AI at work

Introduction

AI can revolutionise how services are delivered and how internal processes are managed.

This module provides a broad overview of AI, focusing on how it can enhance administrative tasks, streamline service delivery, and provide better insights into customer needs. The module will also cover the difference between AI and automation, with examples relevant to what we do in the organisation.

When using Gen AI tools, it is important to make sure you are following GDPR (General Data Protection Regulations) rules, and never input confidential or personal information into the system.

Practical applications of AI at work

Case studies

Using AI audio software to create voiceover for video

AI audio software can simplify the process of creating voiceovers for videos, making it quicker and more cost-effective. By using AI-driven text-to-speech tools, you can generate natural-sounding narration without the need for professional recording studios or equipment.

Any method for audio creation starts with receiving the finalised copy of the script from the relevant team.
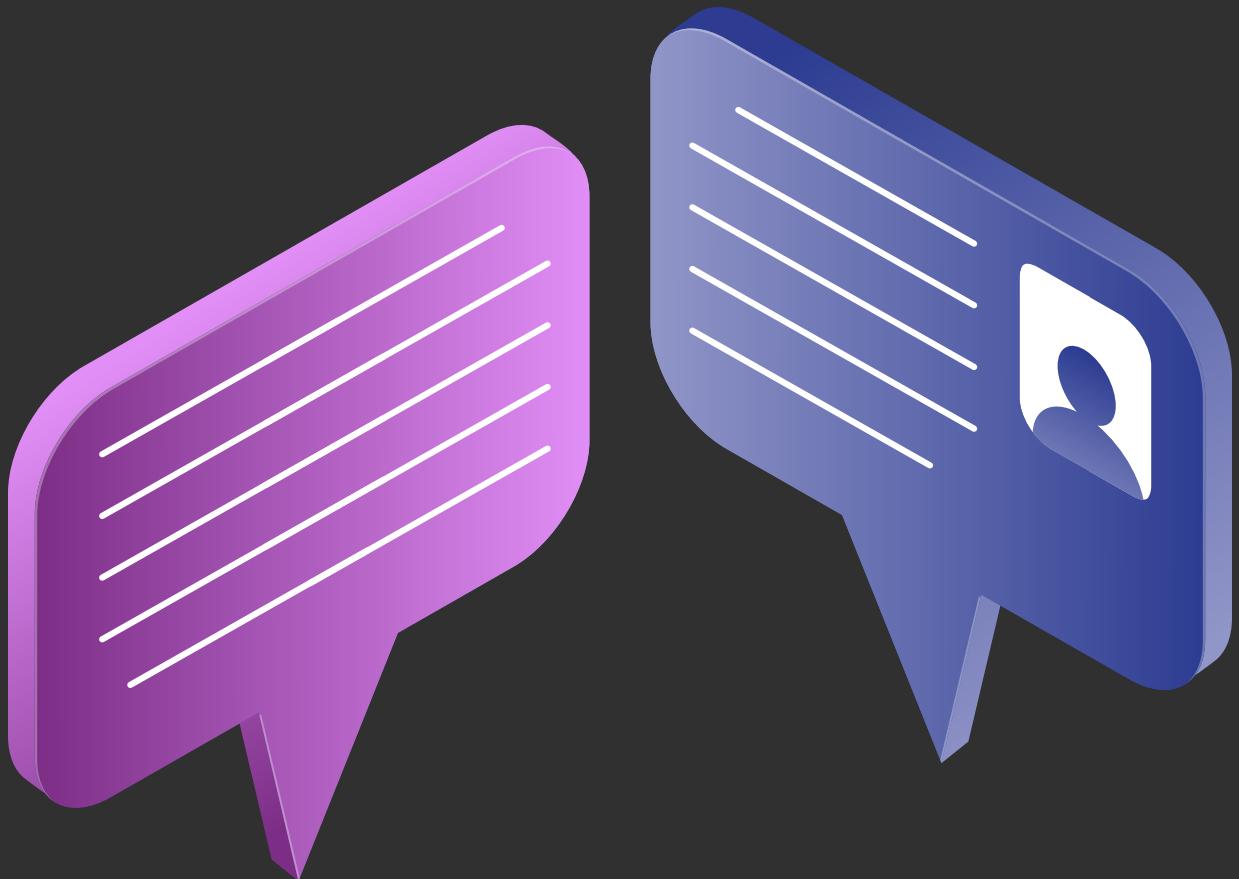
With AI audio software, we can simplify the process of creating voiceovers for videos, making it quicker and more cost-effective.
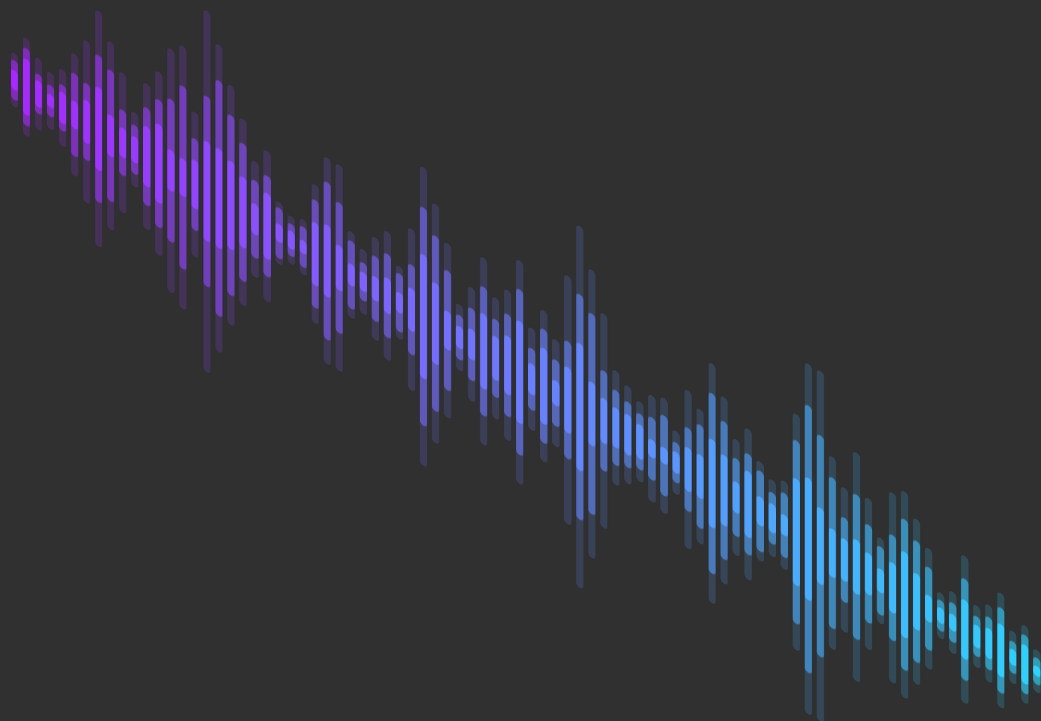
Using an AI voice generation tool, we can create the audio in a voice and tone suited to the content; using the software's capabilities to customise pronunciations, pauses and emphasis.

