



Artificial Intelligence (AI) and Automation Practitioner Apprenticeship

What is an Artificial Intelligence (AI) and Automation Practitioner Apprenticeship?

Artificial Intelligence (AI) and Automation Practitioners interact with internal stakeholders across a variety of teams such as operations, service delivery, customer support, or finance, depending on the organisation.

Their work is focused on solving real-world challenges that slow down business operations such as manual tasks, duplicated data entry, unintegrated tools, and inefficient workflows. AI and automation practitioners play a key role in unlocking time and cost savings supporting organisations to realise the potential for AI, automation and digital solutions to improve efficiency, accuracy or productivity.

The responsibilities of the role are to identify opportunities to improve workflow efficiency and productivity using a range of digital tools and analyse current systems and processes. The AI and automation practitioner would then be expected to make recommendations utilising low-or no-code solutions including AI-driven automations.

AI and automation practitioners work with integrity supporting with user adoption, facilitating the responsible, safe and ethical use of AI, automation and digital solutions, while ensuring they align with organisational policies and user needs.

Level 4

Typically runs for
18 months

Minimum of 420
off the job hours

Maximum funding
£18,000

Topics covered:

- Strategic and ethical adoption of AI and automation
- Design and configure AI and automation solutions
- Apply technical understanding to apply solutions to business needs
- Testing, evaluation and iteration
- Governance, assurance and ongoing risk management
- Engaging with diverse stakeholders to support inclusive adoption of AI and automation
- Delivering training for workforce enablement
- Continuous improvement and change delivery

Who is it for?

This apprenticeship is suitable to individuals who are in or looking to progress into roles such as business process, digital products, change management, workflow improvement, process automation, and AI integration.

What do our learners say?

The RHG team have always been approachable, supportive and meticulously professional. They have been world class brand ambassadors at every turn and I am immensely appreciative of this.

I mean it when I say it's been a great pleasure to work with them from in house to learning coach they go above and beyond to answer questions and give additional support.

What qualification will you gain?

In addition to your apprenticeship you will have access to RHG's GROW Academy for the duration of your apprenticeship.

Want to know more?

Read more about the programmes we offer on our website at www.rhgconsult.co.uk or contact us directly and we will be happy to answer your questions and give you more details on the apprenticeship programmes, how to access funding or even how to hire an AI and automation practitioner apprentice.

What do our employers say?

The support and guidance throughout the apprenticeship from RHG has been great, well-structured which has enabled both my apprentice and I to stay on track. The team at RHG have been approachable, friendly and efficient and their passion for supporting development is really apparent in everything they do. Thanks for all the support throughout – it's a real success story!

Artificial intelligence and automation practitioners understand, select, and implement digital solutions to address inefficiencies in existing systems. They work solve real world challenges that slow down business operations such as manual tasks, duplicated data entry, unintegrated tools, and inefficient workflows.

Roadmap

01

Define

weeks 1-12

Gain a practical understanding of AI, rule based automation, digital workflows and low-code/no-code platforms. Understand the impact both positive and negative that AI and automation have on others. Define the use of AI and automation within ethical, GDPR and regulatory boundaries.

02

Identify

weeks 13-23

Identify potential uses of AI and automation using process flow and value stream mapping and the principles of removing waste and bottlenecks. Identify opportunities to increase return on investment, for example through increased customer satisfaction, reducing waste or optimising outcomes.

03

Analyse

weeks 23-42

Analyse data and metrics to support AI and automation. Complete risk assessments and quality assurance to provide confidence that that AI and automation solutions can be designed ethically, safely and responsibly to achieve positive outcomes.

04

Design

weeks 33-45

Design human centred AI and automation solutions to suit the organisational context and aligned with the organisation's strategy. Design AI and automation solutions that are scalable and sustainable underpinned by robust governance.

05

Deliver

weeks 46-60

Use project management principles to deliver AI and automation solutions that follow ethical, responsible and safe working practices. Work collaboratively to deploy AI and automation solutions and provide training for technical and non-technical user groups adapting the training materials accordingly.

