



AI & Technology Literacy

A one-day Core Credential for clear-eyed, responsible human-AI collaboration

ICA CORE CREDENTIAL · ONE DAY · 8 LEARNING HOURS

AI is reshaping how decisions are made, information is produced, and organisations create value. This practical Core Credential gives professionals the vocabulary, critical-thinking habits, and ethical awareness to engage with AI responsibly and effectively across any role.



Participants earn an ICA credential.

THE COURSE PROMISE

Build the confidence to understand what AI can and cannot do, preserve human judgment and accountability, and make responsible choices about AI in everyday work.

DURATION

One day · 8 learning hours, with lunch and breaks additional

FORMAT

Live in-person or remote delivery

AUDIENCE

Practitioners across all functions; no technical background required

LEARNING EXPERIENCE

A continuous fictional Bank internal customer-service case

1

Understand the system

Explore how generative AI produces outputs, where capabilities add value, and why fluent results still need judgment.

2

Strengthen the human contribution

Decide what to augment, automate, or retain with people, then direct and review AI-supported work with care.

3

Adopt responsibly

Apply human judgment, privacy, ethical awareness, and practical assessment before an AI application proceeds.



THE EXPERIENCE

Bring clear-eyed AI literacy to everyday work

This one-day Core Credential is designed for practitioners who build with AI, direct it, use its outputs, or govern its use. It translates core concepts into practical workplace decisions without assuming a technical background. Across the day, participants work with a fictional Bank team exploring AI for an internal customer-service work product.

Why it matters

Professionals who only use AI tools, without understanding their limits, human accountability, and organisational responsibilities, are poorly equipped for the work ahead.

What participants leave with

A practical foundation for framing AI-supported work, reviewing outputs, retaining human judgment, and making more responsible adoption decisions.

A CONTINUOUS FICTIONAL BANK CASE

1

Examine the work

Question the value of a candidate internal customer-service activity before considering whether AI should make it faster.

2

Frame and review the output

Set out what good work looks like, then review an AI-supported draft for quality, accuracy, bias, and usefulness.

3

Retain human accountability

Define where people must verify, exercise judgment, protect data, and stay responsible for the consequences.

4

Make a responsible decision

Assess whether the proposed application should proceed, whether AI acts or advises, and the conditions required.

A PRACTICAL, HUMAN-CENTRED LENS

The course focuses on augmentation, critical thinking, ethical awareness, human oversight, and learning over time, not technical implementation or tool selection.

LIVE DELIVERY

The one-day programme can be delivered in person or remotely. The remote design is fully live and exceeds the source requirement for at least 80% synchronous delivery.



FOUNDATIONS, WORK, AND HUMAN CAPABILITY

Learning outcomes

The course is designed around the following ICA Core Credential learning outcomes.

1

1.1 How Generative AI Produces Outputs

Build a nontechnical understanding of how generative AI produces likely continuations from patterns and why fluency is not evidence of accuracy.

2

1.2 AI Capabilities and Reliability

Judge where AI capabilities add value or create risk, recognising that reliability and data quality vary by task and change over time.

3

1.3 AI's Role in Work Activities

Analyse which activities should be augmented, automated, or retained with human presence, judgment, and accountability, starting with whether the work is needed.

4

2.1 Human Capabilities in AI-Augmented Work

Identify the human capabilities that become more valuable as routine cognitive work shifts, including judgment, ethics, relational intelligence, context, and creative synthesis.

5

2.2 Directing AI Work

Frame work clearly enough for AI to produce something usable by articulating purpose, importance, users, and the characteristics of a good result.



REVIEW, JUDGMENT, AND RESPONSIBLE ADOPTION

Learning outcomes

The remaining outcomes bring critical review, human accountability, ethics, data considerations, and responsible adoption into one practical learning journey.

6

3.1 Reviewing AI-Generated Work

Treat judgment as a deliberate review step that tests AI-generated work for quality, accuracy, bias, and practical usefulness.

7

3.2 Human Judgment in AI-Assisted Work

Use AI for a real work product while retaining clear human responsibility and explicit verification and judgment checkpoints.

8

4.1 Ethical and Data Considerations

Recognise the privacy, confidentiality, intellectual property, bias, consent, transparency, and potential-harm considerations in a specific application.

9

4.2 AI Application Assessment

Assess a proposed AI application across human, ethical, and organisational dimensions before adoption and establish the conditions that must be met.

