Workplace Hero

AI awareness and responsible use at work

90 minutes | 1.5 CPD hours | 20 questions | 80% pass mark

Artificial intelligence is already changing how people research, write, analyse information, communicate, create content and solve problems at work. The important question is no longer simply whether people will use AI, but how they can use it effectively, safely and responsibly.

This practical WorkplaceHero course goes well beyond a basic introduction. It explains what modern generative AI is doing, why a fluent answer can still be wrong, how to write useful prompts, how to test and improve an output, and when AI is the wrong tool for the task.

The course is built around four actions - understand, use, check and protect. Learners practise each one through realistic workplace decisions, prompt-building exercises, output checks and scenarios involving personal data, confidentiality, bias, intellectual property, deepfakes and professional judgement.

Who it is for

Employees, managers and professionals across sectors, including people who already use tools such as ChatGPT, Microsoft Copilot, Google Gemini or Claude; people considering AI; managers of AI users; and anyone who encounters or makes decisions from AI-generated material. No technical knowledge is required and the principles are not tied to one product.

Learning outcomes

- Explain AI, generative AI and large language models in accessible terms
- Recognise useful workplace applications and tasks where AI needs much greater caution
- Build effective prompts using Task, Context, Requirements, Output and Check
- Improve results through review, challenge, refinement and verification
- Recognise hallucinations, fabricated citations and misleading confidence
- Protect personal data, confidential information and organisational interests
- Recognise bias, automation bias and the limits of automated recommendations
- Apply practical copyright and intellectual-property precautions
- Respond safely to AI-enabled phishing, impersonation and deepfakes
- Use workplace AI policies and escalation routes responsibly

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Your course syllabus

1. Understanding artificial intelligence

AI as an umbrella term, generative systems, language models and why generated language is not the same as a verified answer.

2. What AI can and cannot do

Useful co-pilot tasks, hallucinations and a risk-based approach in which the consequences of error determine the checking needed.

3. Prompting AI effectively

A practical Task, Context, Requirements, Output and Check framework, followed by iterative prompting and a prompt repair exercise.

4. Checking AI outputs

Accuracy, currency, evidence, completeness, bias, audience and accountability - including how to detect invented sources.

5. Personal data and confidentiality

Stop Before You Upload: data minimisation, authorisation, approved tools, security, transparency and alternatives to real information.

6. Bias, fairness and human oversight

How bias enters AI-supported work, automation bias, fair criteria and meaningful human involvement where decisions affect people.

7. Copyright, intellectual property and ownership

Input and output risks, provider terms, originality, licensing and careful commercial use without sweeping ownership claims.

8. Cybersecurity, deepfakes and fraud

Convincing phishing, fake invoices, cloned voices and synthetic media, with independent verification and familiar security controls.

9. Responsible AI use at work

The WorkplaceHero checklist for decisions before using AI, while prompting it and before relying on its output.

10. AI in real workplace situations

Seven substantial scenarios spanning email, learner information, recruitment, research, creative work, safeguarding and performance management.

11. Creating good AI habits

Ten practical rules, organisational AI policy, a complete prompt challenge and a personal action plan.

12. End of course assessment

Twenty applied questions drawn at random from a bank of at least forty, with an 80% pass mark and explanatory feedback.

Assessment, evidence and team learning

Assessment

Practical activities and quick checks help you apply each module as you go. The course finishes with 20 applied questions drawn at random from a bank of at least 40, with an 80% pass mark. You can retake it, and explanatory feedback helps you revisit anything that has not yet landed.

Certificate and CPD

A WorkplaceHero certificate of completion is issued as soon as you pass the assessment. 1.5 CPD hours are added automatically to your WorkplaceHero CPD record. The certificate records completed learning but does not confer specialist technical, legal, data-protection or AI-governance competence.

Before you start

None. The course uses plain English and assumes no technical knowledge. All core learning remains available in writing, with transcripts for media and keyboard alternatives for interactive exercises.

Refresher guidance

We suggest reviewing your AI knowledge after 12 months because technology, workplace practice and guidance develop rapidly. This is a suggested CPD review date, not an expiry date.

Accuracy and scope

Course content last reviewed September 2026. The course is primarily UK-focused and draws on current ICO and GOV.UK guidance. Guidance can change, so important decisions should be checked against current authoritative sources and your organisation's own policies. EU AI Act obligations are relevant only where an organisation or use falls within its scope.

Buying for a team

Course places are separate from optional Passport for Teams subscriptions. Each learner uses their own WorkplaceHero account. Current prices, quantity options and any promotions are shown on the course page. Organisations pay the applicable price plus VAT; individual checkout prices include VAT. No fixed prices are reproduced here because offers can change.

View current course and team pricing