Content can be ready to send for review within a very short space of time.

> ⓘ Using previous methods, we would have to spend time researching, selecting and contacting someone suitable to do a voiceover. If they agreed to do the voiceover, we would then need to send out recording equipment to them at home, or schedule a future recording session at the office. Both of these take time and planning, and sometimes unexpected disruptions or issues can crop up.

The AI-generated voiceover can now be sent to the project owner for review. Requested edits are also much simpler and quicker to implement — it just involves going back into the software and tweaking wording and/or pronunciations. The project owner can now do a final review, and sign-off the voiceover content.

Your **AI produced** audio is now ready for use.

The clickable timeline below compares the stages/ time spent using the AI generated voiceover method versus traditional recording methods.

Timeline of an AI voiceover production versus traditional voiceover production
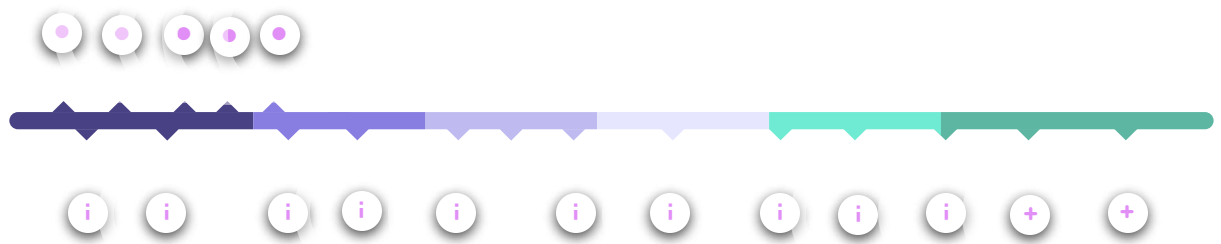
AI method :Step 1

Receive the signed-off copy of the script from the project owner

AI method: Step 2

Using Murf, we can create the audio in a voice and tone suited to the content; using the software's features to customise pronunciations, pauses and emphasis.
Content can be ready to send for review within a short time.

