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COURSE BROCHURE

Everyday AI Literacy for Non-Technical Staff Training Course

7 – 11 November 2027
Kuala Lumpur

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Ref: 1189_44661 **Date:** 7 – 11 November 2027 **Location:** Kuala Lumpur **Fees:** 4900 GBP

Everyday AI Literacy for Non-Technical Staff is a 1-week training course for administrative, customer-facing, finance, HR and operations employees who use AI assistants in routine work and want to do so safely and well, and who leave with a Personal AI Use Toolkit. Chat assistants and AI features now sit inside email, documents and spreadsheets, often before any guidance reaches staff. Jupiter Prime Training runs this course on everyday AI literacy so that non-technical employees can use these tools with confidence and care.

Why Everyday AI Literacy Matters Now

Three forces shape everyday AI literacy: office software that switches on AI features by default, colleagues pasting work content into public chat tools, and customers who expect faster, accurate written replies. Organisations whose staff know what AI can and cannot do gain time on drafting, summarising and searching, while avoiding leaked data and confident but wrong answers. Where staff guess, errors spread quietly into letters, reports and records. The course refers to ISO/IEC 42001, the international standard for an AI management system, and the NIST AI Risk Management Framework NIST AI RMF to explain why organisations set acceptable-use rules and human checks.

Who Gains Most from Everyday AI Literacy

- Administrative and executive support staff who draft letters, minutes and schedules
- Customer service and front-desk staff who answer enquiries in writing
- Finance and procurement officers who summarise invoices, contracts and reports
- HR and training coordinators who prepare policies, announcements and job adverts
- Operations and logistics staff who track tasks, logs and shift handovers

A department that sends several staff from different desks gains most, because shared prompt habits and checking routines spread faster when colleagues learn them together.

Everyday AI Literacy Capabilities

Participants leave able to use AI assistants for routine tasks while keeping accuracy, privacy and judgement intact.

- Assess whether a task suits an AI assistant or needs human handling — line managers allocating work
- Build clear prompts with role, context, format and examples — colleagues receiving the output
- Test AI answers for errors, invented facts and outdated content — customers and report readers
- Apply data classification rules before sharing content with any tool — information security and privacy owners
- Design reusable prompt templates for recurring office tasks — the wider department

- Communicate when and how AI helped produce a document — supervisors and recipients

Key Everyday AI Literacy Terms

- Large language model — the type of AI behind chat assistants, trained on large amounts of text to predict likely next words.
- Prompt — the instruction or question typed into an AI tool, including any context, examples and format requests.
- Hallucination — a fluent AI answer that contains invented facts, sources or figures.
- Context window — the amount of text an assistant can consider at once, which limits long documents and chats.
- Data classification — labelling information as public, internal, confidential or restricted to decide where it may go.
- Acceptable-use policy — an organisation's written rules on which AI tools staff may use and for what.

Everyday AI Literacy Day by Day

Day 1: What AI Is and Is Not

- Large Language Models in Plain Terms — How Assistants Produce Answers
- Strengths and Limits Map — Drafting, Summarising, Reasoning and Arithmetic
- Hallucinations and Outdated Knowledge — Why Fluent Answers Can Be Wrong
- AI Features Inside Office Software — Email, Documents, Spreadsheets and Meetings
- Hospital Administration and Retail Office Examples — Realistic Daily Uses

Day 2: Prompt Writing for Routine Tasks

- Role, Context, Task and Format Pattern — Clearer First Answers
- Example-Led Prompts — Matching House Style and Tone
- Follow-Up and Refinement Techniques — Steering Long Conversations
- Summarising Long Documents — Choosing Length, Audience and Focus
- Translating and Rewriting Text — Keeping Meaning and Courtesy

Day 3: Checking AI Output

- Fact-Checking Routine — Names, Figures, Dates and Sources
- Bias and Tone Review — Fairness in Letters, Adverts and Replies
- Spreadsheet and Calculation Checks — Verifying Formulas and Totals
- Source Comparison — Cross-Checking With Trusted Internal Documents
- Human Sign-Off Rules — When a Second Reader Is Required

Day 4: Safe Data and Responsible Habits

- Data Classification Before Prompting — Public, Internal and Confidential Content
- Approved Versus Public Tools — Following the Acceptable-Use Policy
- ISO/IEC 42001 and NIST AI RMF Basics — Why Organisations Set AI Rules
- Personal Data and Customer Records — Redaction and Anonymisation Steps
- Disclosure Habits — Telling Recipients When AI Assisted

Day 5: Practising the Personal AI Use Toolkit

- Inbox and Letter Drill — Applying Day 2 Prompts to Real Correspondence
- Report Summary Drill — Using Day 3 Checks on a Long Document
- Data Handling Scenario — Applying Day 4 Classification to Sensitive Requests
- Prompt Template Library — Saving Patterns for Recurring Tasks
- Personal AI Use Toolkit — Task List, Prompt Templates, Checks and Data Rules

Applying Everyday AI Literacy After the Course

- Share three tested prompt templates with colleagues on the same desk and agree a checking routine for each.
- Review the acceptable-use policy with a supervisor and mark which daily tasks may use which approved tool.

Everyday AI Literacy Questions FAQ

What is everyday AI literacy and why does it matter now?

Everyday AI literacy is the practical ability to use AI assistants safely for routine work. It matters now because AI features already sit inside common office software, and staff need to spot errors and protect data.

Which roles gain most from everyday AI literacy training?

Administrative, customer service, finance, HR and operations staff gain most. If you write, summarise or answer enquiries daily, the course helps you save time without losing accuracy.

How does everyday AI literacy differ from an AI productivity course for managers?

Everyday AI literacy serves non-technical staff at any level, focusing on safe daily use. A manager productivity course centres on delegation, planning and decisions; this one builds prompting, checking and data habits for routine tasks.

What do you bring back from everyday AI literacy training?

You bring back a list of tasks suited to AI, saved prompt templates, a checking routine and clear data rules you can apply the next working day.

Everyday AI Literacy: The Way Forward

The Personal AI Use Toolkit first informs which routine tasks a participant hands to an assistant the following week. Staff, supervisors and colleagues on the same desk use it to share prompts and checks. After a month of use, the checking routine deserves another look, since real errors caught show where extra care or a second reader is still needed.