

# AI at Work: Tools, Skills and Confidence



Course Level: Entry Level

Campus: Stafford

Subject Type: Computing, Technology & Esports

## Course Overview:

This practical and beginner-friendly course is designed to help you understand how AI tools can be used safely and effectively in the workplace. You will explore how AI can support everyday tasks, improve productivity and develop your confidence using digital technology at work.

The course is suitable for learners who would like to build their digital skills, improve workplace efficiency and gain a better understanding of how AI is changing the way we work.

## What's Covered:

During the course, you will learn the key skills needed to work in an office environment, alongside an introduction to using AI tools safely and effectively in a professional setting.

You will develop skills in:

- office communication, including emails and written messages
- creating and formatting business documents
- organising files and managing information
- using spreadsheets for basic administrative tasks
- customer service and professional communication skills
- time management and workplace organisation

You will also be introduced to how AI tools can support office work, including:

- drafting and improving written communication
- creating documents and templates
- supporting organisation and task planning
- assisting with research and information gathering
- understanding responsible and safe use of AI in the workplace

Sessions are practical, work-focused and designed to build your confidence step-by-step using real-life office scenarios.

## Entry Requirements:

This introductory course is designed to help you develop the essential skills needed to start a career in office administration. You will gain confidence using common workplace digital tools while also learning how AI can support everyday administrative tasks such as writing, organisation, communication and document creation.

The course is ideal for anyone looking to improve their employability and progress into a role in office administration, with a clear pathway onto the City & Guilds Level 1 Award in Business and Administration.

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## Entry Requirements

Learners should have basic English reading and writing skills and be able to use a keyboard and mouse. Some basic knowledge of computers and internet use is helpful, but not essential. No previous experience in office administration or AI tools is required.

## Assessment Information:

Assessment is continuous and mainly based on practical activities completed during sessions. You will demonstrate your skills through tasks such as using AI tools appropriately, creating workplace documents, improving written communication and completing digital activities linked to workplace scenarios.

You will receive regular feedback and support from your tutor throughout the course and will record your progress against individual learning goals on an ILP (Individual Learning Plan). You will regularly reflect on your development, confidence and achievement, supported by completed tasks, tutor observations, learner discussions and practical activities.

## Progression:

After completing the course, you may choose to progress onto further digital, business or employability courses, including Essential Digital Skills qualifications or more advanced AI and workplace technology training, subject to learner numbers and readiness.

## What else do I need to know?

Please note that courses run subject to minimum viable class sizes. Our daytime classes are held in welcoming community venues near the college, where you'll meet other adults who are also learning and growing in confidence.

## How do I find out more?

For more information, contact our Adult Education Team on 01782 254211 or email [adult.education@nscg.ac.uk](mailto:adult.education@nscg.ac.uk).