AI method: Edits

Once owner has done an initial review of the content, we can begin work on any requested edits immediately.

AI method: Sign-off

We have now implemented the changes and sent back to the course owner for sign-off.

AI method: Audio Complete

Your **AI produced** audio is now ready for use.

Traditional method: Step 1

receive the signed-off copy of the script from the project owner

Traditional method: Contact voiceover artist

With our previous recording we would use this time to select and contact someone suitable to do the voiceover. We would then have to wait for their decision on doing the work.

Traditional method: Equipment

Arrange for our audio equipment to be sent to the voiceover artist.
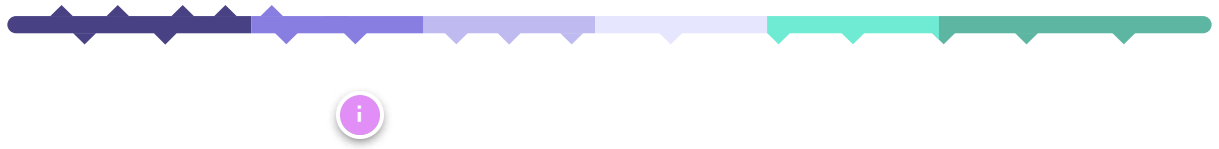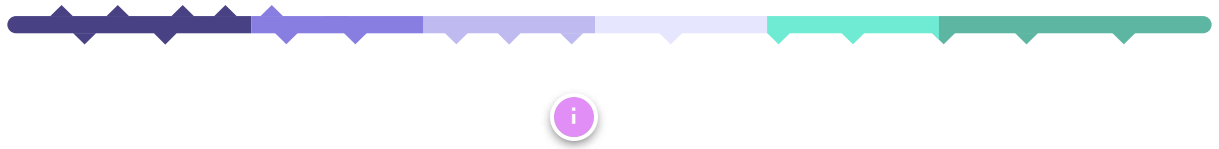
Traditional method: Audio creation

The voiceover artist records the audio. This can become more complicated or time-consuming based on factors like the length of the recording, possibly doing multiple takes due to missteps in pronunciation or losing their place in the script, etc.
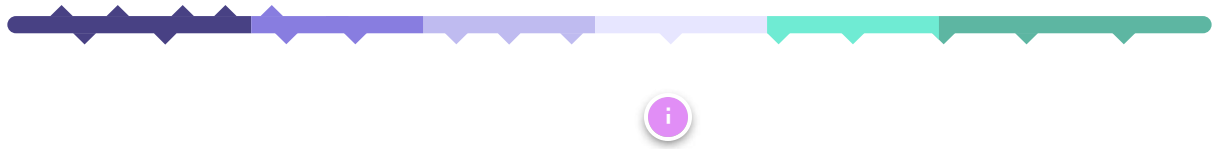
Traditional method: Wait for return of equipment

Wait for and log return of recording equipment.

Traditional method: Processing

Within the team, we would now process the audio, breaking it up into sections if needed. We also master the levels to cut out any unwanted background noise and fix any other sound issues.
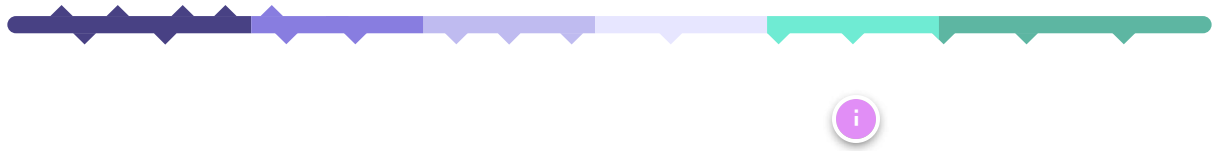
Traditional method: Review

Now we send the voiceover file to the project owner to review.

Traditional method: Feedback

Now we can receive sign-off for the audio or, as is more often the case, receive any requested changes to the audio.

