

ENTRY LEVEL

Microsoft Copilot Essentials

DURATION

10 Hours / 1 Month

INVESTMENT

R12,900 per person

PREREQUISITE

Microsoft 365 basics

COURSE OVERVIEW

The ideal starting point for South African professionals new to Microsoft Copilot. Learn what Copilot is, how it works and how to use it across your everyday Microsoft 365 applications to save time, improve output and work smarter — no technical background required.

COURSE OUTLINE

01 Introduction to AI & Copilot

- Understanding AI, Generative AI & LLMs
- What Microsoft 365 Copilot is & how it works
- Benefits of AI in the SA workplace
- Responsible AI principles

02 Prompt Engineering Fundamentals

- Writing effective prompts for M365
- Prompt structures and best practices
- Refining and improving AI responses
- Practical prompt exercises

03 Copilot in Word

- Creating documents from prompts
- Summarising and rewriting content
- Generating reports and proposals
- Tone and format adjustment

04 Copilot in Outlook

- Drafting and replying to emails
- Summarising email threads
- Managing communications efficiently
- Meeting preparation assistance

05 Copilot in Teams

- Meeting summaries and transcripts
- Action item generation
- Team collaboration enhancements
- AI-assisted communication

06 Copilot Chat & Research

- Research and information gathering
- Cross-app content generation
- Business use case exploration
- Productivity improvement strategies

07 Responsible AI & Data Security

- Data protection considerations
- Compliance and governance basics
- Ethical use of AI
- Organisational best practices

LEARNING OUTCOMES

Use Microsoft Copilot across core M365 apps

Write effective prompts for business tasks

Save time with AI-assisted email and documents

Summarise meetings and communications with Teams

Apply responsible AI practices in your workplace

Live 1-on-1 Lecturer

Lifetime Access

School of IT Certificate

Commence Anytime

INTERMEDIATE

Microsoft Copilot for Business — Full M365

DURATION

20 Hours / 1 Month

INVESTMENT

R18,900 per person

PREREQUISITE

Microsoft 365 basics**COURSE OVERVIEW**

The most comprehensive Microsoft Copilot course in South Africa — 20 hours of live 1-on-1 training covering every major Microsoft 365 application in depth. Master Copilot across Word, Excel, PowerPoint, Outlook, Teams and Copilot Chat for maximum productivity in your South African workplace.

COURSE OUTLINE**01 Advanced Prompt Engineering**

- Prompt techniques, templates and chaining
- Role-based prompts for business tasks
- Iterative prompt refinement strategies
- Building a prompt library for your role

02 Copilot in Word — Advanced

- Advanced drafting and tone adjustment
- Document intelligence and summarisation
- Creating style-consistent reports
- Collaborative document creation with AI

03 Copilot in Excel — Advanced

- Data analysis and formula generation
- Trend identification and forecasting
- Building charts and executive reports
- Natural language data queries

04 Copilot in PowerPoint — Advanced

- Building presentations from prompts
- Converting Word docs to slide decks
- Design suggestions and layout automation
- Presenter notes and speaker prep

05 Copilot in Outlook — Advanced

- Full email workflow automation
- Thread summarisation and triage
- Calendar management with AI
- Drafting complex stakeholder communications

06 Copilot in Teams — Advanced

- Real-time meeting support and coaching
- Transcripts, highlights and action tracking
- Cross-team collaboration with AI
- Follow-up automation from meetings

07 Microsoft Copilot Chat

- Cross-app questions and document queries
- Multi-source content creation
- Business intelligence and research
- Automating multi-step M365 tasks

08 Governance, Security & Compliance

- Data protection in Microsoft Copilot
- Compliance for SA organisations
- Responsible AI use policies
- Managing Copilot across your organisation

Live 1-on-1 Lecturer

Lifetime Access

School of IT Certificate

Commence Anytime

INTERMEDIATE

Microsoft Copilot for Managers & Executives

DURATION

10 Hours / 1 Month

INVESTMENT

R14,900 per person

PREREQUISITE

Microsoft 365 basics

COURSE OVERVIEW

Designed for South African managers, directors and executives who want to use Copilot to lead smarter — producing board packs, reports and strategy documents faster, running more effective meetings and making better-informed decisions with AI-powered data analysis. No technical background required.

