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ANS Academy.



ANS

Think Bigger.

The history of our Academy.

ANS has been working with apprentices for the past 11 years, giving us the experience to offer a full end-to-end experience. In that 11-year period, we've seen 250+ apprentices successfully graduate from ANS Group, and in the last 6 years, we have become an Independent Training Provider.

ANS Academy stands out from the crowd by utilising our 20+ year history in the tech sector. Being able to tap into incredible relationships across the industry from tech providers like Microsoft and learning institutions such as, CompTIA, and many more. As an OFSTED 'Outstanding' Provider along with being Microsoft's UK Technical Services Provider for 2024, you won't find a technical training provider like ANS Academy.



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Read our report ↗

Microsoft
2025 Partner of the Year

Winner
United Kingdom





Academy

First steps

How do we address the Digital Skills Gap? Academy is founded. First Tech & Business apprentices joined our businesses.

New Standards

Became a supporting provider. Launched Software Dev Apprenticeship. Launched Level 2 Facilities Management.

Top 100

100 apprentices trained. First HR & Finance apprenticeships. Top 100 Apprentice Apprenticeship Employers.

Levelling Up

Launched Level 4 Networking Engineer as a supporting provider. Launched Level 2 Customer Service as a supporting provider.

Main Provider

Complete RoATP and became a Main Independent Training Provider. 140 apprentices trained.

2013

2015

2016

2016

2017

2017

2018

2025

2024

2021

2019

2019

Apprenticeship Academy timeline.

Growth

Onboarded our first cohort of tech apprentices as an Independent Training Provider.

Progress

Top 100 Apprentice Apprenticeship Employers.

Program extension

Launching Level 4 DevOps Apprenticeships introduced AI Training

The sky's the limit!

3 years in the top 100 Launched Level 3 & 4 Cyber Apprenticeships.

Outstanding

OFSTED 'Outstanding' Top 100 Apprentice Apprenticeship Employers.

Exemplar

Begin supporting external businesses.

Making Strides

First OFSTED monitoring visit - 'Significant Progress' Grade. First Marketing Apprentices.



What makes ANS Academy stand out?



100% Pass rate.



78% Distinction rate.



Over 165 Apprentices trained in the past 7 years.



3 Industry recognised partnerships, including AI.

“Apprentices strive to the best of their ability in the workplace. All apprentices go on to be successful and move into permanent or promoted posts within the company.”