Traditional method: Edits

At this point, if the voiceover artist no longer has the recording equipment, we would have to re-send the equipment so they can do any re-recordings needed.

Traditional method: Wait for new audio and return of equipment

We now wait to receive the new recordings and the return of the equipment.

Traditional method: Processing round 2

We now process the updated audio, including mastering to remove any background noise. We can then send it back to the project owner for final review and sign-off.

Traditional method: Audio Complete

Your **traditionally produced** audio is now ready for use.

2

Generating meeting agendas, project plans and more

Teams can save time and make their work more efficient by using Generative AI to create meeting agendas, project plans, and similar documents.

AI makes it easy to quickly produce clear, accurate, and well-organised content, giving teams more time to focus on bigger priorities like strategy and problem-solving.

ⓘ It's always important to bear in mind that AI can generate content that looks plausible and correct on the surface, but can contain inaccuracies. These tools can get you started and save time, but it's important to have human oversight and intervention.
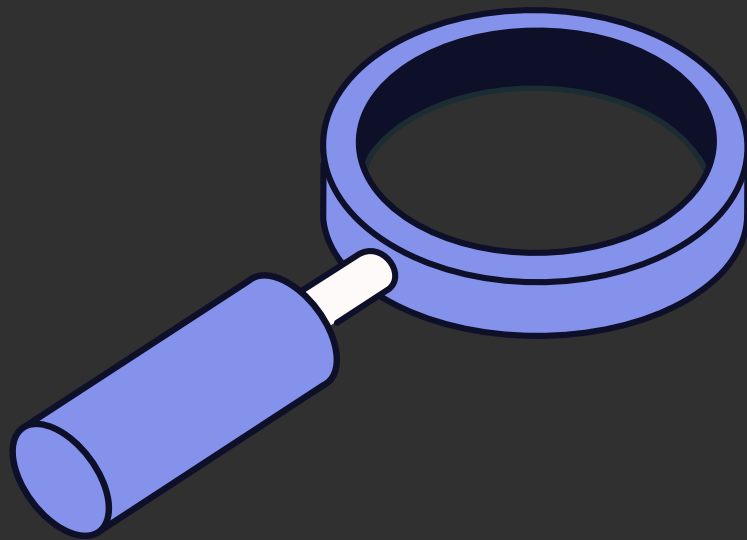
You can easily tweak the content it creates to match specific needs, like meeting compliance requirements or tailoring it to different stakeholders. This not only ensures everything is done right but also makes it easier for teams to work together, keeping everyone on the same page.

In our organisation we have multiple projects across different teams. Writing detailed project plans and meeting agendas for each group takes a lot of time and effort. With Generative AI, these tasks can be done much faster and more consistently.

For example, instead of spending hours drafting a project plan, a team can simply enter a few key details into an AI tool, and in minutes, it generates a professional, ready-to-use plan.

The same goes for meeting agendas—AI can quickly pull together all the important points, time slots, and action items, so nothing is missed. From there, it's easy to adjust the content to fit specific goals or needs.

However, you must remember never to put sensitive or confidential information into the AI system. Remember, also, **AI can make mistakes** — **always check the AI output**.
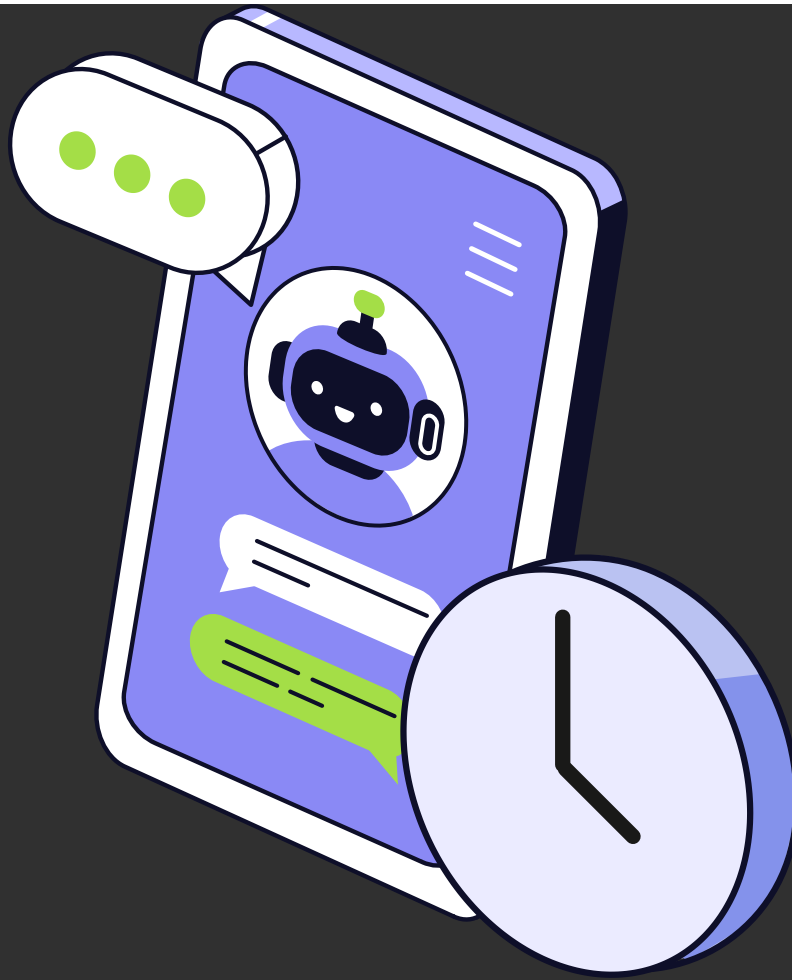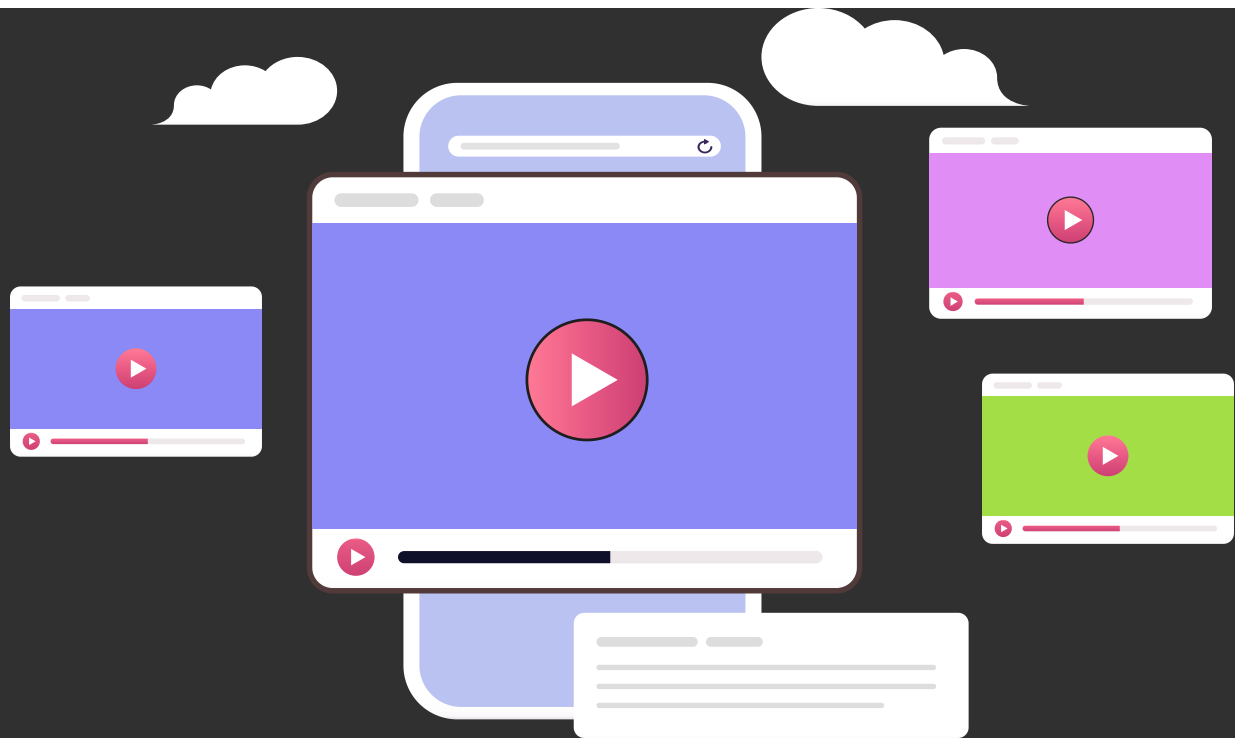
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3

Using AI to Generate a Video Script

Challenge

Our team needed a short explainer video on a new collaboration with external partners to pilot a new digital method of gathering assessment evidence for learners. We had a rough outline of key points, and we wanted to create a structured, engaging script quickly.

We used a **generative AI tool** to refine the outline into a professional script. First, we provided the AI with:

- the video's purpose and target audience

- key learning points from the outline

- the preferred tone (positive, friendly and informative)

Within a few seconds, the AI generated a draft script. We could then review this and make our own edits and tweaks to align with the organisation's tone of voice, and to add examples relevant to our learners.
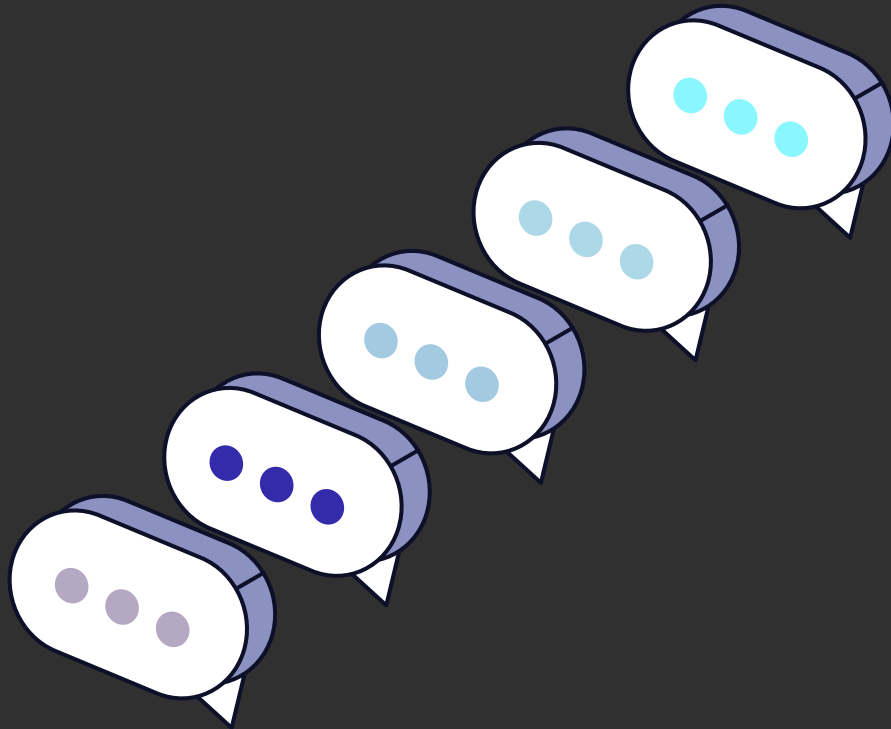
The final script was clear and engaging, and we could take it to the voiceover generation stage immediately, far quicker than writing from scratch.

Using AI streamlined the process, allowing us to focus on refining the content and enhancing our message, rather than starting from a blank page.

Key Takeaway

AI tools can accelerate content creation by transforming rough ideas into structured outputs, saving time while

maintaining quality. The key is reviewing and tailoring AI-generated content to fit your specific needs.

CONTINUE

4

Generating generic course content for 'Time Management'

Designing a time management course can be a lot of work, especially if it needs to suit different groups of people. To make it faster and easier, we used AI and a method called **prompt engineering** to create content that was **clear, engaging**, and tailored to our audience.
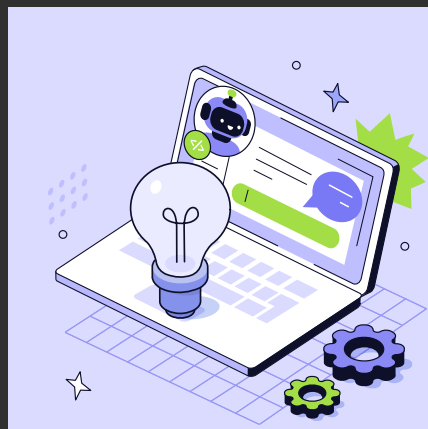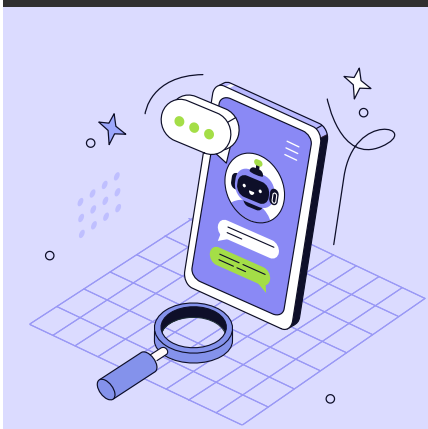
We started by outlining topics like prioritising tasks and avoiding procrastination. By giving the AI **specific instructions**, we made sure the tone, style, and level of detail matched what we needed—whether it was for beginners or more experienced professionals.