06

Evaluate

weeks 61-71

Evaluate the effectiveness of AI and automation solutions to ensure the outcomes delivered meet organisational standards and strategic objectives. Use feedback loops and iterative testing methods to eliminate errors and to improve productivity and performance.

07

Sustain

weeks 72-78

Design, develop and deploy control measures and mitigation strategies to ensure sustainable and scalable AI and automation solutions. Update policies and procedures to reflect the long-term deployment and impact of AI and automation solutions.

Apprenticeship Standard Journey



Apprenticeship Assessment Explained



Apprentice

Completes an AI and automation project and gathers evidence for their portfolio



Employer

Supports the apprentice to complete their project and gather evidence for their portfolio. Confirms the apprentice has met the required behaviours



Training Provider

Ensures the apprentice has covered all the knowledge, skills and behaviours. Supports the apprentice to complete their project and assesses, grades and quality assure the portfolio of evidence



Assessment Organisation

Assesses and grades the apprentices project and samples the apprentice's evidence portfolio to ensure quality standards are met. Sends out the grading results within 4 weeks

You will complete an AI and automation project on programme. The project will be of benefit to your organisation and will be agreed by your employer, RHG and the apprenticeship assessment organisation as meeting the knowledge and skills criteria. Your project will showcase your competence and confidence as an AI and automation practitioner.

You will also gather evidence for a portfolio of evidence for those knowledge and skills not covered in your project.

You may be assessed at any appropriate point during your apprenticeship programme, and the timing of the assessment will not inhibit your opportunity to demonstrate achievement of either pass or distinction grades.

Your project and portfolio of evidence will contribute to your overall grade. You may achieve a Fail, Pass or Distinction in either part of your final assessment and achieve a Fail, Pass or Distinction as your overall grade. You will have the opportunity to re-attempt those criteria that have not been passed.



Possible Progression Routes

 Level 5	Data Engineer	
 Level 6	Service Designer	
 Level 6	Data Scientist	
 Level 7	Artificial Intelligence (AI) Data Specialist	

Established in 2004, RHG Consult Ltd (RHG) is a private training provider based in Market Harborough on the border of Leicestershire and Northamptonshire. We deliver training nationally and we are approved by the ILM, C&G, Highfield, ICQ, CPDUK, ISEP and IOSH to deliver accredited training in Leadership and Management, Health, Safety and the Environment, Coaching and Mentoring, Personal and Workforce Development and Education and Training.

We are a Disability Confident employer and are approved by the Careers Transition Partnership as a preferred supplier to the MoD to assist service personnel with their personal development and transition to civilian employment.

A significant proportion of our business is delivering apprenticeships and having become a main provider in February 2018, we took the decision to provide apprenticeship standards only. Since January 2020 we have delivered all training including the delivery of apprenticeship standards remotely. Our training is delivered through a mixture of live and recorded webinars, live tutorials, workbooks, assignments, setting workplace tasks, e-learning and multi-media resources, including podcasts. RHG's first full Ofsted inspection in March 2023 resulted in an overall 'Good' rating with 'Outstanding' for leadership and management.

RHG has been a Certified B Corporation™ since June 2024. This is a globally recognised standard that demonstrates our high standards of social and environmental performance, transparency and accountability. RHG became an Employee Ownership Trust in October 2024. Our business model provides staff more influence in decision-making and bi-yearly bonuses through profit sharing.

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- ✓ [Read our training brochure here](#)
 - ✓ [Read our Impact Report here](#)
 - ✓ [Read our Ofsted report here](#)



Our Mission

To grow with integrity

Our Vision

To be a leader in sustainable and ethical training and development, empowering individuals and organisations to thrive while contributing positively to society and the environment

Our Values

Sustainable
Ethical
Inclusive
Innovative



How do I find out more?

Contact us today to discuss how you could fill skills gaps within your existing team, hire new team members through the apprenticeship scheme or for more information about the Apprenticeship Levy.

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