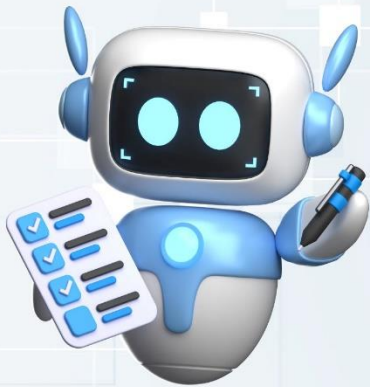


# ARTIFICIAL INTELLIGENCE

## FOR WORK AND LEARNING



### PRACTITIONER'S GUIDE



**Literacy Link of  
Eastern Ontario**



Literacy Link  
EASTERN ONTARIO

Réseau de Littératie  
DE L'EST ONTARIEN

**2025**

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### Points to Consider

Artificial intelligence is an advancing technology. Instructors should check this material to ensure it stays relevant and current. Please check the LLEO website for updated materials if or when changes have occurred.

Answers in this guide are offered as guidelines and marking for this course is at the discretion of the practitioner.

This course is best suited for OALCF assessed level 2 or 3 learners.

Learners are encouraged in this course to request Milestone 225. Instructors may use this milestone if they feel the learner is prepared to complete an OALCF level 2 digital task.

Please check the completed tracking sheets for each module to see if the learners require any additional assistance in any areas.

### Acknowledgements

Project Coordinator: Brandy Smith, Executive Director, Literacy Link of Eastern Ontario

Course Content: Angela Williams, Curriculum Developer and LBS Instructor

Project Funder: Ministry of Labour, Immigration, Training and Skills Development

Date of Publication: June 2025



*Some course content was adapted from CESBA's Skills for Success courses.*

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### Answer Guide

## Module 1: Introduction to Artificial Intelligence

### Activity 1

1. **Correct Answer:** B. A step-by-step set of instructions to solve a problem
2. **Correct Answer:** B. Following a cooking recipe
3. **Correct Answer:** B. They allow computers to perform tasks efficiently

### Activity 2

Answers will vary. Points awarded are at the marker's discretion.

Sample responses provided below:

#### Example 1:

Spotify recommends songs based on what has been listened to before.

#### Example 2:

Facebook automatically tagging friends in photos.

#### Other examples learners might think of:

- Netflix suggesting movies or shows that I might like
- A smart speaker like Alexa turning on the lights or answering a question
- YouTube showing videos similar to ones I have watched
- Online shopping websites recommending products
- Predictive text when I type a message
- A robot vacuum learning the layout of my house
- Smart thermostats adjusting the temperature automatically
- Voice-to-text turning speech into writing on my phone

### Activity 3

**1. What are the three important factors used in designing chatbots like ChatGPT?**

The three important factors used in designing chatbots like ChatGPT are helpfulness, truthfulness, and harmlessness.

**2. What was Tay Tweets, and what was it designed to do?**

Tay Tweets was an AI robot created by Twitter that was designed to act like a 19-year-old girl and learn by talking with people online.

**3. What happened to Tay after it interacted with people on Twitter?**

After interacting with people on Twitter, Tay started to say racist and hurtful things because it learned from bad posts made by users. The program was shut down within 24 hours.

**4. In your opinion, why is the Tay Tweets story used as a teaching point today?**

Answers may vary as the learner is asked to express an opinion.

Sample: The Tay Tweets story is used as a teaching point to show why it is important to program AI to be kind and safe. It helps people understand the dangers of letting AI learn from the internet without limits.

### Activity 4

Answers will vary. To gain marks, learners must visit ChatGPT and ask it questions about itself. When and where possible, instructors should take the time to discuss what the program responded and what was found interesting with the learner.

### Activity 5



**Please provide adaptive technology** which reads online content for any learners who need assistance reading this article for this activity.

**1. Why is fairness important in AI?**

Fairness is important so that AI treats everyone equally. If AI is not fair, it can hurt some people more than others.

### 2. What should AIs do to keep people's private information safe?

AI should protect people's data. It should not share private information and should only use it with permission.

### 3. If AI makes a mistake at work, who should be responsible? Why?

The people or company who made the AI should be responsible. They are in charge of how the AI works.

### 4. What are two challenges that come with implementing AI in the workplace?

One challenge is bias—it can be unfair. Another is there are not enough rules to control how AI is used.

## Review Activity

Number	Word	Match (Letter)
1	AI	G
2	Algorithm	B
3	Machine Learning	E
4	Black Box	F
5	Narrow AI	H
6	General AI	C
7	Transparency	A
8	Accountability	D
9	Privacy	I

# Module 2: Artificial Intelligence at Work

## Activity 1

### Part 1 – Indeed Search

#### Sample Answer:

- **AI Data Analyst at XYZ Corp:** This job involved reviewing and organizing large amounts of data to help the AI software make better decisions. The role required using Excel and Python and having strong problem-solving skills.
- **Machine Learning Engineer at ABC Tech:** This job focused on creating AI programs that can learn from data. The tasks included designing algorithms, testing models, and improving system performance.

### Part 2 – ChatGPT/Gemini Search

6a. *Write down 2 jobs that you found using these prompts:*

#### Sample Answer:

- Prompt Engineer
- AI Ethics Specialist

6b. *List the skills needed for one of these jobs:*

#### Prompt Engineer Skills:

- Strong communication
- Clear writing
- Critical thinking
- Some basic coding or knowledge of how AI tools respond to prompts



6c. *Would you like one of these jobs? Why or why not?*

**Sample Answer:**

Yes, I would like to be a Prompt Engineer because I enjoy working with words and asking clear questions. It also allows for creativity and problem-solving.

### Activity 2

**1. Sample Answer:**

“How do I write a professional email?”

**2. Sample Answer:**

- Open your email program.
- Click “Compose” or “New Message.”
- Type the recipient’s email address.
- Write a subject line that clearly says what the email is about.
- Start with a greeting like “Hello” or “Dear.”
- Write your message using clear and respectful language.
- End with a closing like “Sincerely” or “Thank you.”
- Click “Send.”

**3. Sample Answer:**

Yes, the steps were helpful. I would add an example of a subject line or message for more guidance.

### Activity 3

Intended for fun and helpful for ice breaking with learners.

**Sample Responses:**

- “Hey Siri, tell me a joke.”
- “Hey Google, what’s the weather like in Toronto?”
- “Hey Alexa, tell me a fun fact?”

### Activity 4

Accepted answers are at the discretion of the marker, please see sample suggestions listed below.

1. Sample answer: The chatbot took over simple tasks in Suki's job, so she now oversees more difficult customer questions and problems.
2. Sample answer: No, AI did not make Sam lose their job. Instead, Sam's job changed, and they work with the chatbot doing different or more advanced tasks.
3. Sample answer: Suki's job is better because she no longer does boring, repetitive work and can focus on more interesting tasks.
4. Sample answer: Sam's work might be harder because they have to learn new skills and manage complex tasks, but it could also be easier since the chatbot does the simple parts.
5. Sample answer: Suki needs good communication, problem-solving skills, and the ability to use technology to succeed in her new role.
6. Sample answer: Yes, Suki's company made a smart choice by using a chatbot because it makes work more efficient and lets employees focus on important tasks.
7. Sample answer: Sam now needs to be comfortable with technology, have problem-solving skills, and be willing to keep learning new things.

### Module 3: Helpful Prompts and Training AI

Activities in this module are subject to change depending on what the learner chooses and how the AI answers. Marks awarded are at the discretion of the marker. Sample answers provided to assist with marking can be used as guidelines if desired.

Note: Any answers not provided are shown in the module itself.

#### Activity 1

##### 2. Table Prompt Answer (Example):

Time	Task	Done
9:00	Put in lunch order for meeting	<input type="checkbox"/>
9:15	Health and safety checks	<input type="checkbox"/>
10:00	Call photocopier repair service	<input type="checkbox"/>
10:30	Answer customer emails	<input type="checkbox"/>
12:00	Schedule interviews	<input type="checkbox"/>
2:00	Organize files	<input type="checkbox"/>

### 3. Add One More Task (Example):

- **New Task:** Prepare agenda for meeting
- ChatGPT adjusts schedule and inserts new task (example: 10:30am)

### 4. Add Breaks (Final Adjusted Schedule):

- 11:30am–12:30pm: **Lunch Break**
- 2:45pm–3:00pm: **15-minute Break**
- Other tasks shifted to accommodate breaks

## Activity 2

### Prompt Example (selection will vary):

"Help me write a short cover letter for a retail job."

### Sample Answer Summary:

### Conclusion Example (Learner's Reflection):

**Must be at least five sentences. If not offered, please encourage the learner to write more or to elaborate in a discussion with the instructor or facilitator.**

I found ChatGPT gave the clearest and most complete answer. Gemini was easier to understand but less helpful because it did not actually write the whole cover letter. Copilot was good for professional use but a bit too formal. I learned that changing the prompt and asking again can really improve the result. I would try asking for something shorter or more casual next time, depending on who I am writing to.

## Extra Practice: Keep Improving Your Prompts

The learner continues to add information to prompts to receive better answers.

## Module 4: AI and Ethics

### Activity 1

Situation	✓ Okay to Use AI?	✗ Not Okay to Use AI?	Why or why not?
1. You are writing a cover letter and need help with wording.	✓		It is okay to use AI for suggestions, tone, or formatting, but you must edit it and add your own ideas.
2. You want to ask AI for help writing a text to your friend about a personal problem.		✗	This is not okay. It involves personal and private information. AI is not safe for private conversations.
3. You are doing a school project on a news topic and need facts.	✓		You can ask AI, but you must double-check the facts using a reliable and up-to-date source. AI might not have the latest information.
4. You want to create a workplace poster with safety tips.	✓		It is okay to use AI for ideas, but you must check that the safety tips follow correct workplace rules.
5. You are trying to explain a personal story in your assignment and want AI to rewrite it.		✗	Personal stories should not be put into AI tools. You can write it yourself or ask a teacher for help.

### Activity 2

**Example Model Answer (This will vary by student):**

- **My question:**

What are the top 3 safety rules for working in a kitchen?

1. *Always wear gloves and a hairnet when cooking.*
2. *Never run in the kitchen.*

3. *Wash your hands only at the end of your shift to save water.*

### **What changes should you make?**

The third rule is wrong — you should wash your hands many times during your shift, especially after touching raw food or using the washroom. The first rule may not always require gloves, depending on the food and the job. Also, the answer should include cleaning spills to prevent slipping.

### **The answer in my own words:**

1. Wash your hands often, especially after touching raw food or using the washroom.
2. Keep floors clean and dry to prevent slips and falls.
3. Do not run in the kitchen and use tools safely.

## **Activity 3:**

### Sample Answers

#### **1. Why is it important to think for yourself?**

It is important to think for yourself because it helps you learn, grow, and make better decisions. You use your own experience and judgment, which makes you more responsible and independent.

#### **2. What are some things that AI cannot do well?**

AI cannot understand emotions, make moral decisions, or connect with people the way humans can. It also cannot always tell what is true or false and may miss

important context or details.

### Activity 4

**Word Box:** grapes, rocks, think, muscle, decisions







**Sentences:**

1. Critical thinking helps you make good **decisions**.
2. The fox could not reach the **grapes**.
3. He made a pile of **rocks**.
4. Your brain is a **muscle** that needs exercise.
5. AI can help, but do not forget to **think**.

### Activity 5

1. AI should always do your thinking. **False**
2. Asking questions is part of critical thinking. **True**
3. People can solve real-world problems better than AI. **True**
4. Using your brain helps you grow your skills. **True**

### Activity 6

Question	AI Can Give a Perfect Answer?	Why or Why Not?
1. Should I tell my boss if a coworker is stealing food?	 No	This is an ethical decision that depends on your workplace rules and your personal judgment.
2. What is the best way to greet someone at work in Canada?	 Yes (with help)	AI can offer suggestions, but the best way depends on the setting and person. Use judgment too.
3. How do I fix a leaking pipe behind a wall?	 No	AI can give steps, but you need experience and knowledge of the tools and your situation.
4. What career should I pick?	 No	AI can suggest ideas, but only you know your interests, skills, and goals.
5. What should I do if a customer is angry and yelling?	 No	AI can give tips, but people skills, tone of voice, and the situation matter more.
6. Can you write a goodbye letter to a friend who is moving away?	 Yes (with editing)	AI can help write it, but you should personalize it with your own feelings and memories.

a) 2, 6

b) 1, 3, 4, 5



### Review Activity

Words	Definitions
1. Ethics	<b>D.</b> Rules about right and wrong behavior.
2. Privacy	<b>E.</b> Not sharing personal information without permission.
3. Bias	<b>F.</b> Not treating people fairly because of race, gender, or background.
4. Honesty	<b>A.</b> Telling the truth and giving correct information.
5. Misinformation	<b>G.</b> False or wrong information that confuses people.
6. Plagiarism	<b>C.</b> Copying someone else's work and saying it is your own.
7. Copyright	<b>B.</b> Laws that protect creators' work from being copied without permission.

## Module 5: Using AI at Work

### Activity 1

AI Task	Job Role
A. Write a cover letter for a cleaning job	4. Job Seeker
B. Translate a short message for a guest	2. Hotel Housekeeper
C. Create a fun snack menu	3. Cook
D. Plan daily activities for children	1. Daycare Worker

E. Write kind words to a complaining customer	5. Retail Worker
---	------------------

### Activity 2

Answers will vary.

Look for:

- - A clear AI question written by the learner
- - A short summary of the AI's answer
- - A yes/no answer and reason explaining if the response was helpful

Example:

Question: "Translate 'Please wear your safety gear' into Somali."

Summary: "The AI translated the sentence clearly."

Helpful? Yes

Why? "Because I could use the translation right away with a worker."

### Activity 3

No written answers.

Mark complete if the learner:

- - Copied AI-generated text
- - Pasted it correctly into Word, Docs, or Notepad

### Activity 4

Question	Yes / No	Suggested Explanation
Should I tell my boss if a coworker is stealing?	No	A human should decide and act with care.
How do I greet someone at work in Canada?	Yes	AI can give polite ways to greet people.
How do I fix a leaking pipe behind a wall?	No	This needs a trained human – safety is important.
What career should I choose?	No	A personal decision that AI cannot fully answer.
What do I say to a customer who is yelling?	Yes	AI can give helpful and calming words.

### Activity 5

1. AI can help translate short work messages. – True
2. You should let AI do all your thinking. – False
3. AI tools can help you write resumes. – True
4. You never need to check AI answers. – False

5. AI can help, but you must still think for yourself. – True

### Activity 6

Answers will vary.

Look for:

A clear prompt typed into AI

Agreement/disagreement with AI's response

A short written reason

Example:

Agree/Disagree: Yes

Why? Because helping a coworker and replying to a customer email are more urgent.”

### Activity 7

No written answer required.

Learner should:

Prompt AI to make a presentation

Review the results

Show the final version or share it with instructor

## Module 6: The Future of Artificial Intelligence

### Activity 1

**Answers will vary.**

Learners should:

Choose a job from the AI jobs list (e.g., *AI Assistant Trainer, Digital Safety Checker*)  
Write a clear prompt they typed into ChatGPT to learn more about the job

### Activity 2

Learners should:

- Choose **two topics** from the list (e.g., *AI in small businesses, AI, and climate change*)
- Write the two prompts they used in ChatGPT
- Write a **3–5 sentence summary** for each prompt in their own words

Example Summary:

*"I asked ChatGPT how AI is used in farming. It said AI can help tractors drive themselves or test soil. I did not know that before! Now I want to learn more about AI and the environment."*

### Activity 3

Learners should: List the **two prompts** they typed into Craiyon (e.g., "a robot cooking breakfast") Describe how the pictures turned out (funny, strange, creative, surprising)

### Activity 4

**Part 1:** Learners fill in the table with one skill they want to learn, where to learn it, and when they will start.

**Part 2:** They explain **why** they picked this learning goal. Look for answers like:

"I want to get better at using technology at work."