In a short space of time, the AI provided a detailed outline with lesson ideas, examples, and even quizzes to keep the course interesting. We could also adjust the prompts to fine-tune the

content for different groups, like remote workers or managers, so that it felt practical and relevant.

The AI made it easy to create consistent, professional content that we could tweak and edit as needed. What might have taken weeks to do manually was ready in just a few days, saving us time and effort.

What's happening outside SQA

SURPASS's use of AI

- https://surpass.com/copilot/

- https://surpass.com/tutor/

Ethical and Responsible Use of AI

When using Generative AI in a professional context, it's important to do so ethically and responsibly. AI tools can support creativity, productivity, and problem-solving, but they must be used in ways that align with important values—such as fairness, transparency, and accountability.

Always verify the accuracy of AI-generated content, especially when it informs decision-making, policy, or public communication. AI can "hallucinate" or produce convincing but incorrect or biased information. Avoid using AI to create content that misleads, discriminates, or could be perceived as deceptive.

Respect privacy and confidentiality by never inputting personal, sensitive, or identifiable information into AI tools. In a public sector setting, safeguarding data and upholding trust is critical.

Finally, be transparent about when and how you've used AI to create or assist with content. Responsible use means being open with colleagues and stakeholders and ensuring AI supports—not replaces—human judgment and accountability.

Future trends

Automated Administrative Tasks

- Scheduling meetings, managing calendars, and handling emails using AI-powered assistants.

- Automating routine tasks like data entry, invoice processing, and document organisation.

Enhanced Collaboration Tools

- AI-driven features in tools like Microsoft Teams or Slack for intelligent meeting summaries, action items, and transcriptions.

- Real-time language translation for better communication in global teams.

AI Powered Project Management

- Predictive analytics for resource allocation, timeline estimations, and identifying potential risks in projects.

- AI tools providing insights for project prioritisation and helping with tasks

Personalised Learning and Development

- AI-driven platforms that suggest personalised training modules based on employee skills gaps and career paths.

- Use of chatbots for real-time learning support and answering FAQs about company policies or tools.

Data-Driven Decision Making

- AI tools that offer predictive analytics and insights from business data for making strategic decisions.

- Natural Language Processing (NLP) to analyse large volumes of unstructured data like customer feedback and employee reviews.

Intelligent Virtual Assistants

- More advanced AI assistants that can handle complex queries, provide recommendations, and support customer service tasks.

- Virtual assistants integrated across platforms to enhance overall productivity by assisting in workflow management.

Enhanced Employee Experience

- AI-based tools for wellness and mental health support, offering personalised advice and monitoring work-life balance.

- AI-driven insights on employee engagement, helping HR departments improve workplace culture.

Cybersecurity and Risk Management

- AI systems monitoring network activities for anomalies and potential threats in real-time.

- Use of machine learning algorithms for fraud detection and compliance checks.

Smart Workspaces

- AI-enhanced office environments with smart lighting, temperature controls, and automated booking systems for meeting rooms.

- AI tools for optimizing **space utilization** based on real-time usage data.

Advanced Document Processing

- AI for document analysis, such as extracting key information from contracts, resumes, and reports.

- AI-powered content generation tools for drafting emails, reports, and presentations.

Summary

There is lots of potential for the use of AI in the workplace which we will see evolve as people become more confident with the use of these tools.

Conclusion

AI can act as the initial 'idea generation' for many pieces of work. If you have a rough idea of what you're looking to do, create a prompt and ask Generative AI to flesh that out for you. Let it do the initial offload of information and select what works for going forward.

Always remember to be cautious around what information you are sharing. There are ways to be specific without giving sensitive or personal data.

See our course on **Prompt Engineering** to learn more about speaking to Generative AI tools on the Academy.

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Review mode

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