

# AI at Work: Tools, Skills and Confidence



Course Level: Entry Level

Campus: Newcastle

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 be introduced to a range of AI tools and workplace technologies used to support communication, organisation, research and everyday tasks.

You will learn how to:

- use AI tools to support writing and emails
- improve productivity and organisation
- create documents and presentations
- use AI for research and idea generation
- write effective prompts for AI tools
- understand online safety, privacy and responsible AI use
- identify the benefits and limitations of AI in the workplace

You will also develop confidence using common workplace digital applications and improve your understanding of how AI can support employability and professional development.

Sessions are practical, supportive and focused on real-life workplace tasks through guided activities and hands-on learning.

## Entry Requirements:

Learners should have basic English reading and writing skills and be confident using a keyboard, mouse and the internet, with some knowledge of Microsoft applications or other digital workplace tools. No previous experience with 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).