"I want to help my kids with school."

"I want to feel more confident with computers."





"I want to learn how to use AI to apply for jobs."

Sample Learning Goal:

*Learn how to research with AI using ChatGPT and YouTube.*

### Activity 5

#### Step 2: What Should Fatima Do?

Action	Yes/No	Why or Why Not?
Share the video right away with friends	 No	Could spread something fake or harmful
Search online to see if it is real	 Yes	Good way to check if others have reported it as fake
Ask a teacher, friend, or use an AI like ChatGPT	 Yes	Getting a second opinion is always helpful
Post the video to her social media account	 No	It could be misinformation and cause confusion

#### Step 3: Red Flags (Sample Answers)

1. The politician's mouth moved strangely.  
The background looked blurry.  
The voice had odd pauses or sounded unnatural.

#### Step 4: Sample Advice for Spotting Deepfakes

Think before you share surprising videos online.

Use trusted news sources to confirm if the video is real.

Look for strange movement, blinking, or audio glitches.

Ask someone you trust or use AI to check if it might be fake.

### Step 5: Tips from AI Tools (Sample Answers)

Deepfakes may show **weird blinking**, frozen faces, or unnatural expressions.

Use **fact-checking websites** or ask AI tools if the video has been flagged online.

## Final Tasks - Artificial Intelligence for Work and Learning

### Task 1

#### Expected Response:

Learners use AI to draft a **short speech**.

The speech should be:

Respectful and professional

Personal and warm

Include the provided details from the scenario

Avoid personal or private data in the prompt

#### Sample Speech Answer:

*"Good evening, everyone,*

*Today, we gather to honour someone truly special—Jon Harper. Jon started his career in the mailroom at the age of 25 and dedicated 35 amazing years to this company. Through hard work and heart, he rose into a leadership role where his kindness and support have touched us all.*

*We will never forget his famous ugly sweaters at the winter parties or his victory dances on the golf course. Whether it was bringing in surprise coffee or reminding us to put family first, Jon always led with generosity and care. We are going to miss him dearly, but we are so proud to celebrate his next chapter.*

*Please join me in thanking Jon Harper for everything he has done."*

### Task 2

1. Kenji Patel – 12 years (Available: Wednesday all day)
2. Maria Khan – 10 years (Available: Monday & Wednesday mornings)
3. Andre Blake – 6 years (Available: All mornings)
4. Lana Ortiz – 2 years (Available: Any day except Thursday)

#### Sample AI-Generated Schedule (Wednesday):

Time	Applicant	Experience
9:00 AM	Maria Khan	10 years
10:00 AM	Andre Blake	6 years
11:00 AM	Kenji Patel	12 years
1:00 PM	Lana Ortiz	2 years

All interviews to be held on **Wednesday**, the only day that works for *all four*.

### Task 3

A **table** and a **brief summary** about exports and imports for the four countries.

#### Sample Table:

Country	Top Export	Top Import
Canada	Crude oil, lumber	Vehicles, machinery
China	Electronics, machinery	Oil, semiconductors



Germany	Vehicles, machinery	Energy, electronics
Brazil	Soybeans, iron ore	Machinery, electronics

### Sample Summary:

*“Canada and Brazil export natural resources, while Germany and China focus more on manufactured goods. China and Germany are strong in machinery and electronics. Most countries import high-tech items or machinery, showing global reliance on technology. Brazil and Canada import many finished goods, suggesting they export raw materials and import advanced products.”*

### Task 4

#### Learner's Own Paragraph (Rough Example):

*“I learned about AI in this class. It was interesting. I did not know it could help with so many things like emails or summaries. Now I want to use it more in work and school.”*

#### AI-Edited Version (Improved):

*“In this course, I learned a lot about how artificial intelligence can be used in everyday tasks. I was surprised to discover that AI can help write emails, create summaries, and even organize schedules. It IS a powerful tool that I never considered using before. Now, I feel more confident and plan to use AI at work and in school to save time and stay organized.”*



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