COURSE OUTLINE

01 Copilot for Executive Reporting

- Creating board packs and briefing documents
- Generating management reports from data
- Summarising complex documents instantly
- Formatting reports for executive audiences

02 Copilot for Data-Driven Decisions

- Analysing business data without IT support
- Turning spreadsheets into insights
- Natural language queries in Excel
- Building visual dashboards with AI

03 Copilot for Meeting Leadership

- Preparing meeting agendas with AI
- Summarising meetings in Teams
- Generating action items and follow-ups
- Running more productive team meetings

04 Copilot for Communications

- Drafting polished emails and proposals
- Stakeholder communication at speed
- Presenting complex ideas clearly
- Personalising communications with AI

05 Copilot for Strategy & Research

- Market research and competitive analysis
- Strategic scenario planning with AI
- Synthesising reports and white papers
- Decision support with Copilot Chat

06 Leading AI Adoption in Your Team

- How to introduce Copilot to your team
- Building a Copilot adoption roadmap
- Measuring productivity improvements
- Change management for AI tools

07 Governance for Leaders

- Data security and responsible AI use
- Setting AI use policies for your team
- Privacy considerations for executives
- Compliance in a South African context

WHO IS THIS COURSE FOR?

CEOs, Directors & C-Suite executives

Senior & middle management

Department heads and team leaders

Government officials and public sector leaders

Business owners and entrepreneurs

Live 1-on-1 Lecturer

Lifetime Access

School of IT Certificate

Commence Anytime

INTERMEDIATE

Copilot Studio & Power Automate

DURATION

10 Hours / 1 Month

INVESTMENT

R14,900 per person

PREREQUISITE

Copilot Essentials**COURSE OVERVIEW**

Go beyond built-in Copilot features and build your own AI-powered agents and automated workflows using Microsoft Copilot Studio and Power Automate — no coding required. Ideal for South African IT professionals, operations managers and power users who want to automate business processes with AI.

COURSE OUTLINE**01 Copilot Studio Foundations**

- What Copilot Studio is and how it works
- Interface, workspace and key concepts
- Types of agents and copilots you can build
- Licensing and deployment requirements

02 Building Custom Copilot Agents

- Designing agent conversation flows
- Creating topics, triggers and responses
- Using generative AI answers in agents
- Testing and refining agent behaviour

03 Connecting to Business Data

- Integrating agents with SharePoint & M365
- Connecting to external APIs and data sources
- Using knowledge bases in Copilot Studio
- Grounding agents in organisational data

04 Power Automate Integration

- Building Power Automate flows from agents
- Triggering workflows from conversational AI
- Automating approvals, notifications and tasks
- No-code workflow design with AI

05 AI Business Process Automation

- Mapping business processes for automation
- Designing end-to-end AI-powered workflows
- Multi-step automation with Copilot Studio
- Handling exceptions and escalations

06 Deploying Enterprise AI Agents

- Publishing agents to Teams, SharePoint & web
- Organisation-wide agent deployment
- Managing versions and updates
- Monitoring agent performance and usage

07 Security & Governance

- Data loss prevention in Copilot Studio
- SA data regulation compliance
- Agent access control and permissions
- Responsible AI governance for agents

■ *Microsoft positions Copilot Studio as the primary platform for creating custom organisational agents — a key enterprise AI skill for 2026.*

Live 1-on-1 Lecturer

Lifetime Access

School of IT Certificate

Commence Anytime

PROFESSIONAL PROGRAMME

Microsoft Copilot Professional Programme

DURATION

40 Hours / 2–3 Months

INVESTMENT

R36,900 per person

PREREQUISITE

None required

PROGRAMME OVERVIEW

The complete Microsoft Copilot qualification for South African professionals — covering every application, advanced features, Copilot Studio, Power Automate and AI governance. Includes a real workplace automation project to demonstrate hands-on Copilot skills to employers and clients.

PROGRAMME INCLUDES — ALL 5 COURSES

01 Microsoft Copilot Essentials

- Foundations, prompt engineering and core M365 apps
- Word, Outlook, Teams and Copilot Chat basics
- Responsible AI and governance fundamentals
- 10 hours of live 1-on-1 training

02 Copilot for Business — Full M365

- Advanced coverage of all M365 applications
- Excel, PowerPoint and Copilot Chat in depth
- Governance, security and compliance
- 20 hours of live 1-on-1 training

03 Copilot for Managers & Executives

- Executive reporting and board pack creation
- Strategy, research and stakeholder communications
- Leading AI adoption in your organisation
- 10 hours of live 1-on-1 training

04 Copilot Studio & Power Automate

- Building custom AI agents and copilots
- Power Automate no-code workflow automation
- Enterprise agent deployment and governance
- 10 hours of live 1-on-1 training

05 Workplace Automation Project

- Design a real Copilot implementation plan
- Build and demo a working AI agent or workflow
- Present outcomes in a professional portfolio format
- Instructor-reviewed capstone project

40h

Live 1-on-1 Training

5

Full Courses Included

1

Real Portfolio Project

ZAR

Transparent Pricing

WHO SHOULD ENROL?

Professionals wanting the complete Copilot qualification

Teams deploying Microsoft Copilot organisation-wide

IT professionals building Copilot agents and workflows

Managers leading AI transformation in South Africa

Anyone who wants to be fully Copilot-certified

Live 1-on-1 Lecturer

Lifetime Access

School of IT Certificate

Commence Anytime