

Level 3

Microsoft 365 Digital Skills Programme



Qualifications

Level 3 Apprenticeship
Digital Support
Technician



Duration

12 Months
+ 3 Months EPA

A 12 month fully funded training programme designed to develop staff digital skills (including the use of AI) to maximise the benefits of Microsoft 365 E3 or E5 licenses within your business.

Who's it for?

- Office Managers
- Administration Assistants
- HR Coordinators
- Business Support Officers

Collaboration and Communication

Best practice regarding the use of M365 including Teams, SharePoint and OneDrive

Using Copilot in AI in Business



Exploring how Copilot can be used to reduce workload, including prompt engineering.

Advanced Data Management

Exploring advanced functions in Excel and using Power BI to analyse and present data.

Reducing Workload with Automation

Discover how Power Automate can be used to streamline workload and reduce repetitive tasks.

Project and Task Management

Using M365 management tools such as Planner, SharePoint Lists, To Do, Outlook and OneNote.

Cyber Security

Exploring how to use built in features within M365 to ensure you operate safely and securely.

Digital Marketing

How to automate actions, create surveys, set up webinars, create social media assets and more.

Change Management

Build a business case for change and learn how to manage adoption among colleagues.

Delivered in
partnership with
Tablet Academy



Reserve
your space
and find
out more:



Cost
~~£13,000~~

Fully Funded

through the apprenticeship levy

Non-levy paying employers will only be required to contribute 5% towards the cost of training.

Applications Included

- Teams
- SharePoint
- OneDrive
- Copilot (free)
- OneNote
- Power BI
- Power Automate
- Excel
- Planner/To Do
- Loop
- Outlook
- Bookings
- Whiteboard
- Stream
- Canva

How does the funding work?

The programme is funded through the apprenticeship levy, using either your business levy funds, or levy transfer donations from Primary Goal's corporate sponsor partners.

What is the time commitment?

The training takes place over 12-month period, plus a 3-month End Point Assessment. Staff on the programme are expected to dedicate 6 hours a week to off-the-job activities. This is not a day out of the office, but a number of activities spread throughout the week, including putting what they learnt into practice within their role.

How many staff can I enrol?

You can enrol as many staff as you wish on the programme. For organisations interested in training 20+ individuals, we can explore the potential of arranging your own dedicated programme where the content can be tailored specifically to your business operations.

How is the training delivered?

Training is delivered through a combination of live group training sessions, 1:1 coaching, and access to high quality asynchronous eLearning content. These activities are built directly into each learner's individual training plan.

Infused with 

AI is ever changing, and with our insights and expertise we ensure you are utilising in the best way possible.

West Midlands cohort starting July 2025

Limited to 30 participants allocated on a first come basis.

Register your staff or reserve a place for yourself by scanning the QR code:

