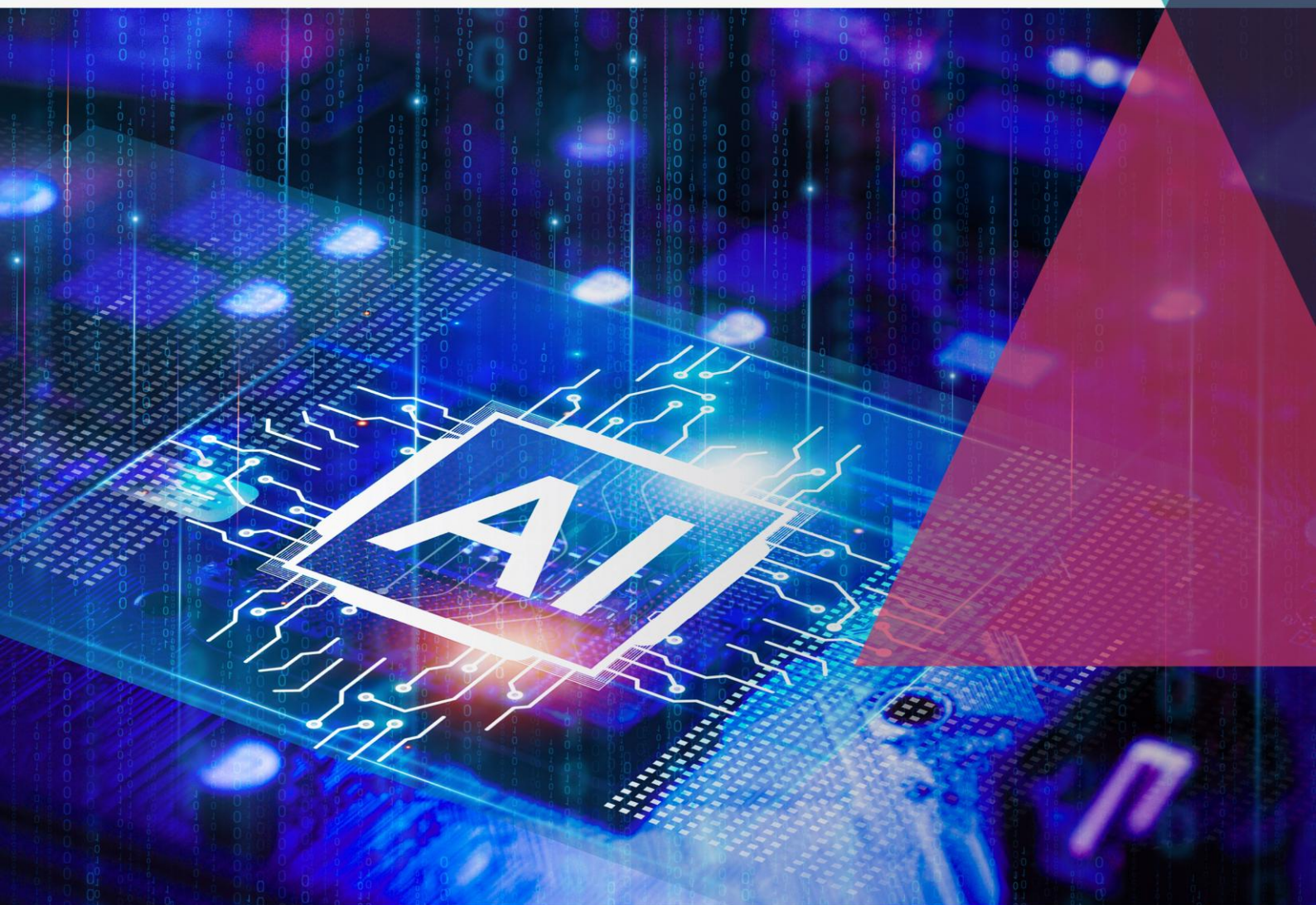


Digital Jobs – AI Career Conversion

Building Victoria's digital workforce



Find cutting-edge digital training for
your team at business.vic.gov.au/djaicc

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About the Digital Jobs – AI Career Conversion program

About the program

The Digital Jobs – AI Career Conversion program is a Victorian Government [AI Mission Statement](#) initiative that delivers targeted training to upskill workers to transition into AI roles and become specialists.

The program supports Victorian businesses in key industries included in the [Economic Growth Statement](#) priority sectors to embed AI capability, strengthen business competitiveness and support local job creation as AI transforms how we work.

The Economic Growth Statement priority sectors are:

- Advanced manufacturing and defence
- Health technologies and medical research
- Circular economy
- Digital technologies
- Agribusiness.

Training is designed to upskill leaders and workers on the job, offering a mix of:



1-day **intensive** workshops, typically delivered **in-person**.



4 to 6-week **specialist** AI skills courses, typically delivered **part-time** and **online** over **6 weeks**.

Training courses offered through the program have been designed to support workers in occupations exposed to AI, including:

- data analytics
- software development
- product management
- UX design
- web development
- IT systems and solutions
- digital marketing
- business management operations, including legal, finance and human resources.

The program is supporting:

- Technology professionals to adapt to the emerging AI needs of their employers
- Professional workers to incorporate AI into their existing roles
- Workers to pivot into adjacent or new AI related roles
- Participating leaders to understand the benefits of AI to business innovation and productivity.



Eligible businesses can apply for training vouchers to enrol their staff in free AI training courses that are delivered by leading training providers in Victoria.

An eligible business can apply for up to 5 vouchers per round to undertake courses or workshops, subject to availability. Only one voucher is available per employee per round. Nominated employees must be based in Victoria.

About the program handbook

This handbook provides an overview of the free training available through the Digital Jobs – AI Career Conversion program.

We recommend reviewing the course summaries and detailed overviews to identify the training solutions best suited to your business needs. For the 6-week Specialist AI Skills courses, it is important to carefully consider the expected time commitment and any prerequisite requirements before applying for the program.

The program offers 2 training rounds per year. Round 1 commenced October 2026 and will run through to March 2027.

Training is available in the following areas:

- Responsible AI – governance and risk
- Agentic AI – using AI agents
- Prompt engineering and conversational design
- AI-powered software delivery
- AI in professional practice.



Training available by course format

Intensive course (workshop)

1. Managing AI Agents: Human-AI Teaming in Practice

This workshop equips professionals with the frameworks, governance vocabulary, and critical judgment to manage hybrid human-AI teams. Builds practical capability alongside conceptual understanding, so participants leave ready to put their skills into action.

Training provider: RMIT University
Course theme: Using AI agents / Agentic AI
Level: **INTERMEDIATE**
Suitable for: People leading AI roll out in an organisation

2. Responsible AI in Practice: Governance, Risk and Deployment

Most organisations experience AI governance as a hindrance: legal sign-offs, ethics committee queues, and approval cycles that stall momentum before a project even begins. This workshop turns that model on its head. The AI Governance Playbook shows leaders how to build governance frameworks that embed decision-making into operational processes from the outset. By establishing clear, pre-approved guardrails, organisations can deploy routine AI solutions confidently and consistently without requiring human review every time.

Training provider: RMIT University
Course theme: Governance and risk
Level: **INTERMEDIATE**
Suitable for: AI Governance for senior leaders

3. AI Productivity and Workflow Design: Building AI Workflows That Deliver

This hands-on workshop helps participants move beyond simply using AI tools to creating measurable business value. Participants learn how AI costs work in practice and develop more effective prompting techniques for analysis, decision support, and everyday workplace tasks. Participants collaborate to design and build a working AI workflow prototype, applying these skills at an organisational level. Participants leave with practical AI workflow design skills and a documented Workflow Playbook that can be adapted to their own workplace.

Training provider: RMIT University
Course theme: Business operations
Level: **INTERMEDIATE**
Suitable for:
IT systems
Data analytics
Digital marketing
Business operations

4. AI-Powered Software Delivery: From Idea to Production

This advanced workshop provides a practical, end-to-end demonstration of how AI is transforming software development. Participants follow the creation of a software feature from a one-paragraph brief to a deployment-ready solution, observing how AI can support every stage of the Software Development Lifecycle (SDLC). Through live demonstrations and the development of an AI-Augmented SDLC Playbook, participants gain a practical framework for integrating AI into software delivery while maintaining appropriate human oversight, accountability, and quality control.

Training provider: RMIT University
Course theme: AI augmented software development
Level: **ADVANCED**
Suitable for:
Software Development
Web Development
Product Management
UX Design

5. Managing Artificial Intelligence Risks for Regional Businesses

This workshop equips regional business leaders with the skills to identify, govern, and manage the operational workforce and compliance strategic risks associated with AI adoption. This fully accredited training program delivers the nationally recognised TAFE unit BSBOPS504 Manage Business Risk,

Training provider: Federation University
Course theme: Governance and risk
Level: **INTERMEDIATE**
Suitable for: Business leaders responsible for AI roll out in an organisation (cost focus)

6. AI for Research & Scientific Innovation

This practical workshop helps health technology workers use AI effectively across the research lifecycle. Participants explore how AI can support literature reviews, research design, data analysis, coding and scientific writing while developing practical AI-enabled workflows. The course also examines research integrity, ethics, privacy, and responsible AI use in research settings.

Training provider: Victoria University
Course theme: Innovation and scientific research
Level: **INTERMEDIATE**
Suitable for: Health technology workers



Specialist AI skills course

7. Applied Artificial Intelligence for Professional Practice

As AI technologies become increasingly accessible, workers need practical skills to identify where AI can create value and how it can be applied responsibly in the workplace. This 6-week TAFE accredited course equips regional white-collar workers to apply artificial intelligence, machine learning and deep learning, automate work tasks using machine learning, and train and evaluate machine learning models.

Training provider: Federation University
Course theme: Business operations
Level: **BEGINNER**
Suitable for: AI for business operations

8. Partnering with AI for Operations: The Shift to the Human-AI Organisation

AI agents are transforming the workplace by becoming capable collaborators that enhance productivity, decision-making, and problem-solving. This 6-week course equips participants with the practical skills to work effectively alongside AI, learning how to manage, evaluate, and collaborate with AI agents on real workplace tasks. Participants develop role-specific workflows and the confidence to use AI to create greater value for themselves, their teams, and their organisation.

Training provider: Melbourne Business School
Course theme: Business operations
Level: **BEGINNER/ INTERMEDIATE**
Suitable for: People leading or supporting AI adoption in their organisation

9. Artificial Intelligence in Marketing

This 6-week course explores the growing ecosystem of AI marketing technologies, learning how to evaluate opportunities, build a business case for AI adoption, and design marketing strategies that incorporate AI effectively. The course balances innovation with responsibility, examining the ethical, governance, and risk considerations associated with AI-driven marketing activities and learners are given access to Microsoft Copilot2 so they can practice using AI as they study.

Training provider: RMIT University
Course theme: Digital marketing
Level: **INTERMEDIATE**
Suitable for: Marketing professionals

10. Agentic AI: Building AI Agents for Workplace Productivity

This 6-week course equips professionals with practical skills to understand, design, evaluate, and apply agentic AI in workplace contexts. As generative AI adoption grows, there is a shift from prompt-based tools to systems that can plan and coordinate multi step work. This course focuses on how these tools can support workflows, decision processes, and productivity alongside existing digital systems and organisational processes.

Training provider: Swinburne University of Technology
Course theme: Using AI agents / Agentic AI
Level: **BEGINNER**
Suitable for: Agentic AI

11. Your Software Superpower: AI-Augmented Development for the Modern Professional

This hands-on 6-week course helps participants harness AI coding assistants to build high-quality applications faster and more efficiently. Participants learn how to work alongside AI as a development partner, accelerating tasks such as prototyping, feature development, testing, security, and deployment readiness. The course also supports a shift from traditional coding to solution design and product innovation, equipping learners with practical skills to deliver greater value using AI-powered development tools.

Training provider: Victoria University
Course theme: AI augmented software development
Level: **INTERMEDIATE**
Suitable for: Software development

12. Responsible AI & AI Governance Practitioner: Building Trust, Accountability & Control in AI

This practical, 6-week career-focused course equips professionals with the skills to implement AI responsibly, ethically, and in line with organisational values. Participants learn how to apply responsible AI practices in real-world settings, helping ensure AI delivers value while protecting people, organisations, and society.

Training provider: Victoria University
Course theme: Governance and risk
Level: **BEGINNER**
Suitable for: AI for business operations



1. Managing AI Agents: Human-AI Teaming in Practice

As AI becomes embedded in everyday business operations, organisations need professionals who can effectively manage the relationship between people and intelligent systems. Managing AI Agents: Human-AI Teaming in Practice equips participants with the frameworks, governance vocabulary, and critical judgment needed to lead and collaborate with AI-enabled teams.

This workshop moves beyond AI theory to focus on the practical realities of human-AI collaboration. Participants will explore how AI agents can be integrated into workflows, decision-making processes, and team structures while maintaining accountability, transparency, and human oversight. Through real-world examples and applied exercises, participants will learn where AI adds value, where human judgment remains essential, and how to create effective boundaries between the two.

By the end of the workshop, participants will have a practical playbook for managing AI agents within their own organisation. They will leave with the confidence, language, and operational frameworks needed to lead AI adoption responsibly, improve team performance, and build productive partnerships between people and AI.

Course theme: Using AI agents/
Agentic AI

Suitable for: People leading AI roll out in an organisation

Recommended digital skill level:



Beginner

Intermediate

Advanced

Prerequisite requirements

No coding or programming knowledge is required. Participants should have used or encountered AI tools in a professional setting and have a basic understanding of their capabilities and limitations.

What will I study?

Learning Modules:

Module 1: The Agentic Shift

Module 2: Task Allocation and Delegation

Module 3: Trust, Verification and Failure

Module 4: Accountability and Responsible AI

Module 5: Build Sprint: Designing Your Hybrid Team

Prerequisites:

Workshop details

Training Provider: RMIT University

Location: RMIT University, Melbourne campus

Hours: One day in person workshop (8 hours)

This workshop will be held across multiple dates, please refer to the application form for specific dates.

What skills will I develop?

Module 1: The Agentic Shift

Soft skills: conceptual clarity and managing uncertainty.

Technical skills: AI literacy and understanding agent capabilities and limitations.

Module 2: Task Allocation and Delegation

Soft skills: decision-making and judgement under uncertainty.

Technical skills: delegation frameworks and task automation tools.

Module 3: Trust, Verification and Failure

Soft skills: critical thinking and analytical judgement.

Technical skills: verifying outputs and recognising bias.

Module 4: Accountability and Responsible AI

Soft skills: ethical reasoning and governance thinking.

Technical skills: data governance and responsible AI frameworks.

Module 5: Build Sprint: Designing Your Hybrid Team

Soft skills: collaboration and systems thinking.

Technical skills: hybrid team design and governance documentation.

Who will teach me?

Facilitator: Dr Say Yen Teoh, Senior Lecturer and Information Systems

Areas of Specialisation: Digital Innovation, Intelligent Enterprise Systems, Digital Strategy

Details

Link: www.rmit.edu.au

Contact details: +61 3 9925 2000



2. Responsible AI in Practice: Governance, Risk and Deployment

Most organisations experience AI governance as a hindrance: legal sign-offs, ethics committee queues, and approval cycles that stall momentum before a project even begins. This workshop turns that model on its head.

The AI Governance Playbook shows leaders how to build governance frameworks that embed decision-making into operational processes from the outset. By establishing clear, pre-approved guardrails, organisations can deploy routine AI solutions confidently and consistently without requiring case-by-case reviews.

Rather than slowing innovation, effective governance becomes the foundation for faster, safer, and more scalable AI adoption. Participants will learn how to design governance that enables action, manages risk, and accelerates organisational capability

Course theme: Governance & Risk

Suitable for: AI Governance for senior leaders

Recommended digital skill level:



Prerequisite requirements

No formal prerequisites. Participants should have a working familiarity with AI tools in their organisation (e.g. use of ChatGPT, Microsoft Copilot, or similar generative AI platforms).

What will I study?

Learning Modules:

Module 1: Why AI Governance Fails

The cost of ad-hoc, sign-off-by-sign-off approval

Module 2: Designing Guardrails, Not Gatekeepers

Embedding decisions into process upfront

Module 3: The Risk & Deployment Playbook

Building pre-approved operating envelopes for routine AI use cases

Module 4: Applied Workshop

Drafting a governance framework for a real deployment scenario

Module 5: Sign-off, Escalation Paths & Review Cadence

What still requires human decision

Workshop details

Training Provider: RMIT University

Location: RMIT University, Melbourne campus

Hours: One day in person workshop (8 hours)

This workshop will be held across multiple dates, please refer to the application form for specific dates.

What skills will I develop?

- Designing AI governance frameworks that embed approval logic upfront rather than per-instance review
- Assessing organisational AI risk and mapping it to appropriate control tiers
- Building pre-approved guardrails for routine, repeatable AI deployments
- Applying a shared governance vocabulary across legal, risk, technology and leadership stakeholders
- Identifying when human sign-off is mandatory vs. when automated guardrails suffice

Who will teach me?

Facilitator: Associate Professor Alessio Bonti, AI Software Engineering - Industry Lead

Areas of Specialisation: AI and Data Transformation

Details

Link: www.rmit.edu.au

Contact details: +61 3 9925 2000



3. AI Productivity and Workflow Design: Building AI Workflows That Deliver

Many organisations are experimenting with AI, but few are realising its full value. AI Productivity and Workflow Design: Building AI Workflows That Deliver focuses on turning AI from an individual productivity tool into a practical capability that improves business processes and delivers measurable outcomes. Participants gain a clear understanding of how AI costs are incurred, where value is created, and how to use AI efficiently in everyday work.

During the morning session, participants explore effective prompting techniques for analysis, problem-solving, and decision support, the types of activities performed daily across almost every profession. Through practical exercises, they learn how small changes in the way AI tools are used can significantly improve the quality of outputs, reduce inefficiencies, and maximise return on investment.

In the afternoon, the workshop shifts from individual productivity to organisational transformation. Participants work together to design and build a functioning AI workflow prototype for an internal IT helpdesk triage system, demonstrating how AI can be embedded into business processes at scale. By the end of the workshop, participants leave with new skills, improved working habits, a working prototype, and a practical Workflow Playbook to support AI adoption and workflow innovation within their organisation.

Course theme: Business operations

Suitable for: IT systems

Data analytics

Digital Marketing

Business Operations

Recommended digital skill level:



Beginner

Intermediate

Advanced

Prerequisite requirements

No coding knowledge required. No formal prerequisites. Participants should have a working familiarity with at least one AI tool in a professional context (e.g. ChatGPT, Microsoft Copilot, Claude or similar). A free Claude.ai account is required — setup instructions will be included in the pre-reading pack.

What will I study?

Learning Modules:

Module 1: How AI Costs Actually Work

Tokens, context and efficient prompting

Module 2: Efficient Prompting

For analysis and decision support (individual practice)

Module 3: Workflow Design Fundamentals

Mapping a manual process to an AI-assisted one

Module 4: Team Building

Designing an AI workflow prototype for an IT helpdesk triage system

Module 5: Documenting Your Workflow

Playbook and habit changes to take back to your business

Workshop details

Training Provider: RMIT University

Location: RMIT University, Melbourne campus

Hours: One day in person workshop (8 hours)

This workshop will be held across multiple dates, please refer to the application form for specific dates.

What skills will I develop?

- Understanding how AI compute/token costs work and how prompting choices affect them
- Writing efficient prompts for day-to-day analysis and decision-support tasks
- Diagnosing where individual AI workflow inefficiencies occur
- Designing and prototyping a working AI-assisted workflow as a team
- Producing a documented Workflow Playbook that changes daily habits at organisational scale

Who will teach me?

Facilitator: Associate Professor Alessio Bonti, AI Software Engineering - Industry Lead

Areas of Specialisation: AI and Data Transformation

Details

Link: www.rmit.edu.au

Contact details: +61 3 9925 2000



4. AI Powered Software Delivery: From Idea to Production

Artificial intelligence is rapidly changing the way software is designed, built, tested, and delivered. This workshop gives participants a real-world view of how AI can be integrated across the entire Software Development Lifecycle, from initial concept through to deployment. Rather than focusing on theory, this workshop demonstrates how AI tools can accelerate delivery, improve productivity, and support better decision-making throughout the development process.

Throughout the day, participants observe a complete software feature being built live from a one-paragraph brief to a deployment-ready state. Using tools such as Claude and Claude Code, the facilitator will demonstrate each stage of the process in real time, explaining the decisions being made, the limitations encountered, and the boundaries between human expertise and AI assistance. Participants capture these insights in an AI-Augmented SDLC Playbook, building a practical guide that maps AI responsibilities, human accountability, and governance considerations across each phase of delivery.

Participants will then apply these concepts to their own professional context through role-based breakout sessions for engineers, product managers, and UX practitioners. By translating the morning's demonstrations into actions relevant to their discipline, participants develop a clearer understanding of how AI can be incorporated into existing delivery practices. Participants leave with a practical playbook, a realistic understanding of AI-enabled software development, and the confidence to adopt AI tools responsibly while maintaining the quality, control, and accountability required for successful software delivery.

Course theme: AI augmented software development
Suitable for: Software Development
Web Development
Product Management
UX Design

Recommended digital skill level:

Beginner

Intermediate

Advanced



Prerequisite requirements

Working familiarity with at least one software delivery role — software development, product management, UX design, software development or IT systems. Engineers and developers: working knowledge of at least one programming language and comfort using a terminal and working with APIs. A GitHub account is required — setup instructions provided in the pre-reading pack. Product managers, BAs and UX designers: familiarity with basic delivery terminology (user stories, backlog, acceptance criteria, sprint). No coding required.

What will I study?

Learning Modules:

Module 1: Claude Foundations

Capabilities, limitations, responsible use

Module 2: Agentic AI & Claude Code

From assistant to agent

Module 3: The Software Development Lifecycle (SDLC) Overlay

A live show & tell. A feature built end-to-end from brief to deployment-ready, stage by stage, with the AI-Augmented SDLC Playbook filled in live

Module 4: Role-Based Breakout

Engineers (Claude Code hands-on, sub-agents, PR/security review) or Product/UX/BA (prompting for specs, PRDs, acceptance criteria)

Module 5: Reconvene

Playbook Review & the Human-AI Boundary in Your Own Team's Context

Workshop details

Training Provider: RMIT University

Location: RMIT University, Melbourne campus

Hours: One day in person workshop (8 hours)

This workshop will be held across multiple dates, please refer to the application form for specific dates.

What skills will I develop?

- AI-assisted business analysis and requirements development
- AI-enhanced solution design and software development
- Prompt engineering and AI output optimisation
- Critical evaluation of AI-generated recommendations, code and test artefacts
- Human-centred decision-making, risk management and quality assurance

Who will teach me?

Facilitator: Associate Professor Alessio Bonti, AI Software Engineering - Industry Lead

Areas of Specialisation: AI and Data Transformation

Details

Link: www.rmit.edu.au

Contact details: +61 3 9925 2000



5. Managing Artificial Intelligence Risks for Regional Businesses

Artificial intelligence is creating new opportunities for organisations to improve productivity, innovation, and decision-making, but it also introduces new risks that must be carefully managed. From data privacy and cybersecurity to workforce impacts and regulatory compliance, organisations need leaders who can confidently identify and govern AI-related risks. This accredited workshop equips regional business leaders with the practical skills, knowledge, and frameworks required to support responsible AI adoption while protecting organisational objectives.

Delivered as the nationally recognised TAFE unit **BSBOPS504 Manage Business Risk**, contextualised specifically to AI adoption, the workshop explores the opportunities and risks associated with implementing AI technologies in business settings. Participants will examine key topics including data privacy, information security, data sovereignty, algorithmic bias, model governance, third-party vendor risk, procurement considerations, workforce transition, and organisational change. The course also introduces Australia's AI Ethics Principles and emerging AI governance frameworks, helping participants understand how responsible AI practices can be embedded into business operations.

Through practical activities, real-world case studies, and an applied competency assessment, participants will develop skills in risk identification, analysis, treatment planning, and governance. By the end of the workshop, participants will have a structured approach to managing AI-related risks, practical tools to support informed decision-making, and the confidence to lead AI initiatives that balance innovation with accountability, compliance, and organisational resilience.

Course theme: Governance and Risk **Suitable for:** People leading AI roll out in an organisation (cost focus)

Recommended digital skill level:



Prerequisite requirements

It is expected that participants have some knowledge of business processes and business risk management (including digital and data risks). It is expected that participants have a basic knowledge of common workplace digital applications, including the Microsoft Suite. Previous AI usage is not a requirement, but a baseline familiarity may advance participants' learning within the course.

What will I study?

Learning Modules:

BSBOPS504 Manage Business Risk, contextualised to AI adoption:

- AI opportunity, risk and governance context
- Data privacy, information security and data sovereignty
- Algorithmic bias and model governance
- Third-party AI vendor and procurement risk
- Workforce transition, change and operational integration
- Risk identification, analysis and treatment planning
- Australia's AI Ethics Principles and emerging governance frameworks
- Applied case study and competency assessment

Class schedule

Training Provider: Federation University

Hours: One day in person workshop (8 hours)

****Please note** – this workshop is only available from Round 2. Businesses are unable to apply for this workshop at this stage.

What skills will I develop?

- Identify and analyse AI-related business risks
- Apply structured risk management to AI adoption
- Evaluate privacy, cybersecurity, bias and vendor risks
- Develop practical AI governance and risk controls
- Plan for workforce transition and organisational change
- Make informed AI procurement and implementation decisions
- Apply Australia's AI Ethics Principles in workplace scenarios

Who will teach me?

Facilitator: Dr Adam Bignold

Areas of Specialisation: Artificial intelligence, machine learning, prompt engineering, workflow automation, cybersecurity and instructional design.

Facilitator: Dr Malik Muhammad Abid

Areas of Specialisation: AI adoption in business workflows, digital transformation, innovation adoption and operational efficiency.

Details

Link: federation.edu.au

Contact details: 1800 333 864



6. AI for Research & Scientific Innovation

A practical, hands-on workshop designed for health technology professionals working on scientific and research-intensive projects who want to use AI effectively, responsibly and confidently across the research lifecycle.

Participants will explore how generative AI and emerging AI tools can support literature discovery and review, research design, data analysis, coding, scientific writing, research administration and interdisciplinary collaboration.

Through practical exercises and research-focused scenarios, participants will develop AI-enabled workflows while addressing research integrity, privacy, transparency, ethics and responsible AI use.

This one-day workshop is suitable for staff working in scientific, medical, technology and research-intensive organisations.

Course theme: Scientific research

Suitable for: Medical technology professionals

Recommended digital skill level:



Prerequisite requirements

No formal AI or programming prerequisites. Participants should have experience or an interest in research, scientific practice, R&D or research support. Basic digital literacy is required. Participants should bring a laptop for practical activities.

What will I study?

Learning Modules:

Module 1: AI and Generative AI in the Research Lifecycle

Module 2: AI-Assisted Literature Discovery, Review & Knowledge Synthesis

Module 3: AI for Research Design, Data Analysis & Coding

Module 4: AI-Assisted Scientific Writing

Module 5: Research Productivity, Automation & Emerging AI Tools

Module 5: Responsible AI, Research Integrity, Ethics, Privacy & Transparency

Applied Lab: Design Your AI-Enabled Research Workflow

Workshop details

Training Provider: Victoria University

Location: Victoria University (Footscray Park or City Tower campus)

Hours: One day in person workshop (8 hours)

This workshop will be held across multiple dates, please refer to the application form for specific dates.

What skills will I develop?

Upon completion, participants will be able to:

- Apply generative AI tools across academic and scientific research workflows
- Undertake AI-assisted literature discovery, review and synthesis; use AI to support research design, data analysis and coding
- Enhance scientific writing; design AI-enabled research workflows and automation
- Critically evaluate AI-generated research outputs; apply responsible AI principles relating to privacy, transparency, attribution, research integrity and ethic
- Identify emerging AI opportunities for scientific discovery and interdisciplinary collaboration.

Who will teach me?

Facilitator: Dr Scott Bingley

Areas of Specialisation: Digital technologies, information systems, technology adoption, digital transformation, industry-engaged education and workforce capability development.

Facilitator: Dr Ruwangi Fernando

Areas of Specialisation: Artificial Intelligence and Machine Learning, Applied AI, Generative AI, AI for Research and Scientific Innovation, Responsible AI, Data and Analytics, and AI-enabled Research Workflows.

Details

Link: vu.edu.au

Contact details: +61 3 9919 6100



7. Applied Artificial Intelligence for Professional Practice

Artificial intelligence is reshaping the way organisations operate, creating new opportunities to improve productivity, automate routine tasks, and support better decision-making. As AI technologies become increasingly accessible, workers across a wide range of industries need practical skills to identify where AI can create value and how it can be applied responsibly in the workplace. This accredited course equips regional white-collar workers with industry-relevant AI capabilities that align with emerging workforce needs and regional economic priorities.

Participants complete the nationally recognised **ICTSS00120 Artificial Intelligence Skill Set**, comprising the units **ICTAI401 Identify opportunities to apply artificial intelligence, machine learning and deep learning**, **ICTAI501 Automate work tasks using machine learning**, and **ICTAI502 Train and evaluate machine learning models**. Through these units, learners develop a practical understanding of AI technologies and how they can be applied to solve real business challenges. Delivered online over 6 weeks, with an average commitment of 5 hours per week.

This six-week course is suitable for Business Operations Early-career, mid-career and returning professionals in digital-first, white-collar roles, including business operations, data, IT, product, software, marketing and communications.

Course theme: Business operations

Suitable for: AI for Business Operations

Recommended digital skill level:

Beginner

Intermediate

Advanced

Prerequisite requirements

Participants should work in, or be preparing for, a digital-first professional role and have basic-to-intermediate knowledge of digital systems, including common Microsoft 365 applications. No prior AI knowledge is required, although some familiarity is beneficial. For online participation, learners need a computer, current web browser, stable broadband connection, microphone and webcam. No specialised hardware is required.

What will I study?

Learning Modules:

- ICTSS00120 Artificial Intelligence Skill Set
- ICTAI401 Identify opportunities to apply artificial intelligence, machine learning and deep learning
- ICTAI501 Automate work tasks using machine learning
- ICTAI502 Train and evaluate machine learning models

Across the units, participants explore AI foundations, workplace use cases, workflow automation, prompt design, data preparation, model training and evaluation, responsible AI, ethics, privacy, security and tool selection using platforms including Microsoft Copilot, ChatGPT, Claude and Perplexity.

Class schedule

Training Provider: Federation University

Hours: 5 Hours per week for 6 weeks

****Please note – this course is only available from Round 2. Businesses are unable to apply for this course at this stage.**

What skills will I develop?

- Identify valuable and responsible AI opportunities in workplace processes
- Compare AI and machine learning tools for different business needs
- Design and implement automation for repetitive work tasks
- Prepare data and train supervised and unsupervised machine learning models
- Test, evaluate and refine model performance
- Assess bias, privacy, cybersecurity and implementation risks
- Apply critical judgement, prompt design and responsible AI principles
- Communicate evidence-based recommendations for AI adoption

Who will teach me?

Facilitator: Dr Adam Bignold

Areas of Specialisation: Artificial intelligence, machine learning, prompt engineering, workflow automation, cybersecurity and instructional design.

Facilitator: Dr Malik Muhammad Abid:

Areas of Specialisation: AI adoption in business workflows, digital transformation, innovation adoption and operational efficiency.

Details

Link: www.federation.edu.au

Contact details: 1800 333 864



8. Partnering with AI for Operations: The Shift to the Human-AI Organisation

Modern AI tools are now remarkably capable. They have moved from answering simple questions to working alongside you, extending your reach, efficiency and capability.

This course teaches you to work in partnership with AI, stepping up from simple automation and question-and-answer chatbots to teaming up with AI agents to achieve your and the organisation's goals. Over six weeks you will use current AI tools on real work from your own role. You will learn to brief them well, run several pieces of work at once, steer and correct them as they go, and judge what comes back with a professional's eye. You will also learn how this changes your approach to work and your assumptions about working with AI, and how it can bring value to your colleagues and your organisation.

You will finish with a way of working that is built around your own role and tested in practice, workflows to take to your manager and colleagues, and a credential from Melbourne Business School. Weekly self-paced work and a two-hour live session fit alongside a full-time job, and no technical background is needed.

Course theme: Business operations **Suitable for:** People leading or supporting AI adoption in their organisation

Recommended digital skill level:



Beginner

Intermediate

Advanced

Prerequisite requirements

No prior AI experience, programming knowledge or technical background is required. Participants should be comfortable using standard office productivity tools and web browsers, and have a general understanding of the business systems used in their work, such as ERP, CRM, document management or HR platforms.

What will I study?

Learning modules

Module 1: What AI Is Doing to Knowledge Work

Develop a realistic view of what current AI tools and agents can do, how working with them has moved beyond question-and-answer and simple automation, and where process automation still fits.

Module 2: The Value Your Role Delivers

Map your role by the value it creates and identify work suited to AI delegation, human–AI collaboration or continued human ownership.

Module 3: Working with AI to Extend Your Capability

Learn to brief AI well, refine its work through iteration, and evaluate and verify what it produces, so you can take on work beyond what you could do alone.

Module 4: Building and Directing AI-Assisted Workflows

Hand substantial work to AI agents, run several pieces of work in parallel, and design and build a working AI-assisted workflow using current tools in a managed environment.

Module 5: Governance, Accountability and the Limits of Delegation

Decide how much autonomy to give AI in your work, where human approval and records are needed, and how to manage privacy and security as you delegate more.

Module 6: Bringing It Together

Consolidate a way of working with AI that you can sustain, make the case for it to your manager and colleagues, and review each other's capstone work.

Assessment

Form: Project assessment

Weighting: 100%

Participants produce a contextualised account of their learning across the course, applied to their own role. The submission draws on the work completed in each module, adding to it weekly as the course progresses.

Class schedule

Training provider: Melbourne Business School

Hours: 6 weeks – online

Date: Commences 15 February 2027

Module 0: 08 February 2027: Onboarding

Module 1: 15 February 2027: 2-hour live session

Module 2: 22 February 2027: 2-hour live session

Module 3: 01 March 2027: 2-hour live session

Module 4: 08 March 2027: 2-hour live session

Module 5: 15 March 2027: 2-hour live session

Module 6: 22 March 2027: 2-hour live session

Each module also includes approximately four hours of self-directed online learning.

Total learning time: Approximately 36 hours (12 live facilitated hours and 24 self-directed hours).

What skills will I develop?

You will develop the ability to:

- Assess where AI can add value in your role and organisation
- Frame problems and give AI tools clear, usable instructions
- Test, refine and critically evaluate AI-generated outputs
- Design AI-assisted workflows with defined inputs, outputs and human oversight
- Identify risks relating to privacy, security, ethics, accountability and inappropriate delegation
- Establish approval gates, audit requirements and appropriate limits on AI autonomy
- Explain and advocate for AI-assisted ways of working with colleagues and stakeholders
- Evaluate emerging tools and continue building your capability as AI evolves.

Who will teach me?

Facilitator: Matthew Newman

Areas of Specialisation: AI strategy & governance; responsible AI; enterprise transformation; AI-enabled operating models & workflow design; agentic systems and oversight; organisational change and capability development.

Details

Melbourne Business School

Link: www.mbs.edu

Contact details: +61 3 9349 8200 / executiveeducation@mbs.edu



9. Artificial Intelligence in Marketing

The marketing profession is undergoing significant change as AI-powered tools become an increasingly important part of how organisations engage customers, develop content, analyse performance, and deliver personalised experiences. To remain competitive, marketing professionals need more than a basic understanding of AI. They need the skills and confidence to assess where AI can create value and how it can be implemented responsibly. This course helps learners build that capability through a practical, industry-focused approach to AI in marketing.

Participants explore the growing ecosystem of AI marketing technologies, learning how to evaluate opportunities, build a business case for AI adoption, and design marketing strategies that incorporate AI effectively. The course balances innovation with responsibility, examining the ethical, governance, and risk considerations associated with AI-driven marketing activities. Learners develop a deeper understanding of how AI can support strategic decision-making while maintaining customer trust, transparency, and compliance.

Throughout the course, learners have access to Microsoft Copilot, allowing them to apply their knowledge in a hands-on environment and build practical skills they can immediately use in the workplace. By the end of the program, participants will be equipped to identify AI opportunities, implement AI-enabled marketing solutions, and drive more effective, data-informed marketing practices that deliver value for both organisations and customers.

Course theme: Digital Marketing

Suitable for: Marketing professionals

Recommended digital skill level:



Prerequisite requirements

No prerequisites.

What will I study?

Learning modules

Module 1: The potential of martech and AI in marketing

Explore ways organisations use emerging AI tech in marketing. Identify the various AI within the martech landscape and discover the AI marketing canvas and consider how to address risk and barriers.

Milestone: Identify opportunities for AI use in your area of marketing.

Module 2: Deconstructing the customer journey and employing strategies for AI integration

Critically analyse AI marketing solutions for personalisation, efficiency, real-time optimisation, and customer insights. Define outcomes, metrics and tactics across each stage of the customer journey.

Milestone: Identify a marketing activity to improve with a selected technology.

Module 3: Developing a holistic AI integration plan

Scope the implementation project, consider budget, resources and analyse skills gaps. Map out the steps to seamlessly integrate the solution into existing marketing activities. Design an approach to measure and test the success of your marketing initiative.

Milestone: Develop an implementation plan for seamless integration with existing processes.

Module 4: Evaluating, adjusting and ensuring responsible AI practices

Gather feedback from stakeholders on your proposed initiative and implementation plan. Consider the impacts of

your plan and apply any necessary adjustments. Identify ethical risks and consider ways to establish transparency.

Milestone: Critically reflect on the progress of your strategy and gather feedback from your mentor.

Module 5: Escalating AI use to generate growth and revenue

Review considerations for preparing a business case and pitching to stakeholders to gain buy in. Consider ways to monetise your concept and generate new revenue streams. Explore ways to plan for success in the port transformation phase and build sustainable growth.

Milestone: Consider how to scale your concept to broader marketing activities within your organisation.

Module 6: What's next?

Explore the future of AI, AGI and integration with other technologies. Consider future trends, additional resources and your next steps for upskilling. Complete your final project

Final Project: Present your initiative that uses AI technology to improve an existing marketing activity in a 5 minute video. Justify your rationale with supporting documentation.

Assessment

Form: Project assessment

Weighting: 100%

Learners must submit their final project and demonstrate mastery in all rubric items. Over weeks 1 to 5, learners complete milestone activities that contribute to the development of their final project. Upon successful completion of the 6-week Artificial Intelligence in Marketing course, learners will receive a Credly badge.

Class schedule

Training provider: RMIT University

Hours: 6 weeks – online

Date: Commences 18 January 2027

This is a 6-week course with 1-hour live class per week + approximately 6-10 hours of self-paced learning per week.

What skills will I develop?

You will develop the ability to:

- Identify opportunities for AI enhancements to your existing marketing strategies
- Select and justify appropriate AI technology for enhancing your organisation's marketing activity
- Present a feasible road map for implementing AI technology throughout your marketing activity
- Present strategies to use AI technology responsibly in your AI marketing

Who will teach me?

Facilitator: An industry Mentor, selected from a pool of qualified Mentors that have worked with RMIT University.

Details

RMIT University

Link: [Artificial Intelligence in Marketing](#)

Contact details: +61 3 9925 2000



10. Agentic AI: Building AI Agents for Workplace Productivity

Agentic AI refers to AI systems that can carry out multi-step tasks and workflows with defined goals, while still requiring human oversight. These systems are increasingly being explored for tasks such as reporting, customer interactions, workflow automation and decision support, though many organisations are still developing the capability to use them effectively, safely, and responsibly.

This 6-week course equips professionals with practical skills to understand, design, evaluate, govern and apply agentic AI in workplace contexts. As generative AI adoption grows, there is a shift from prompt-based tools to systems that can plan and coordinate multi step work. This course focuses on how these tools can support workflows, decision processes, and productivity alongside existing digital systems and organisational processes. Through guided instruction, hands-on exploration, case studies and project-based learning, participants learn to design simple agentic workflows, develop agent briefs, test prompts, evaluate outputs, and consider real world risks, governance, and organisational use. The emphasis is on practical application, critical judgement, and responsible use rather than software development.

This course is suitable for professionals, managers and team leaders who want to understand how agentic AI can be designed, evaluated, governed and applied responsibly in workplace contexts. It is aimed at participants who need to explore how AI agents and agentic workflows can improve productivity, decision-making, service delivery, analysis, communication and business process improvement.

Course theme: Using AI agents/
Agentic AI

Suitable for: Professionals, managers and team leaders

Recommended digital skill level:



Beginner

Intermediate

Advanced

Prerequisite requirements

There are no pre-requisites for this course, so professionals from non-IT related background can participate. Basic Digital literacy and a structured thinking approach is desirable.

What will I study?

Learning modules

- Foundations of generative and agentic AI, including how AI is evolving from prompt-based tools to multi-step, goal-driven systems
- Types of AI agents and workplace use cases, across functions such as service delivery, operations, analysis, and customer engagement
- Designing agentic workflows, including defining scope, writing agent briefs, structuring prompts, and identifying data, tools, and human review points
- Practical use of AI tools and platforms, exploring capabilities and limitations of widely used AI systems and automation tools

- Evaluating agent performance, including interpreting outputs, identifying errors, and understanding risks such as hallucination, bias, and automation failure
- Responsible use of AI – including governance, AI considerations, privacy, accountability, transparency, and human-in-the-loop oversight
- Adoption and implementation planning, including identifying opportunities, assessing value, and developing practical pathways for using agentic AI in organisational settings

Class schedule

Training provider: Swinburne University of Technology

Hours: 6 weeks – online

Date: Commences Wednesday 17 February, 2027

This is a 6-week course, with all sessions running online from 9:30 am -12:30 pm each Wednesday.

Week 1: Wednesday 17 February 2027

Week 4: Wednesday 10 March, 2027

Week 2: Wednesday 24 February, 2027

Week 5: Wednesday 17 March, 2027

Week 3: Wednesday, 3 March, 2027

Week 6: Wednesday 24 March, 2027

What skills will I develop?

You will develop the ability to:

- Understand agentic AI concepts and how AI agents can support workplace productivity, decision-making and workflow improvement.
- Design practical AI agent workflows by defining goals, tasks, inputs, outputs, tools and human review points.
- Evaluate AI outputs and agent performance for accuracy, usefulness, limitations, risks and workplace suitability.
- Apply responsible AI governance including privacy, security, fairness, transparency, accountability and human oversight.
- Translate AI opportunities into workplace use cases through practical projects, industry examples and applied implementation planning.

Who will teach me?

Developed and delivered by Dr. Abdur Forkan and Ashish Manchanda alongside seasoned manufacturing industry professionals in partnership with Happiest Minds (a global digital engineering company with rich experience in Agentic AI deployments).

Details

Swinburne University of Technology

Link: [Factory of the Future | Swinburne](#)

Contact details: Vikram Sachdeva, Swinburne's Factory of the Future,
0407 423 538
industry4hub@swin.edu.au



Specialist AI skills course
6 WEEKS – ONLINE

11. Your Software Superpower: AI-Augmented Development for the Modern Professional

Artificial intelligence is rapidly transforming the software development landscape, enabling teams to build, test, and deploy applications faster than ever before. As AI coding assistants become increasingly sophisticated, developers and non-technical professionals alike have an opportunity to rethink how software is created and delivered. This hands-on course helps participants harness the power of AI-assisted development, moving beyond traditional coding practices to work collaboratively with AI as a capable development partner.

Throughout the course, participants learn how to use AI tools to accelerate every stage of the development process, from idea generation and rapid prototyping through to feature development, testing, security validation, and production readiness. Through practical exercises and real-world scenarios, learners gain experience applying AI coding assistants to solve problems, improve efficiency, and streamline workflows while maintaining high standards of quality, reliability, and governance.

More than a technical skills program, the course encourages a fundamental shift in mindset. Participants learn to spend less time writing code line-by-line and more time focusing on solution design, product strategy, and innovation. By the end of the course, learners will have the skills and confidence to integrate AI into their development practices, accelerate software delivery, and create greater value for their organisations through smarter, AI-enabled approaches to product development.