ONE DAY, WHOLE-SYSTEM VIEW

The day connects system understanding, work design, human capability, output review, accountability, data and ethics, and a responsible application decision.



WHAT THE DAY EXPLORES FIRST

Morning learning journey

THE OPENING FRAME · 30 MINUTES

AI, decisions, information, and value creation. Introduce the fictional Bank case and the expectation of critical thinking, human oversight, and responsibility.

1

Generative outputs, capabilities, and reliability

95 MINUTES

SOURCE FOCUS

Generative AI predicts likely continuations from patterns, so a fluent answer is not necessarily accurate. Capabilities, reliability, and data quality must be judged in the context of a specific task.

IN THE ROOM

Participants examine a fluent internal customer-service draft, distinguish generative output from human reasoning and rule-based automation, and explore what the Bank team needs to know about value, risk, reliability, and data quality.

PRACTICAL APPLICATION

Create a practical way to question a confident output before it is treated as reliable or used in a work decision.

2

The work before the technology

115 MINUTES

SOURCE FOCUS

AI affects activities differently: some may be augmented, some automated, and others still require human presence, judgment, or accountability. AI-supported work is stronger when its purpose and good-result conditions are explicit.

IN THE ROOM

Participants map the Bank team's work activities, identify the human capabilities that matter around them, and frame one internal customer-service task for AI support.

PRACTICAL APPLICATION

Decide what work should be reconsidered, augmented, automated, or kept human-led; define the purpose, users, and quality expectations for a useful AI-assisted result.

MIDDAY PAUSE

Lunch and delivery-mode breaks are scheduled in addition to the programme's 8 learning hours.



REVIEW, ACCOUNTABILITY, AND RESPONSIBLE CHOICES

Afternoon learning journey

3

Reviewing AI-generated work and retaining judgment

105 MINUTES

SOURCE FOCUS

Fluent work can still be inaccurate, biased, or unsuitable. Human accountability cannot be delegated, so quality review, verification, and judgment must remain deliberate parts of the workflow.

IN THE ROOM

Participants review a proposed Bank output against quality, accuracy, bias, and usefulness criteria, then design the verification and judgment checkpoints that keep people responsible for the work and its consequences.

PRACTICAL APPLICATION

Create a review-and-checkpoint plan that makes human judgment visible before an AI-supported work product is used.

4

Data, ethics, and responsible application assessment

135 MINUTES

SOURCE FOCUS

Privacy, confidentiality, intellectual property, bias, consent, transparency, and harm need practical consideration. Human, ethical, and organisational consequences are easier to address before adoption than after harm occurs.

IN THE ROOM

Participants surface relevant considerations for the fictional Bank application, then assess whether AI should act or advise, what human and organisational impacts matter, and what conditions would allow it to proceed responsibly.

PRACTICAL APPLICATION

Make a responsible adoption recommendation that includes the appropriate role for AI, the required safeguards, and the next learning or adaptation step.

CLOSE AND ACTION PLANNING

The final 45 minutes integrate all nine outcomes: participants revisit the Bank case, capture a responsible next step, and identify how the organisation can learn and adapt as AI use evolves.



WHAT THE CORE CREDENTIAL ENABLES

From AI awareness to responsible action

This is a foundational learning experience for professionals who need to engage with AI thoughtfully, not just operate a tool. It makes the human contribution to AI-supported work visible: ask better questions, frame work with intent, review with scepticism, protect accountability, and make adoption decisions with care.

1 • TASK AND WORK MAP

A clearer view of whether a work activity is needed, should be augmented or automated, or requires human-led judgment.

2 • WORK BRIEF

A practical way to set out purpose, importance, users, and good-result criteria before directing AI work.

3 • REVIEW AND JUDGMENT PLAN

Explicit quality, verification, and human-accountability checkpoints for AI-assisted work.

4 • RESPONSIBLE ADOPTION ASSESSMENT

A structured view of data, ethics, human impact, organisational conditions, and next steps before deployment.

ONE-DAY CORE CREDENTIAL

Eight learning hours in one integrated day. The Core Credential gives teams a shared language and practical foundation for responsible, effective human-AI collaboration.

TAILORED FOR YOUR ORGANISATION

Bring the programme into your organisation with a fictional Bank-style scenario tailored to the work, decision contexts, and responsible-adoption questions your people face.

PRACTICAL TAKEAWAY

A clear-eyed approach to AI that combines capability awareness, critical thinking, human judgment, ethical awareness, and responsible organisational action.