



AI-Powered Change Makers

Artificial intelligence (AI) and automation practitioner

15 Months + EPA
Level 4 **Levy Funded**

“ Think’s delivery of process automation has been invaluable; delivering direct savings through replacement of labour-intensive processes, and a culture of AI and automation-first thinking to the organisation, which is improving our productivity across the board. ”





Jean-Pierre Choulet /
Director of Operations and
Strategic Projects
Henley Business School

The Challenge Facing Professional Services

Many organisations face similar challenges: highly manual, fragmented & inefficient processes; rising operational costs & constrained budgets; high-cost transformation initiatives that deliver outcomes but leave limited internal capability; training programmes that build skills but fail to deliver real business impact. There is growing pressure to leverage AI and automation, but without the skills to apply it safely and effectively, businesses find it difficult to implement.

Welcome to our **Applied AI & Automation** – a programme for business transformation powered by AI. Traditional models force a choice between short-term delivery and long-term capability, but our consultancy-led approach delivers both.

 Traditional Consultancy	 Training and Apprenticeships	AI-Powered Change Makers (Our Model)
<p>What it does well</p> <ul style="list-style-type: none"> ✓ Delivers experience consultants to drive change ✓ Focuses on outcomes and delivery at pace ✓ Brings external expertise and momentum <p>Structural Limitations</p> <ul style="list-style-type: none"> ⚙️ Capability leaves when consultants exit ⚙️ High cost and limited scalability ⚙️ Creates long-term dependency on external support 	<p>What it does well</p> <ul style="list-style-type: none"> ✓ Builds internal skills and capability ✓ Cost-effective programmes that are levy funded ✓ Supports long-term workforce development <p>Structural Limitations</p> <ul style="list-style-type: none"> ⚙️ Limited focus on delivering live outcomes ⚙️ Often classroom or simulation-led ⚙️ Skills are built, but impact is delayed or unclear 	<ul style="list-style-type: none"> ✓ Consultancy-led delivery on live transformation initiatives ✓ Apprentices embedded into real work streams ✓ Outcomes delivered and capability retained ✓ AI applied pragmatically across live transformation initiatives ✓ Fully levy funded and scalable
<p>AI-Powered Change Makers combines the strengths of both models – delivering measurable outcomes while building sustainable internal capability.</p>		



From insight to impact - delivering AI-enabled transformation and building sustainable internal capability – fully funded by the Levy.

Our Consultancy Led Delivery Model

Consultants lead live transformation workstreams, with apprentices embedded to deliver outputs and transfer capability in parallel

How It Works

- Senior consultants lead and govern live transformation initiatives
- Apprentices are embedded into delivery teams, contributing to real outputs
- AI is applied pragmatically across process improvement, automation, reporting and operating model change
- Clear governance, quality assurance and delivery standards



This ensures

- Measurable outcomes for the organisation
- Rapid return on investment
- Sustainable capability transfer to internal teams

Programme Duration: 15 Months + 3 Month EPA
Total Cost: £18,000 Fully Funded via The Growth & Skills Levy

What this delivers for your organisation

- Measurable improvement across professional services and core operational functions, through targeted transformation initiatives
- Reduction in manual effort and operational cost via pragmatic use of AI, automation and smarter ways of working
- Transformation led by experienced consultants, not left to training alone
- Internal PMO, BA and change capability strengthened in parallel to delivery
- Reduced reliance on expensive long term external consultancy
- Sustainable change that remains embedded beyond delivery

In short: **You achieve real outcomes now, while building the internal capability to sustain them – fully funded by the Levy.**



Apply AI



Deliver Outcomes



Build Capability



Levy Funded

AI AUTOMATION JOURNEY

Unlock Business Value
A & Ensure
Responsible
AI Usage

LAUNCH
(Sprint launch)

Module: Responsible AI & Automation Foundations

YOU WILL LEARN

- Ethical AI principles
- Legal & regulatory frameworks (GDPR, equality, employment law)
- Bias & fairness fundamentals
- Human in the loop design
- Workforce wellbeing considerations

YOU WILL DELIVER

- AI Usage Log

Business Value: Prevents unsafe AI adoption & sets compliance baseline

PHASE 1: OPPORTUNITY & DIAGNOSTIC
(Sprint 1)

Module: Automation Opportunity Discovery & Baseline Analysis

YOU WILL LEARN

- Process mapping
- Waste & inefficiency identification, opportunity scoring and feasibility screening
- KPI baselining

