



COLLEGE AFRICA GROUP

AI | TRAINING | CONSULTING | SKILLS DEVELOPMENT

Better Processes. Stronger Skills. Smarter AI.

Microsoft 365 Copilot — Train-the-Trainer Programme

Roll Copilot out internally with trainers who can answer staff questions confidently

Governance-led edition

Audience: Internal trainers, champions and team leads

The business problem

Organisations rolling Copilot out to many staff cannot always bring in external trainers for every group.

Internal champions often know the tool but struggle with staff concerns about jobs, realistic expectations, responsible use and how to structure a session.

You need this course if...

- You plan an internal Copilot rollout led by your own people
- Staff are anxious about AI and their jobs
- Champions need a consistent, responsible way to present Copilot
- You want internal sessions that stay practical and governed

How this course solves it

A governance-led programme that prepares internal trainers to position Copilot, manage expectations, handle common questions and run their own practical sessions.

Core principle: AI produces language, not truth.

Who should attend?

- Internal trainers and L&D staff
- Copilot champions and super-users
- Team leaders responsible for rollout

Course content

1. AI and the Future of Work

- AI and jobs: what is changing and what is not
- AI as a productivity tool, not a replacement
- How roles evolve and why business skills matter more
- Human accountability and professional responsibility

2. What Copilot Does and Does Not Do

- Where Copilot adds business value
- Limitations and expectations

- Reinforcing human judgement

3. Copilot in Plain English

- Where Copilot appears in Microsoft 365
- Everyday workplace use
- Myths and managing expectations across teams

4. Responsible Use and Guardrails

- Human responsibility is not delegable
- Practical guardrails and non-technical data awareness
- When NOT to use Copilot
- AI's impact on roles and decision-making

5. Prompting Fundamentals for Business Users

- Good prompts and simple structure
- Improving weak prompts and iterating
- Common mistakes and practical examples

6. Copilot Quick Wins Across Microsoft 365

- **Outlook:** drafting and summarising
- **Word:** drafting and improving tone
- **PowerPoint:** slides and speaker notes
- **Excel:** basic analysis support and why core Excel skills remain critical

7. End-to-End Workflow Demonstration

- Email → document → presentation; meeting → summary → actions; research → briefing
- Speed vs accuracy, human review and trainer delivery guidance

8. Train-the-Trainer: Internal Rollout

- Positioning Copilot to staff
- Managing expectations and handling common questions
- Structuring internal sessions and building trainer confidence
- Recommended organisational next steps

9. Practical Exercises and Next Steps

- Guided prompt exercises
- Internal practice frameworks
- Ongoing learning pathway

After the course

Delegates will be able to:

- Explain Copilot clearly and realistically to staff
- Address job concerns and expectations
- Teach responsible-use guardrails and basic prompting
- Structure and deliver internal Copilot sessions
- Recommend next steps for the organisation

Training format

Approach: Governance-led, practical, with trainer delivery guidance throughout

Related courses

Microsoft 365 Copilot Training

Practical, responsible use of Copilot across Microsoft 365. [View course](#)

AI in the Workplace

Governance-led, practical AI use across ChatGPT, Microsoft Copilot and Claude. [View course](#)

Next step

To book this course for your team, or to discuss a version tailored to your organisation, contact Arnold Muscat on 083 778 4903 or sales@collegeafricagroup.com.

Course page: collegeafricagroup.com/microsoft-copilot-training-south-africa/ | [What our clients say about us](#)

Regards

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