Course theme: AI augmented
Software development

Suitable for: Software developers

Recommended digital skill level:



Prerequisite requirements

No prerequisites.

What will I study?

Learning modules

Week 1: Foundation: AI Coding Assistants & the Future of Development

Week 2: From Engineer to Imagineer - Product-Centric Thinking

Week 3: Rapid Prototyping & Feature Development with AI

Week 4: Prompt Engineering for Code Generation

Week 5: Security, Testing & Code Quality Assurance

Week 6: Leading AI-Augmented Teams & Organisational adoption

Assessment

Form: Assessment activities

Weighting: 100%

The assessment approach is practical, applied, and workplace-focused, designed to ensure participants demonstrate genuine AI capability and practical implementation skills. Each online course includes formal trainer-assessed secure assessment activities aligned to the course learning outcomes.

Class schedule

Training provider: Victoria University

Hours: 6 weeks – online

Date: Commences 2 February 2027

This is a 6-week course will be conducted online over two evenings a week, from 6:00pm to 9:00pm each Tuesday and Wednesday. In addition to the weekly online classes, participants should expect to spend up to 3 hours per week outside class time in self-directed learning and practice activities.

What skills will I develop?

Upon completion, you will be able to:

- Use AI coding assistants effectively to generate and refine production-ready code
- Transition your professional mindset from code-centric to product-centric innovation
- Apply prompt engineering techniques to elicit high-quality outputs from AI models
- Integrate AI-assisted development into secure, robust software workflows
- Evaluate and validate AI-generated code for correctness, security, and performance
- Lead teams in adopting AI-augmented development practices

Who will teach me?

Facilitator: Dr Scott Bingley

Areas of Specialisation: Digital technologies, information systems, technology adoption, digital transformation, industry-engaged education and workforce capability development.

Facilitator: Dr Ruwangi Fernando

Areas of Specialisation: Artificial Intelligence and Machine Learning, Applied AI, Generative AI, AI for Research and Scientific Innovation, Responsible AI, Data and Analytics, and AI-enabled Research Workflows.

Details

Victoria University

Victoria University TAFE Department of Cyber Security & Digital Technologies is a multidisciplinary team comprising some 20 full-time academics who provide training in a range of established and emerging technologies. Best known for our award-winning Microsoft Datacentre Academy, this course was created in our recently launched AI and Robotics lab in the Sunshine campus where students and staff partner with industry to undertake applied research and training in Generative AI, Cyber and Robotic Automation.

Link: www.vu.edu.au

Contact details: dcacademy@vu.edu.au



12. Responsible AI & AI Governance Practitioner: Building Trust, Accountability & Control in AI

As artificial intelligence becomes increasingly embedded in business operations, organisations need professionals who can ensure AI is deployed responsibly, ethically, and in line with organisational values. This applied, career-focused course equips participants with the practical skills and frameworks needed to support trusted, compliant, and accountable AI adoption while managing risks related to fairness, privacy, security, and governance.

Moving beyond theory, the course focuses on the real-world implementation of responsible AI practices. Participants learn how to identify and assess ethical, bias, privacy, and security risks, evaluate AI use cases before implementation, and apply approaches that support transparency, explainability, human oversight, and effective governance. Practical activities and contemporary case studies help learners understand how responsible AI principles can be embedded across the AI lifecycle.

By the end of the program, participants will be able to contribute to organisational AI governance policies and processes, develop practical risk mitigation strategies, and support the safe and ethical deployment of AI technologies. A key outcome is the development of a **Responsible AI Implementation Plan** for an organisational AI use case, providing a practical framework that can be applied immediately in the workplace.

Course theme: Governance and risk **Suitable for:** AI for Business Operations

Recommended digital skill level:



Beginner

Intermediate

Advanced

Prerequisite requirements

No formal AI, coding or technical prerequisites. Participants should have basic digital literacy and an interest in AI adoption, governance, risk, compliance, business operations or organisational transformation. Participants require a computer with reliable internet access, webcam, microphone and modern web browser.

What will I study?

Learning modules

Week 1: Foundations of Responsible AI

Establish a strong grounding in the principles, frameworks, and drivers of responsible AI, and their importance in modern organisations.

Week 2: Ethics, Bias & Fairness

Explore ethical considerations in AI systems, including how bias arises and practical strategies to assess and mitigate fairness risks.

Week 3: Privacy, Security & Data Governance

Understand how data governance underpins responsible AI, including privacy protections, security controls, and data lifecycle management.

Week 4: Explainability & Human Oversight

Learn how to ensure AI systems are transparent, interpretable, and subject to appropriate human decision-making and oversight.

Week 5: AI Risk Management

Develop structured approaches to identifying, assessing, and managing AI risks across technical, operational, legal, and reputational domains.

Week 6: Responsible AI Implementation Plan

Apply your learning to design a comprehensive, practical plan for implementing responsible AI within your organisation.

Assessment

Form: Assessment activities

Weighting: 100%

The assessment approach is practical, applied, and workplace-focused, designed to ensure participants demonstrate genuine AI capability and practical implementation skills. Each online course includes formal trainer-assessed secure assessment activities aligned to the course learning outcomes.

Class schedule

Training provider: Victoria University

Hours: 6 weeks – online

Date: Commences 2 February 2027

This 6-week course will be conducted online with an 1-hour live trainer-led workshop each week (6 live hours total). Approximately 3–5 hours per week of self-directed learning and applied activities.

What skills will I develop?

Upon completion, you will be able to:

- Apply responsible AI principles in organisational contexts
- Identify ethical, bias and fairness risks
- Assess privacy, security and data governance considerations
- Apply transparency, explainability and human oversight approaches
- Identify and assess AI risks across the AI lifecycle
 - Develop practical controls and mitigation strategies
- Contribute to organisational AI governance policies and processes
- Critically evaluate AI use cases before implementation
- Develop a practical Responsible AI Implementation Plan for an organisational AI use case.

Who will teach me?

Facilitator: Dr Scott Bingley

Areas of Specialisation: Digital technologies, information systems, technology adoption, digital transformation, industry-engaged education and workforce capability development.

Facilitator: Dr Ruwangi Fernando

Areas of Specialisation: Artificial Intelligence and Machine Learning, Applied AI, Generative AI, AI for Research and Scientific Innovation, Responsible AI, Data and Analytics, and AI-enabled Research Workflows.

Details

Victoria University

Link: www.vu.edu.au

Contact details: dcacademy@vu.edu.au

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business.vic.gov.au/djaicc (Published 9 October 2026)