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Awarded 2021



**We are not
JUST any
apprenticeship
training provider,
we're an expert
in tech!**

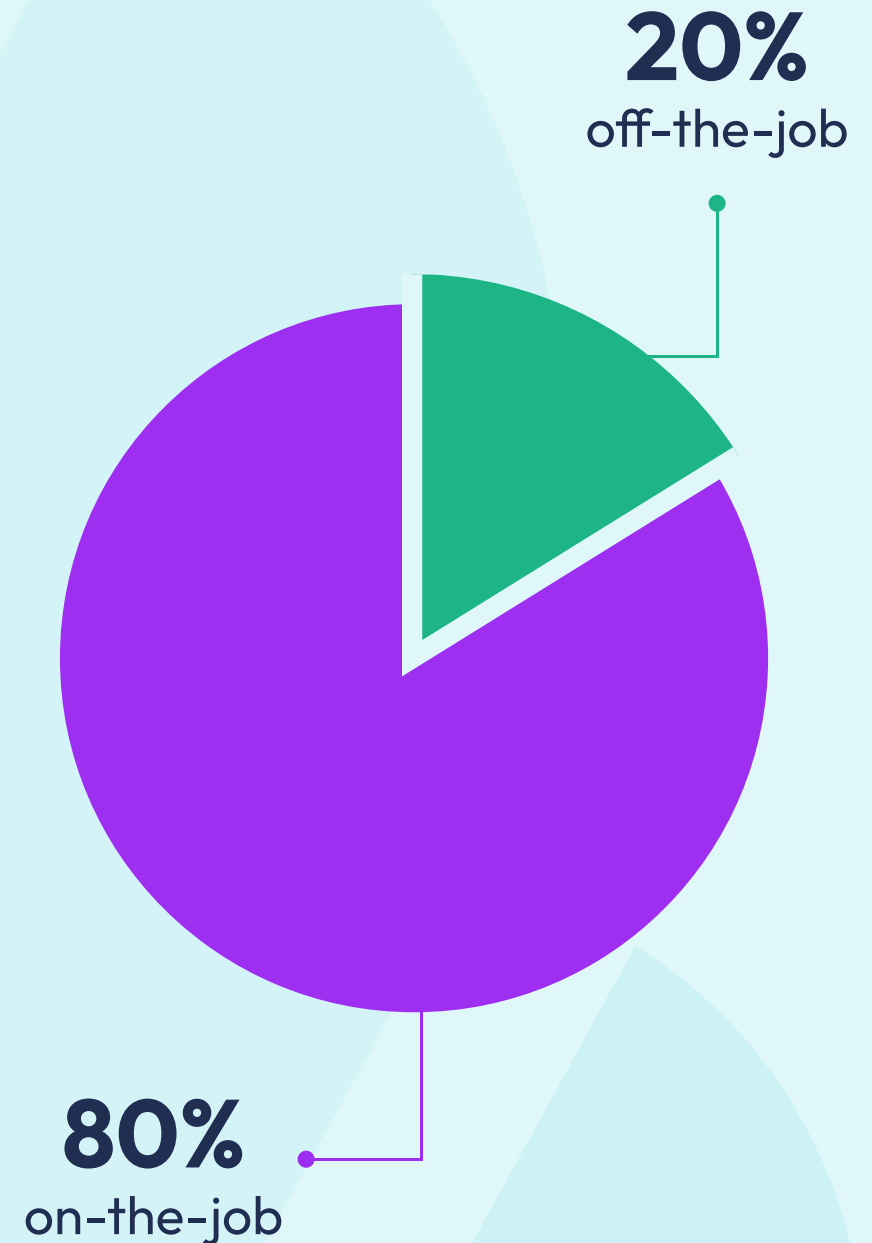


What kind of training do we provide?

There are two sides to our apprenticeships.

Apprentices will spend time working on the job in your teams which will be 80% of your employed hours. For 20% you will be on 'off the job' at ANS HQ or remotely.

- ✓ Virtual and classroom-based workshops.
- ✓ Dedicated support from an assessor.
- ✓ Business skills focused sessions.
- ✓ Ability to shadow & experience the work of other engineers.
- ✓ Access to labs and hands on practical work.
- ✓ Blocks of 3 days of training in the classroom and remotely every 6 weeks.
- ✓ Dedicated day each month to book in with a coach to develop.
- ✓ Monthly 'Power Skills' workshops to set your apprentices up for success.



So, what does studying with ANS Academy look like?

We do it differently...

We offer various versions of our Level 3 Information & Communication Technician Apprenticeship alongside Level 3 & 4 Cyber Security programs. Our cloud-focused standards leverage our status as a Microsoft Partner, providing up-to-date curricula that prepare learners to work in Azure—whether their focus is on Microsoft 365, Azure infrastructure, or security, we have you covered.

We are currently offering the following apprenticeships standards:

Support Technician →

Cloud Support Technician →

Cloud Security Support Technician →

Cloud Network Technician →

Cyber Security: Level 3 & 4 →

Azure DevOps: Level 4 →

AI Training: Level 4 & 5 →

Support Technician

Duration 15 months on program,
maximum 3 month EPA

Our core program of, Support Technician, is based on the Level 3 ICT framework. This offers a comprehensive blend fundamental IT principles, along with practical applications.

Participants explore cybersecurity essentials, operating system management (including an introduction to Microsoft 365), and Linux fundamentals, covering the basics of installation, configuration, and scripting. The curriculum further delves into key hardware and networking principles, software troubleshooting, and a brief introduction to cloud computing applications.

This well-rounded training equips your engineers with the essential knowledge required to develop the expertise needed to secure and support IT environments. It also serves as an excellent starting point for those looking to progress into more specialised areas in the future, such as Network or Systems Administrator, Cyber Security Analyst, Cloud Support Specialist, and Technical Support Engineer.

