CompTIA AI Essentials

Overview

CompTIA AI Essentials is a beginner-friendly course designed to introduce participants to the fundamentals of Artificial Intelligence (AI) and its practical applications in the workplace. The course provides hands-on guidance on using AI assistants such as ChatGPT, Microsoft Copilot, and Google Gemini to improve productivity, streamline daily tasks, and enhance work efficiency.

Participants will learn the fundamentals of Generative AI, effective prompt-writing techniques, how to evaluate AI-generated outputs, and ways to incorporate AI tools into everyday work activities. The course also emphasises responsible AI usage, helping participants understand its limitations and avoid inaccurate or misleading outputs. No prior AI experience is required.

Duration

7 hours

Learning Outcomes

Upon completion of this course, participants will be able to:

- Explain the basic concepts of Generative AI and the functionalities of common AI assistants.
- Construct and refine effective prompts to obtain relevant and accurate AI-generated responses.
- Identify potential AI errors, verify generated information, and apply appropriate data privacy and security practices.
- Apply AI tools to everyday work tasks such as writing, research, summarisation, and brainstorming.

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Course Objectives

The objectives of this course are to:

- Introduce participants to the fundamentals of Artificial Intelligence, Generative AI, and AI assistants.
- Develop practical skills in creating effective prompts to generate relevant and useful AI outputs.
- Equip participants with techniques to evaluate AI-generated information, identify errors, and apply responsible AI practices.
- Enable participants to integrate AI tools into everyday workplace activities to improve productivity and efficiency.

Target Audience

This course is suitable for:

- Administrative and Office Support Personnel.
- Business and Operations Executives.
- Human Resource Professionals.
- Marketing and Sales Professionals.
- IT and Non-IT Professionals.
- Managers, Supervisors, and Team Leaders.
- Students and Fresh Graduates.
- Anyone interested in developing foundational AI skills for workplace applications.

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OUTLINE

Module	Topic Coverage
Module 1: Introduction to Generative AI and AI Assistants	Understanding the fundamentals of AI and how AI assistants support everyday work. • Introduction to Artificial Intelligence and Generative AI. • Understanding how AI chatbots and Large Language Models (LLMs) work. • Exploring common AI assistants, including ChatGPT, Microsoft Copilot, and Google Gemini. • Understanding the capabilities, limitations, and common applications of AI tools.
Module 2: Understanding AI Tools and Their Applications	Exploring different AI tools and selecting suitable solutions for workplace tasks. • Identifying different AI tools and their functionalities. • Understanding when and how to use AI assistants. • Exploring practical AI applications in business and daily operations. • Selecting appropriate AI tools based on specific work requirements.
Module 3: Creating Effective Prompts	Developing practical prompt-writing skills to generate relevant and useful AI responses. • Understanding the fundamentals of prompt engineering. • Identifying the key elements of an effective prompt. • Providing clear instructions, context, and expected outputs. • Refining prompts to improve the relevance and quality of AI-generated responses.
Module 4: Improving AI Outputs and Avoiding Errors	Learning how to evaluate, verify, and improve AI-generated information. • Understanding AI hallucinations and inaccurate information. • Identifying common errors and limitations in AI-generated outputs. • Applying techniques to verify information and check accuracy. • Using follow-up prompts and iterative conversations to improve responses.

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Module	Topic Coverage
Module 5: Responsible AI Usage, Privacy and Security	Understanding the importance of using AI safely, ethically, and responsibly. • Understanding data privacy and security considerations. • Identifying risks associated with sharing sensitive information. • Recognising potential bias and ethical concerns in AI-generated content. • Applying responsible AI practices and following organisational policies.
Module 6: Integrating AI into Everyday Workflows	Applying AI tools to improve productivity and simplify routine workplace activities. • Identifying suitable AI use cases based on job responsibilities. • Using AI for writing, research, summarisation, and brainstorming. • Applying AI to overcome challenges and streamline repetitive tasks. • Exploring basic AI-assisted automation and workflow improvements. • Incorporating AI into daily work activities to enhance productivity.