate for example: mobile apps, printers, projectors, scanners and cameras

DUTY 11 Address IT issues by prioritising in response to customer service level agreements

DUTY 12 Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets

DUTY 13 Support the roll out of upgrades or new systems or applications

AI Skills for Support Technicians

In addition to the core duties set out in the occupational standard, apprentices on this programme will develop practical AI capabilities that make them stand out in today's IT landscape:

AI-POWERED TROUBLESHOOTING: Use tools like Microsoft Copilot to assist with diagnosing issues and generating accurate solutions.

PROMPT ENGINEERING: Learn how to craft effective prompts to get the best results from AI assistants.

AUTOMATION WITH AI: Combine scripting (PowerShell, Python) with AI workflows to automate repetitive tasks and improve efficiency.

AI-DRIVEN ANALYTICS: Apply AI tools to identify patterns in support tickets and predict potential system failures.

INTELLIGENT HELPDESK SOLUTIONS: Integrate AI chatbots to provide first-line support and reduce response times.

RESPONSIBLE AI USE: Understand ethical principles and compliance requirements when deploying AI in IT environments.

CONTINUOUS AI LEARNING: Stay ahead of emerging technologies and adapt AI solutions to evolving business needs.





Modules in Detail

MODULE 1 CompTIA A+ Core 1

Apprentices build a strong foundation in hardware, devices, and networking. They learn to install, configure, and troubleshoot a wide range of IT equipment, developing the confidence to resolve everyday technical issues quickly and independently—reducing downtime and boosting service reliability for employers.

MODULE 2 CompTIA A+ Core 2

Focusing on operating systems and security, this module teaches apprentices how to maintain stable, secure environments across Windows, macOS, Linux, and mobile platforms. Employers benefit from improved system integrity and apprentices able to manage updates, diagnose software faults, and follow best-practice operational procedures.

MODULE 3 Microsoft 365 & AI Administration (AB-900)

This module blends Microsoft 365 administration with practical AI adoption. Apprentices learn user and access management, governance, compliance, and how to configure Copilot and AI features safely and effectively. They help organisations optimise productivity tools, improve security, and support modern digital collaboration.

MODULE 4 Microsoft Azure Fundamentals (AZ-900)

Apprentices gain a clear understanding of cloud architectures, Azure services, and security models. They learn core concepts like virtual networks, storage, identity, and governance—equipping them to support cloud migrations, maintain secure environments, and contribute to cost-saving decisions.

MODULE 5 Microsoft Azure AI Fundamentals (AI-900)

This module introduces AI concepts, responsible AI principles, and Azure AI services. Apprentices explore key tools used for automation, machine learning, and intelligent support solutions. They learn how AI can streamline IT operations and improve decision-making in real support scenarios.

MODULE 6 BIT Training Coding, Logic and AI Foundations

Apprentices develop essential Python skills, algorithmic thinking, and practical scripting for automation. They learn how to integrate AI tools into support workflows, apply logical troubleshooting,

OUR LEARNING MODULES HOLISTICALLY ALLOW APPRENTICES TO DEMONSTRATE COMPETENCY ACROSS A WIDE RANGE OF CORE DUTIES.

and automate repetitive tasks—giving employers smarter, more efficient IT processes and future-ready support capability.

End Point

Assessment (EPA)

EPA takes place over a period of four months once all learning is complete

At the end of the learning period, the apprentice, employer and coach will meet to agree the apprentice is able to demonstrate all the duties, and to progress the apprentice through gateway to their EPA period.

EPA REQUIREMENTS:

EPA PROJECT WITH PRESENTATION & QUESTIONING: 1500 word project focused on a real world scenario in the apprentices workplace with a 30 minute interview to include a Q&A based on the project.

PROFESSIONAL DISCUSSION: The apprentice will complete a professional discussion lasting 60 minutes during which the Endpoint Assessor will discuss the apprentices learning and work experiences on programme and allow them to showcase their competency across all the apprenticeship duties. The structure of the professional discussion will be based on the portfolio of evidence submitted by the apprentice at gateway.

DELIVERY PARTNERS



BIT Training Information Communication Technician L3 with AI

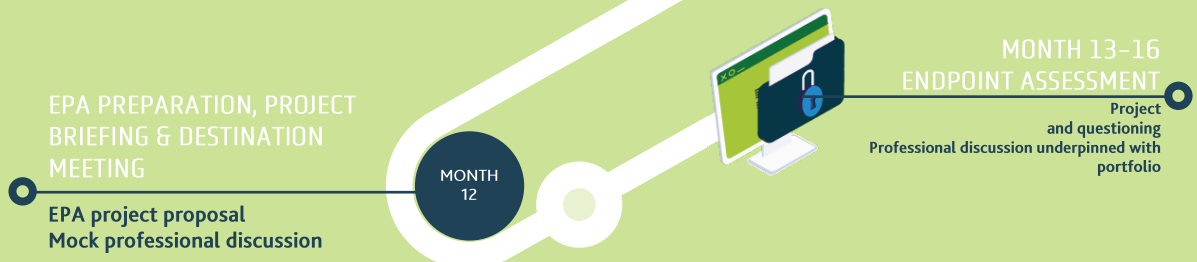


INDUCTION

EMBED



DEVELOP



EXTEND

Careers Information Advice and Guidance , Safeguarding,
and workplace professionalism workshops
guest speakers
BIT Training IT and Cyber Security videos



**REGISTER YOUR INTEREST FOR MORE INFORMATION.
VISIT OUR WEBSITE OR CONTACT OUR TEAM.**