By combining foundational knowledge with real-world applications, this core apprenticeship paves the way for your early career talent to develop the skills necessary to make a lasting impact on your organisation and advance their career development.

Microsoft Stack

Microsoft Azure Fundamentals (AZ-900)

Content: Content services, security, compliance and cost management

Microsoft 365 (MS-900)

Content: Collaboration, productivity tools, security, governance

Infrastructure Support

CompTIA A+

Content: Hardware/software troubleshooting, network fundamentals

Cisco Certified Support Technician

Content: Networking, protocols, devices, media, troubleshooting

Linux Essentials

Content: CLI, users, permissions, networking, automation, security

AI BCS

Generative AI 101

Content: AI tools, prompting, and use within support roles

Role of Ethics in AI

Content: Fairness, bias, transparency, governance, case studies

AI in the Digital Ecosystem

Content: AI integration, data, business, transformation tools

Cloud Support Technician

Duration 15 months on program, 3 month EPA

This program equips roles, such as, **Cloud Administrator, IT Support Specialist, or Help Desk Technician.**

This level 3 apprenticeship is designed to equip your staff with key technical skills for today's digital-first workplace, blending cloud computing, IT support, and networking fundamentals. You'll gain practical expertise in Microsoft Azure and Microsoft 365, covering core cloud concepts, security, and productivity tools.

CompTIA A+ provides hands-on troubleshooting skills for hardware, software, and networks, ensuring you can diagnose and resolve technical issues efficiently. The Cisco Certified Support Technician (CCST) IT Support certification focuses on core IT support concepts, including operating systems, security, and fundamental networking principles, helping you build a strong foundation for technical assistance roles.

Microsoft Stack

Microsoft Azure Fundamentals (AZ-900)

Content: Content services, security, compliance and cost management

Microsoft 365 (MS-900)

Content: Collaboration, productivity tools, security, governance

Infrastructure Support

CompTIA A+

Content: Hardware/software troubleshooting, network fundamentals

Cisco Certified Support Technician

Content: Operating systems, cybersecurity basics, IT troubleshooting

AI BCS

Generative AI 101

Content: AI tools, prompting, and use within support roles

Role of Ethics in AI

Content: Fairness, bias, transparency, governance, case studies

AI in the Digital Ecosystem

Content: AI integration, data, business, transformation tools

Cloud Security Support Technician

Duration 15 months on program, 3 month EPA

This program prepares you for careers as an IT Support Specialist, Security Administrator.

This apprenticeship is designed to equip you with essential IT support and cybersecurity fundamentals, preparing you for real-world troubleshooting and system management. You'll develop expertise in Microsoft Azure, exploring cloud concepts, security, compliance, and cost management.

CompTIA A+ builds hands-on troubleshooting skills for hardware, software, and networks, ensuring you can diagnose and resolve technical issues efficiently. The Cisco Certified Support Technician (CCST) IT Support certification covers core IT support concepts, including operating systems, security, and fundamental networking principles.

Microsoft Security, Compliance, and Identity (SC-900) introduces key security and compliance fundamentals for cloud environments, helping you understand identity protection and security solutions.

Microsoft Stack

Microsoft Azure Fundamentals (AZ-900)

Content: Content services, security, compliance and cost management

Microsoft Security Fundamentals (SC-900)

Content: Identity, security, compliance, Microsoft cloud solutions

Infrastructure Support

CompTIA A+

Content: Hardware/software troubleshooting, network fundamentals

Cisco Certified Support Technician (IT Support)

Content: Operating systems, cybersecurity basics, IT troubleshooting

AI BCS

Generative AI 101

Content: AI tools, prompting, and use within support roles

Role of Ethics in AI

Content: Fairness, bias, transparency, governance, case studies

AI in the Digital Ecosystem

Content: AI integration, data, business, transformation tools

Cloud Network Technician

Duration 15 months on program, 3 month EPA

This program prepares you for careers as a Network Support Technician or IT Infrastructure Engineer.

Designed to align with the Level 3 ICT Networking apprenticeship, equipping learners with the core skills needed for IT infrastructure and network management. You'll gain expertise in Microsoft Azure, exploring cloud fundamentals, security, compliance, and cost management.

