BPP
LYCEUM EDUCATION GROUP

Automating Processes with AI

Design, automate and manage reliable AI-powered workflows. **Improve business processes and keep people in charge.**

AI for Work: where an answer is only as good as the person standing behind it.

AI workflow skills for process owners and domain experts

- Instructor-led or self-paced learning
- Applied to a process you own
- For people who already use AI day to day
- From one process to AI assistants and agents
- Guided practice and expert review

Make AI work in the processes your business runs on.

Decide which steps AI should handle, then build workflows you can trust and measure what they save.

Why this matters now

AI can take the repetitive steps out of a process, so work runs faster and costs less. Measure what it saves and you can prove the return, then repeat what works across teams. Assistants and agents (AI that works towards a goal by taking several steps) can add further value when they're the right fit, but also introduce cost and security risks. Getting it right means knowing which steps to change, how to build reliable AI workflows and what happens if something goes wrong. Automating the wrong step or process, or one nobody reviews, costs time and trust. This course gives you a structured way to design, build and manage AI workflows with appropriate oversight.

AI workflow skills

Get the process right first

Build the knowledge and understanding that allows you to evaluate, design, or redesign every process you're asked to improve.

Work you'll recognise: reviewing a process, deciding where AI can add value, and setting the checks that keep it reliable.

You'll leave able to

1. **Identify and prioritise opportunities to redesign and automate business processes using AI**
2. **Design, build and test AI workflows, with the prompts, checks and handoffs between people and AI that keep them reliable**
3. **Build and manage assistants and agents for multistep work, grounded in your approved information**
4. **Orchestrate multi-agent workflows with appropriate controls for performance, security, costs, and accountability**

At a glance

Learn

10 hours over two days
Live online and instructor-led
Also available on demand, self-paced

Apply

Within two weeks
In the workplace
One approved task based on a real process
Instructor feedback

Review in group

1 hour group clinic
Live online and instructor-led
Shared peer learnings

Ongoing support

Templates, checklists and case examples available from day one, plus 90 days of support.

Ways to join

Courses run in cohorts of 15 learners.

Have enough people for a full cohort? Train your team together, on your own processes and review standards and in your organisation's approved AI tool. We can even explore tailoring, including longer bespoke versions.

Not quite enough people, or want to test it first? Talk to us about your team's needs.

Prefer your own pace? The course is also available on demand and self-paced.

£7,000	£750
Full closed cohort	per person on demand

Cost is per course. Prices exclude VAT.

What you'll learn

Practical skills to put AI into the processes you own or support.

Four modules take you from deciding what AI should handle to building workflows, assistants and agents, and keeping them under control.

1 Decide where AI belongs

Map how a process really runs, then judge which steps need AI, which suit simple automation and which need a person. Rank opportunities by value, feasibility, risk and readiness, and decide what to keep, redesign or stop.

2 Build and monitor reliable AI workflows

Start with the simplest approach that works, from a reusable prompt up to an agent. Build a repeatable workflow grounded in your own information, test it against clear criteria, then monitor it and measure what it saves in time, cost and effort.

3 Build assistants and agents that earn their place

Judge when an AI assistant or agent adds real value over a simpler workflow, and when it doesn't. Then build one that's grounded in approved information and handles multistep tasks. Manage who has access and track performance after launch so it stays reliable.

4 Orchestrate several agents without losing control

See when splitting work between agents is worth the added complexity. Set roles, handoffs and limits so activity stays traceable and a person can step in. Keep an eye on performance, cost and errors, and recognise risks such as prompt injection (hidden instructions that steer an AI) and data exposure.

Who it's for

Roles



Process owners, domain experts, operations and service leads, analysts, product managers and others looking to apply AI, automation and agents to a process or repeatable tasks.

Starting knowledge



You already use AI for day-to-day tasks and apply your own judgement to the output. If AI is new to you, start with Working Effectively with AI.

Not sure which course?

Automating Processes with AI
"I already know the basics and use AI myself. Now I need to make it work in the processes I own or support."

Working Effectively with AI
"I have access to AI tools. I want to use them well and safely in my own work."

Leading AI Strategy or Leading AI Transformation
"I lead the function and need to decide where AI is worth investing in, or make my team's adoption work."

Time and support

Learn live for 10 hours

Four modules, guided labs and feedback take place over two days. Materials are available from day one; no advance study is required.

Apply one task

Within two weeks, screen one of your own processes using an approved tool and permitted information, or use a supplied case. Keep your reviewed work and a question for the instructor.

Return with your questions

Join a one-hour group clinic around day 30. Use the templates, checklists, worked cases and feedback for 90 days.

Learning on demand

Prefer your own pace? Work through the same four modules on demand, when it suits you.

See your progress

A multiple-choice diagnostic at the start sets your baseline. A measure at the end shows what you've gained, and where to practise next.

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Not sure where AI fits in your work?

Here's what you could learn to do.

Screen a process for automation

- Map one process and score its steps for value, feasibility and risk
- Decide what to keep, redesign, automate or stop
- Design and build agents and skills to enhance or automate your processes
- Mark where a person reviews or signs off

Why learn this with BPP?

Lecture
See an example explained

Lab
Try it in practice

Review
Review your result with an expert

Our accelerated learning framework moves learners between focused instruction, hands-on application and structured reviews. Built on practice, feedback and repetition, it turns knowledge into reliable, in-role performance.

Co-created with AI and data leaders across sectors to deliver workplace-ready AI capability

Built on research-led AI expertise from our dedicated AI Centre of Excellence

Mapped to BPP's AI Adoption and Capability Framework, informed by leading global standards

We teach AI judgement that holds across tools and roles, applied to your own tasks.

Planning AI skills beyond one team?

From here, Leading AI Strategy helps you decide where AI goes next, and Leading AI Transformation makes it part of how the business runs. Connect pathways across apprenticeships, degrees, certifications and short courses, so your people strategy keeps pace with your AI strategy.

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