

- Delivery Mode and Location :**  
 1. Sync – Delivered through MS Teams  
 2. Async (Self Paced) – Support through LMS  
 3. Classroom – Litan Academy Campus

**WSQ Conversational AI and Chatbot Development (SF)**  
 September 2026 Intake

CLASS SCHEDULE								
<b>Module Name:</b>		WSQ Conversational AI and Chatbot Development (SF)						
<b>Course Name:</b>		WSQ Conversational AI and Chatbot Development (SF)						
<b>Cohort Code:</b>		DSSC-ACC-0926						
<b>Mode:</b>		Full-Time						
<b>SOC:</b>		18-Sep-2026		<b>Orientation: Self-Onboarding</b>				
Session No	Session Mode	Session Details	Duration Hrs	Faculty Name	Date	Day	Time	
1	EL-Async	IU 1: Generative AI and Prompt Engineering with Claude <ul style="list-style-type: none"> <li>• Overview of Generative AI, Large Language Models, and Claude's Role in Modern Workplaces</li> <li>• Familiarisation of Claude Ecosystem</li> <li>• The Anatomy of a Perfect Claude Prompt: Role, Task, Context, Constraints &amp; Output</li> <li>• The Framework for Reliable and Accurate AI Outputs in Claude</li> <li>• Claude projects and artefacts</li> </ul> IU 2: AI Agent Creation Using Claude <ul style="list-style-type: none"> <li>• Introduction to AI Agents and the Claude Ecosystem (Claude Skills, MCP, Claude Co-work)</li> <li>• Designing and Deploying Single-Task and Multi-Step Claude Agents</li> <li>• Leveraging Built-in vs. Custom Claude Skills for Workplace Automation</li> <li>• Claude Co-work Plugins</li> <li>• Data Analytics with Claude Co-work: KPI Tracking, Variance Analysis, and Interactive Dashboards</li> <li>• Complete MCQ</li> </ul>	4.0	NA	18-Sep-2026	Fri	10:00 - 14:00	
2	MS-Sync	Assignment 1: Crafting Structured Prompts and Automating Workflows with Claude <ul style="list-style-type: none"> <li>• Design and build a custom AI Knowledge Hub using Claude Projects to organise documents, prompts, workflows, and reusable instructions for a business use case</li> <li>• Upload and structure multiple knowledge sources (e.g., SOPs, HR policies, onboarding guides, product FAQs, meeting notes) to create a contextual AI-powered workspace</li> <li>• Create reusable Claude workflows for at least 3 workplace automation scenarios.</li> <li>• Configure structured instructions, custom prompt skills, and response guidelines to ensure consistent, accurate, and role-based AI outputs</li> </ul>	4.0	TBA	19-Sep-2026	Sat	09:00 - 13:00	
3	MS-Sync	Assignment 1: Crafting Structured Prompts and Automating Workflows with Claude <ul style="list-style-type: none"> <li>• Design a multi-step automated workflow where Claude retrieves information from the Knowledge Hub, processes the request, and produces a final business-ready output</li> <li>• Implement quality-control strategies to minimise hallucinations, validate responses against uploaded knowledge sources, and maintain organisational tone and compliance</li> </ul>	4.0	TBA	19-Sep-2026	Sat	14:00 - 18:00	
4	MS-Sync	Assignment 2: Building AI-Powered Workplace Agentic Solutions with Claude Co-work <ul style="list-style-type: none"> <li>• Set up Claude Co-work and configure the environment with relevant plugins (e.g., Data analytics, Docx, PPTX)</li> <li>• Define a clear MSME use case for your AI agent (e.g., SOP generator, email assistant, financial report drafter)</li> <li>• Design the agent's core instructions and equip it with specific Claude Skills to automate the selected workflow</li> <li>• Connect a relevant dataset to Claude Co-work and perform AI-assisted KPI tracking, variance analysis, or trend identification using the data plugin</li> </ul>	4.0	TBA	20-Sep-2026	Sun	09:00 - 13:00	
5	MS-Sync	Assignment 2: Building AI-Powered Workplace Agentic Solutions with Claude Co-work <ul style="list-style-type: none"> <li>• Use Claude to synthesise analytical findings into a structured, management-ready narrative report with actionable recommendations</li> <li>• Test the agent end-to-end, refine based on test scenarios and quality-control checklists, and iterate for improvement</li> <li>• Apply responsible AI governance practices — define data privacy boundaries and document safe automation protocols</li> </ul>	4.0	TBA	20-Sep-2026	Sun	14:00 - 18:00	
6	AS-Sync	Summative Assessment (Written assessment based on assignments)	4.0	TBA	20-Sep-2026	Sun	14:00 - 18:00	

- Session Types:  
 EL - E-Learning (Async)  
 FC - Flipped Class (Sync)  
 MS-Sync - Mentoring Support (Sync)  
 MS-Async - Mentoring Support (Async)  
 AS - Assignment (Sync)  
 PM - Project Mentoring (Sync)  
 PI - Project Implementation (Async)  
 SA - Summative Assessment (Sync)