CompTIA A+ provides essential troubleshooting skills for hardware, software, and network issues, ensuring a strong technical foundation. The Cisco Certified Support Technician (CCST) Networking certification sharpens your understanding of network architectures, routing, switching, and troubleshooting principles, preparing you for hands-on roles in networking environments.

Microsoft Stack

Microsoft Azure Fundamentals (AZ-900)

Content: Content services, security, compliance and cost management

Azure Networking

Content: Virtual networks, IPs, security, connectivity tools

Infrastructure Support

CompTIA A+

Content: Hardware/software troubleshooting, network fundamentals

Cisco Certified Support Technician (Networks)

Content: Network structures, routing, switching, and troubleshooting

AI BCS

Generative AI 101

Content: AI tools, prompting, and use within support roles

Role of Ethics in AI

Content: Fairness, bias, transparency, governance, case studies

AI in the Digital Ecosystem

Content: AI integration, data, business, transformation tools

Cyber Security: Level 3 & 4

Level 3: 15 months on program 3 month EPA

Level 4: 24 months on program 3 months EPA

The Level 3 & 4 Cyber Security Apprenticeship is an ideal entry point for those new to technology, covering foundational cyber security concepts essential to protecting organizations.

It introduces key areas such as cyber security fundamentals, risk management, regulatory requirements, security architecture, threat intelligence, vulnerability and incident management, cryptography, networking, and programming/scripting. Learners engage through flexible delivery methods—self-learning, remote teaching, or in-class sessions—with internal assessments supporting their progress.

In contrast, the Level 4 program expands on these topics for individuals with prior tech experience. It builds on foundational skills to develop advanced techniques and deeper practical applications and assessment methods, enabling learners to tackle more complex cyber security challenges.

Microsoft Stack

Microsoft Azure Fundamentals (AZ-900)

Content: Content services, security, compliance and cost management

Microsoft Security Fundamentals (SC-900)

Content: Collaboration, productivity tools, security, governance

Infrastructure Support

CompTIA Sec+

Content: Threats, risk, identity, cryptography, architecture

Cisco Certified Support Technician (Security)

Content: Security principles, network, endpoint, risk, incidents

ITIL * (Level 4 only)

Content: Service management, value, principles, practices, improvement

AI BCS

Generative AI 101

Content: AI tools, prompting, and use within support roles

Role of Ethics in AI

Content: Fairness, bias, transparency, governance, case studies

AI in the Digital Ecosystem

Content: AI integration, data, business, transformation tools

Azure DevOps: Level 4

Duration 24 months on program, typical 4 month EPA

The Level 4 DevOps Apprenticeship offers a comprehensive pathway into advanced Azure and cloud technologies, perfect for upskilling existing staff.

By diving deep into modules such as AZ-104—focusing on Azure fundamentals like subscription management, compute and storage, networking, and security—along with AZ-204 that emphasizes hands-on development, data management, and troubleshooting, the program equips learners with robust technical skills. Complementing these is the CompTIA Cloud+ module, which provides insights into hybrid and multi-cloud management, security, and compliance.

Graduates are primed for roles such as Azure administrators, cloud engineers, DevOps engineers, or IT professionals specializing in cloud strategy. This dynamic apprenticeship not only broadens foundational knowledge but also prepares individuals to manage, integrate, and automate diverse cloud services in real-world scenarios, fuelling career growth and organizational innovation.

Microsoft Stack

Microsoft Azure Fundamentals (AZ-900)

Content: Content services, security, compliance and cost management

Microsoft Security Fundamentals (SC-900)

Content: Identity, security, compliance, Microsoft cloud solutions

Microsoft Azure Data Fundamentals (DP-900)

Content: Relational, non-relational data, analytics, workloads

Infrastructure Support

DevOps Fundamentals

Content: Culture, Automation, Lean, Measurement, Sharing, Practices

Microsoft Azure Developer Associate (AZ-204)

Content: Azure development, CI/CD, APIs, containers, DevOps

CompTIA Cloud +

Content: Cloud architecture, security, automation, DevOps basics

AI/BCS

Generative AI 101

Content: AI tools, prompting, and use within support roles

Role of Ethics in AI

Content: Fairness, bias, transparency, governance, case studies

AI in the Digital Ecosystem

Content: AI integration, data, business, transformation tools

AI Training Level 4 & 5

Level 4 - AI Automation Practitioner

This 15–18 month apprenticeship builds practical AI and automation skills through 420 hours of training and real-world projects. It covers prompting, tools, governance, and change, preparing learners to design and deliver responsible AI solutions.