YOU WILL DELIVER
Automation Opportunity Brief:
Includes:

- As-Is Process Map, pain points
- KPI Baseline
- To-Be options

Business Value: Accelerates discovery and maintains governance discipline

PHASE 2: DESIGN & VIABILITY
(Sprints 2 & 3)

Sprint 2

Module: Human-Centred Automation Design

YOU WILL LEARN

- User-centred design (UCD)
- Accessibility & inclusion
- Workflow redesign
- Oversight safeguards
- Risk-aware design principles

YOU WILL DELIVER

- To-Be Workflow Design(s)

Sprint 3

Module: Feasibility, Risk & Equality Impact Assessment

YOU WILL LEARN

- Option evaluation
- Cost-benefit & ROI models
- Risk frameworks
- Governance readiness assessment

YOU WILL DELIVER
Business case including:

- Option evaluation
- Cost-benefit & ROI
- Recommendation

Business Value: Improves usability & embeds oversight safeguards; Ensures defensible-evidence based automation decisions

PHASE 5: AUTOMATION ROADMAP
(Sprint 9)

Module: Strategic Automation & Executive Influence

YOU WILL LEARN

- Executive storytelling, vendor evaluation, emerging AI trends, roadmapping

YOU WILL DELIVER

- Executive Briefing Deck
- Automation Roadmap

Business Value: Positions organisation for sustained AI maturity & strategic advantage

PHASE 3: ADOPTION, VALUE AND ASSURANCE
(Sprints 6, 7 & 8)

Sprint 6

Module: Workforce adoption & Enablement

YOU WILL LEARN

- Change management principles, Inclusive communication
- Training design
- Stakeholder engagement

YOU WILL DELIVER

- Adoption & Training Plan

Sprint 7

Module: Productivity Reporting & Benefits Realisation

YOU WILL LEARN

- Baseline vs. post-automation comparison
- Quantified efficiency calculation method
- Executive value narratives

YOU WILL DELIVER

- Productivity & Benefits Realisation Report

Sprint 8

Module: Operational Assurance & Continuous Monitoring

YOU WILL LEARN

- AI assurance frameworks, bias mitigation & drift deflection, risk escalation triggers
- Monitoring triggers

YOU WILL DELIVER

- AI Assurance Pack, Monitoring & Drift Plan

Business Value: Improves adoption speed & workforce confidence; Demonstrates measurable productivity gains; Protects organisation from compliance & AI risk exposure

PHASE 3: BUILD & TEST
(Sprints 4 & 5)

Sprint 4

Module: Low-Code Automation Build & Integration

YOU WILL LEARN

- Low code architecture, APIs & connectors, data readiness

YOU WILL DELIVER

- Prototype/Configured Automation Implementation

Sprint 5

Module: Structured Testing, Evaluation & Optimisation

YOU WILL LEARN

- Test case design
- Drift signal identification
- Iterative refinement discipline

YOU WILL DELIVER

- UAT plan & results

Business Value: Accelerates build while embedding validation discipline; Reduces automation failure risk

THIS ENSURES

Measurable outcomes
for the organisation

Rapid ROI

Sustainable capability
transfer of internal
teams

Why us?

This apprenticeship is brought to you by Think and Richmond training. We've been running training and apprenticeship programmes since 2007, and we work closely with universities, business schools and employers across the UK. Our facilitators bring deep practical expertise, combining professional training with hands-on experience across multiple sectors. We are proud to have developed confident and transformational leaders who inspire others and influence change to drive organisational success.

Our work with HE institutions has enabled us to:

- Work with over 450 employers across the UK
- Been instrumental in delivering over 3,000 apprenticeship starts
- Gain accreditation in the Matrix Standard – Dfe Approved for our qualified coaches
- Gain Ofsted rating of 'Good' provider

Important information: This brochure was created in January 2026 and is aimed at individuals and organisations interested in booking an apprenticeship programme in 2026/27. This brochure outlines the programmes and services offered by Think. Every effort has been made to ensure that the information provided is accurate and up to date at the time of going to press. However, it may be necessary to make changes to programmes following publication – for example, for operational and/or academic reasons, to reflect changes in practice or theory in an academic subject as a result of emerging research, if an accrediting body requires certain changes, or if the UK Government introduces legislation and/or public health measures that require us to make changes to any of the published information. This brochure includes typical programme content at the date of publication, but this is not intended to be construed and/or relied upon as a definitive list of the topics that will be covered. Programme content may change due to developments in the curriculum, the research interests of staff, or the relocation of staff.

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