



# CompTIA: AI Essentials On-Demand

Course ID #: 7000-1140-ZZ-Z

Hours: 3

Delivery Method: Group Internet Based

## Course Content

### Description:

CompTIA AI Essentials is a 2–3 hour, beginner-friendly course that shows you how to use AI assistants like ChatGPT, Copilot, and Gemini to do your job faster and better. No prior experience required. You'll learn what generative AI is, how to write effective prompts, how to avoid bad outputs, and how to plug AI into your everyday work. If you're still guessing with AI tools or avoiding them altogether, this course gives you a safe, structured way to catch up quickly.

### Objectives:

Upon successful completion of this course, students will:

- Understand what generative AI is and how it powers AI chatbots.
- Create effective and efficient prompts.
- Avoid hallucinations and verify outputs.
- Improve AI outputs by treating AI Interactions as conversations instead of transactions.
- Use AI responsibly with sensitive information.
- Identify good uses cases for AI in your work.

### Prerequisites:

None



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## Topics:

### Course Intro

#### Lesson 1: Getting Started

- Course Introduction
- How to Use This Course
- Activity: Preassessment

### Introduction to AI Chatbots

#### Lesson 2: Generative AI: The Tech Behind Chatbots

- Introduction to Generative AI
- Activity: Identifying When and How to Use AI
- AI Tools and Models
- The Risks of Using AI
- Activity: Identifying a Work Task

#### Lesson 3: Basic Prompt Engineering

- It All Starts with a Prompt
- Elements of an Effective Prompt
- Activity: Elements of an Effective Prompt
- Introduction to Contextual Files
- Right-Sizing Your Prompts
- Activity: Crafting an Effective Prompt

#### Module 2 Quiz

### Improving AI Outputs

#### Lesson 4: Avoiding Hallucinations and Verifying Outputs

- The Importance of Verifying AI Outputs
- Types of Errors in AI Outputs
- Activity: Verifying AI Outputs

#### Lesson 5: Treating AI Interactions as Conversations

- Engaging with AI Responses
- What to Include in Your Second Prompt
- Activity: Practicing Sustained Interaction

#### Module 3 Quiz

### Using AI in Your Work

#### Lesson 6: Use AI Responsibly

- Use AI Securely
- Risks and Rules for AI Usage
- Activity: Avoiding the Risks of AI

#### Lesson 7: Identifying Good Uses Cases for AI

- When to Use AI
- AI is a Great Teacher
- Use AI to Beat the Blank Page
- Getting Started with Basic AI Automation
- Types of Automated Workflows
- Activity: Streamlining an Upcoming Task

#### Module 4 Quiz

Register for this class by visiting us at:

[www.tcworkshop.com](http://www.tcworkshop.com) or by calling us at 800-639-3535

*NASBA CPE details are provided on the following pages.*



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## NASBA Information

**Level:** Intermediate

**Advanced Preparation:**

**Attendance Requirement:** To be awarded the full credit hours, you must sign in and attend the entire course.

**Recommended Field(s) of Study:** Computer Applications & Software

**Recommended CPEs:** 3.20

### **Policies: Course Registration, Cancellation, Refund, and Complaint Resolution**

For more information regarding administrative policies such as complaint and program cancellation policies, please contact our offices at 800-639-3535 or visit us at: [www.tcworkshop.com](http://www.tcworkshop.com)

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