Apprentices in tech support roles who understand AI fundamentals can deliver smarter, and more efficient solutions. Enhancing their customer experience skills through automation, decision making,

Level 5 - AI Leadership Strategy

This 30-hour programme supports leaders to confidently drive AI adoption. It focuses on business value, governance, ethics, and leading organisational change, helping shape clear, practical approaches to AI transformation.

Apprentices in tech support roles who understand AI fundamentals can deliver smarter, and more efficient solutions. Enhancing their customer experience skills through automation, decision making,



AI Automation Practitioner

Covers core AI concepts, tools, and feasibility; effective prompting, integration, and UX; ethics and risk; AB-730 stakeholder engagement and training; plus quality assurance, support, monitoring, scaling, and emerging trends.

LEVEL 4

UPSKILLING EXISTING TALENT

Curriculum Overview

AI-103

AI-901

AB-730

AB-731

AI Leadership Strategy

Supports Leaders with where AI creates business value, aligns initiatives to goals, evaluates ROI and risks, embeds responsible and compliant adoption, manages bias and security concerns, and leads organisational change.

LEVEL 5

UPSKILLING EXISTING TALENT

Curriculum Overview

AB-731

BCS AI Foundation

Skills Coaches.

Each apprentice has a dedicated skills coach to support them on their learning journey because we believe that every apprentice should have the best support!

To ensure this, we maintain a low apprentice-to-skills coach ratio, meaning learners get dedicated 121 support. Every 8-12 weeks, coaches will meet with apprentices and team leaders to set targets and allow for two-way communication between ANS Academy and employer stakeholders. Skills coaches will also have regular meetings with the apprentice for feedback, support, and developmental coaching in areas outside of their apprenticeship. They will be the 1st point of contact for any concerns and support. But it doesn't stop there; we have dedicated support staff you can reach out to for support or help with anything apprenticeship related.



What do employer stakeholders say about ANS Academy?

“Apprentices handle all of the 1st line support work here. They are the first point of call for all customer alerts and much more! On completion of their apprenticeship, they have a strong business and technical knowledge to allow them to benefit the business from the word go. I work closely with ANS Academy as my team is made up of 20+ apprentices. I’m given regular schedule updates and we have a lot of meetings to cover any different areas of success/concern with the apprentices.”

Dylan Harney – CSOC Hybrid Cloud Team Leader

“Our apprentices enable us to have a 1st and 2nd line of support function across managed services. This ensures we have high customer engagement. We aim to answer calls within 7 seconds and having our apprentice teams strongly trained customer service allows us to meet this more often than not. We have open communication channels which means our apprentices are always fully supported and we have the flexibility where needed to ensure we can still operate as a business but ensure the apprentices receive their full educational time.”

Lucy Bracken – Group Leader – Shared Services

What do apprentices say about ANS Academy?

Louis

Technical Support
Apprentice



How has training at the ANS Academy benefited you on the job?

“The training at ANS Academy has been very beneficial at increasing my technical knowledge which will put me in a much better place for the future by having a wide and in-depth knowledge of the world of technology in business sense which college and secondary school tend not to teach. With brilliant IT trainers at the ANS academy who are very passionate about technology and inspiring the next generation of young people to pursue a career in tech, It creates for a great learning environment with interesting sessions and tasks which has overall turned me into a better engineer on the job.”

What are your favourite thing about training at the ANS Academy?

“Training at the ANS academy has many positives, and one of them is building up your portfolio with academic achievements. I am trained towards a wide range of technical exams such as, Linux essentials, CompTIA A+, Microsoft AZ-900 and a wide range of online courses. This is huge when starting out your career in tech as you will be building your foundation of knowledge to then progress into the further exams in the future.”



Academy

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