COURSE BROCHURE | ERASMUS+ TRAINING

AI Chatbots in Education

Design and test responsible educational chatbots for learning support, recurring questions and institutional communication using accessible no-code tools.

LOCATION	LANGUAGE	FORMAT	DURATION	COURSE FEE
Multiple Locations	English	On-site	5 days	€400

5-day programme in **Lisbon and Porto**. See the course page for current fees, inclusions and dates.

Course description

Conversational AI can support guided practice, answer routine questions and help educational institutions organise recurring information, but only when purpose, knowledge, limits and human oversight are clearly defined. This course introduces educators to the responsible design and prototyping of educational chatbots using accessible no-code tools.

Throughout the course, participants will examine use cases for study support, frequently asked questions, onboarding and administrative communication. They will define an educational or institutional need, structure approved and non-sensitive knowledge, write clear chatbot instructions and boundaries, configure a small prototype and test it against realistic user questions and failure cases.

Participants will work towards developing a functional chatbot prototype and a practical implementation plan on their own educational context, incorporating key principles of responsible AI use, including reliability, bias, data privacy, transparency, accessibility and appropriate human oversight.

Who the course is for

For educators

Teachers, VET staff, digital and ICT coordinators, school leaders, administrative staff and other education professionals interested in prototyping AI chatbots for learning support or recurring institutional communication. The course is particularly relevant for participants seeking practical no-code experience while maintaining privacy, reliability and human oversight.

At a glance

Course level: Basic to Intermediate AI Literacy

Prerequisites: Basic digital skills are recommended. No programming experience is required.

Working language: English. Please **contact the team** if you are unsure about the course level or working language.

CURRICULUM FOCUS

Conversational AI for Learning / No-Code Chatbot Prototyping / Reliability, Privacy & Oversight

View the course, current editions and fees

02 / INTENDED LEARNING OBJECTIVES

Learning outcomes

The following learning outcomes describe the course's intended direction and objectives. The trainer adapts activities, examples and participant work to the group's goals, experience and learning needs.

01 **Conversational AI Foundations & Use-Case Selection** - Explain the capabilities and limitations of educational chatbots and select an appropriate learning-support or institutional use case.

02 **Educational Dialogue & Interaction Design** - Design a chatbot purpose, user journey, tone, interaction flow and response strategy aligned with an educational or communication need.

03 **Knowledge-Grounded No-Code Prototyping** - Configure a no-code chatbot prototype using approved, non-sensitive knowledge sources, clear instructions and defined response boundaries.

04 **Learning & Administrative Support Applications** - Adapt chatbot interactions for guided practice, frequently asked questions, onboarding or recurring communication while preserving appropriate human support.

05 **Reliability, Privacy & Human Oversight** - Test chatbot outputs for accuracy, hallucination, bias and inappropriate data use, and define escalation, monitoring and teacher or staff intervention.

06 **Responsible Implementation Planning** - Prepare a realistic implementation plan covering ownership, user guidance, review criteria, limitations and continued improvement.

07 **European Peer Exchange & Institutional Transfer** - Compare conversational AI practices with European peers, exchange professional approaches and identify strategies that can be adapted to participants' own institutions.

Transfer to practice and intended impact

The programme supports participants in connecting the course learning with their own professional context. Participants consider how relevant approaches, activities or tools could be adapted to their learners, priorities and institutional settings.

1. **Identify a relevant professional need:**
   Consider which learner need, classroom challenge or institutional priority the course learning could help address.
2. **Adapt the approach to your setting:**
   Select the activities, tools or approaches that can realistically be incorporated into your own professional context.
3. **Decide what progress would look like:**
   Consider how changes in practice, learner engagement, learning outcomes or another relevant result could be recognised.

03 / COURSE PROGRAMME | DAYS 1-3

Learning Activities & Training Schedule

MONDAY - FRIDAY (DAYS 1 - 5)	08:30 - 13:30	TRAINING HOURS 5h scheduled per day (25h total)	ⓘ *This is a typical timetable, subject to the provider's discretion.*

DAY 1

Conversational AI Foundations & Use-Case Selection

- Explore how contemporary chatbots generate responses and where their capabilities remain limited.
- Compare learning-support, FAQ, onboarding and administrative communication use cases.
- Analyse when a chatbot is appropriate and when human support or another solution is preferable.
- Define target users, purpose, expected value and success criteria for a selected chatbot concept.
- Create a chatbot project brief that will guide the week's practical work.

DAY 2

Educational Dialogue & Knowledge-Grounded Design

- Design a user journey, interaction flow, tone and support strategy for the selected use case.
- Select and structure approved, non-sensitive knowledge sources for the prototype.
- Write operational instructions, response formats, boundaries and escalation rules.
- Apply plain-language, accessibility and learner-support principles to chatbot dialogue.
- Develop conversation and test questions before configuration.

DAY 3

No-Code Chatbot Prototyping

- Configure a small chatbot prototype using an accessible no-code environment.
- Build interactions for guided practice, recurring questions or institutional communication.
- Test how the chatbot uses knowledge, follows instructions and responds to unclear requests.
- Refine prompts, messages and boundaries based on realistic user scenarios.
- Document intended purpose, users and known limitations.

04 / COURSE PROGRAMME | DAYS 4-5

Learning Activities & Training Schedule

DAY 4

Reliability, Privacy & Human Oversight

- Test the prototype for hallucinated, incomplete, biased or inappropriate responses.
- Examine privacy-aware data handling and avoid unnecessary personal or sensitive information.
- Define situations requiring refusal, clarification, escalation or direct human intervention.
- Develop user guidance, monitoring criteria and a simple review process.

DAY 5

Prototype Showcase, Implementation & Transfer

- Finalise and present the chatbot prototype and its educational or institutional purpose.
- Receive structured peer and trainer feedback on usefulness, reliability and safeguards.
- Prepare an implementation plan and realistic applications within the participant's own institution.
- Reflect on European practices.
- Complete course evaluation and Certification.

ADAPTABLE TRAINING

This programme is a planned framework. Specific activities, sequence, exercises and timings may be adapted by the trainer or provider to each group/edition.

COURSE RECORDS

Daily summary and attendance sheets record the schedule and a short account of each day's work, validated by the trainer and signed by the participants.

Edition-specific evidence: Learning Together maintains signed daily training and attendance records. This brochure describes the course framework; additional verification can be based on the records of the particular edition.

05 / LEARNING APPROACH & METHODOLOGY

Learning Together Methodology

Learning Together courses combine guided input supported by presentations and multimedia resources with practical experimentation, creative workshops, case-based learning and hands-on tools. Participants connect the learning to their own professional situations and progressively develop an applied outcome, which may take the form of a presentation, project, session plan, action idea, reflection or another relevant output.

Peer / trainer feedback supports refinement throughout the process, while European exchange encourages participants to compare practices, perspectives and approaches across different educational contexts.

Methods applied in this programme

Conversational AI Case Analysis & Use-Case Design

Participants examine chatbot capabilities and educational examples, then define users, purposes, interaction needs and success criteria for a relevant chatbot concept.

Guided No-Code Chatbot Prototyping

Structured workshops support dialogue design, knowledge preparation, instruction writing and configuration of a small educational or institutional chatbot prototype.

Scenario-Based Testing & Responsible Implementation Planning

Participants test realistic questions, failure cases, privacy boundaries and escalation needs, then refine the prototype and prepare a controlled institutional plan.

Collaborative learning, peer exchange and reflection

Participants work with European colleagues, compare professional contexts, exchange approaches and reflect on how the learning can be transferred to their own institutions.

> **Illustrative example: Building a Responsible AI Study Assistant**
>
> Imagine an educator creating a no-code chatbot to support learners as they review a subject, practise key concepts and ask recurring questions. Participants define the assistant's educational purpose, structure approved knowledge, configure and test a prototype, establish privacy and human-support boundaries, and plan how it could be introduced and monitored. This example illustrates one possible application; actual activities may vary.

An adaptable learning experience

Learning Together courses are delivered by trainers with relevant professional & pedagogical experience, **who are fluent English speakers**. The trainer may vary by edition, adapting the activities to the group's professional context and learning goals.

Meet our trainers and explore our approach

06 / PRACTICAL INFORMATION & SUPPORT

Everything you need for your training

Your course materials and participant work

Participants receive access to course materials, including slides, presentations, worksheets and exercises made available for the sessions, through a dedicated online folder.

Depending on the activities, groups may also develop action plans or presentations. The output varies with the programme, trainer and group.

Materials to bring: Laptop

Course package

Includes training sessions, digital materials, practical resources, administration and course-week support, welcome kit, coffee breaks and course documentation. Cultural activities and an orientation session **depend on the edition selected** (flights, accommodation & other personal arrangements are not covered).

Check fees and inclusions for your selected course.

Documents & certification

We issue Certificate of Attendance, invoice and support agreed Erasmus+ mobility documents, including Europass Mobility records. Certificate issuance follows the attendance conditions.

Send any additional school forms to our team in advance. Explore document guidance.

Provider & quality

Learning Together operates through registered organisations in every country where services are provided, each with its own Erasmus+ Organisation ID (OID). Our programmes combine clearly defined learning outcomes, participatory methodologies and practical activities, with participant evaluation & feedback at the end of the training.

Provider OIDs: Portugal E10201112 · **Spain** E10417947 · **Poland** E10419682

FROM INTEREST TO A CONFIRMED BOOKING

01
Pre-enrol

Share your course & preferred dates. Pre-enrolment is non-binding; wait for written confirmation before making non-refundable travel bookings.

02
Confirm your place

Our team will confirm availability by email. Complete final enrolment and billing details to secure your place.

03
Plan your travel

Once your booking is confirmed, you can plan your travel. Before travelling, check materials required, timetable and activities in your selected edition.

YOUR NEXT STEP

Ready to plan your course?

Check the current dates, duration, fee and edition status on the course page, then start your pre-enrolment or contact us!

View course & editions ↗ | Pre-enrol ↗

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