

The benefits of using the AI Gateway for you and your learners



Good Things

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This guide helps you think about when and how to introduce AI (artificial intelligence) into your sessions. It also explains how to use the Good Things AI Gateway. You can use this, together with the other tools mentioned, to build learner confidence.

People are increasingly exposed to AI online, even if they don't realise it.

From the way online entertainment shows are recommended, to how Google Maps finds them the fastest route. From online shopping suggestions to their social media feeds. **AI is already part of the day-to-day online world.**

AI offers a unique opportunity to "level the playing field" for those who are digitally excluded.

It can help people **simplify** complex letters, **overcome** language barriers, and **support** those with visual or hearing impairments.

Your role as a Digital Champion is to help earners gain a **better understanding** of AI and the confidence to see it as a **helpful tool** they can control.

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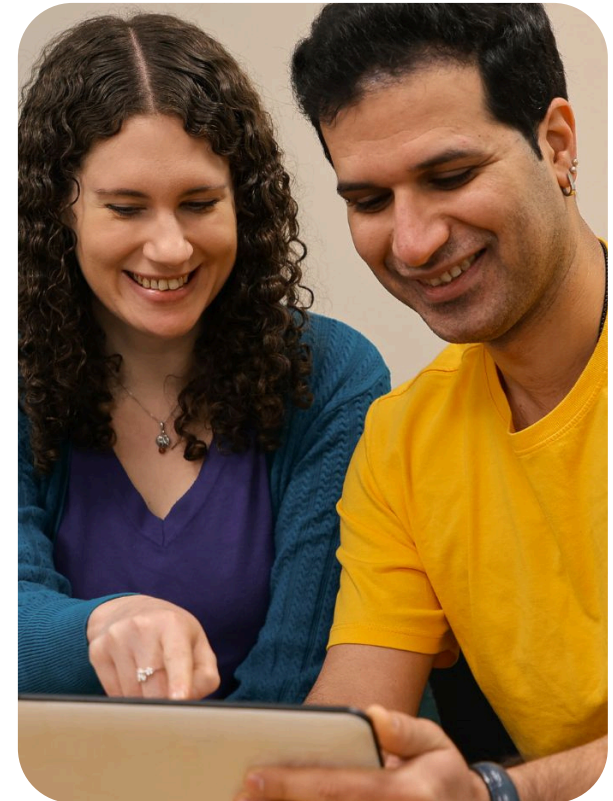
Addressing Concerns

It's normal for learners to feel nervous.

You don't need to be a technical expert to reassure them. Often, acknowledging their worry and providing a simple fact is enough to help them move forward.

Here are some examples of things learners may say, and some ways to reply:

- **It's all a bit scary and futuristic.**
 - *"AI is already here. It's just a type of computer program that 'learns' patterns. It's a tool many people use every day, like sat-nav or Netflix."*
- **Can I trust what it tells me?**
 - *"Think of AI as a 'helpful assistant', who sometimes makes mistakes. It's great for starting a draft, but we should always double-check things ourselves."*
- **Will it steal my data?**
 - *"Just like using a search engine we never put private information, like bank details, into an AI tool. We can use the AI Gateway to learn how to stay safe."*
- **Is it going to replace humans?**
 - *"AI is good at tasks, but it doesn't have your feelings or life experience. It's there to help you do things faster, not to take over."*
- **AI is all about scamming people**
 - *AI can be used to make fake content, like pictures and videos, look very real. The AI Gateway can help you recognise fake content so you don't get scammed.*



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Starting a Conversation About AI

You don't need to wait for a learner to ask about AI to start teaching it. The best way to introduce it is as a helpful tool for a task they are already doing, or something they want to do.

Developing confidence starts with "having a try". Being hands-on removes the mystery and shows the learner they're the one in control. Use these "pivots" to move the learner towards thinking about how AI tools can help them.

- If a learner is... **Looking for work**
 - *"I see you're working on your CV. There's a section on the AI Gateway that can help you discover how to write a professional cover letter in seconds. Shall we see what it suggests?"*
 - **Champion Tip:** Go to section 3 of the AI Gateway. Play the "How to structure a prompt" video. Then open and go through the "Preparing for a job interview" guide. Suitable tools include Gemini, Copilot, ChatGPT, etc. Don't include any personal information in the CV, eg the learner's name.
- If a learner is... **Struggling with a difficult letter or email**
 - *"That email from the council uses some tricky language. There's an AI tool we can use to "translate" this into plain English so it's easier to understand. Want to try it?"*
 - **Champion Tip:** Suitable tools include Gemini, Copilot, ChatGPT, etc. Ask the tool, "Can you explain this letter in plain English for me?" then copy & paste the email text in. Don't copy any personal information from the email, eg the learner's name.
- If a learner is... **Creative or curious**
 - *"Did you know you can tell a computer to draw a picture for you just by describing it? It's a fun way to see how AI works. There's an AI tool we can use to make a birthday card for your grandson. What should we tell the computer to draw?"*
 - **Champion Tip:** A suitable tool for this is crayon.com. It's free, doesn't require registration and is a low-pressure way to show a learner how AI follows their instructions.
- If a learner is... **Worried about AI stealing personal information**
 - *"It's good to be cautious. There's a section on the AI Gateway called "Using AI" which covers data privacy. It's a simple way to learn what is safe to share and what isn't. Shall we look at that together?"*
 - **Champion Tip:** A good way to help learners understand is to tell them not to put anything into an AI tool that they wouldn't tell a stranger. They can always add personal information afterwards to personalise what the AI has written.

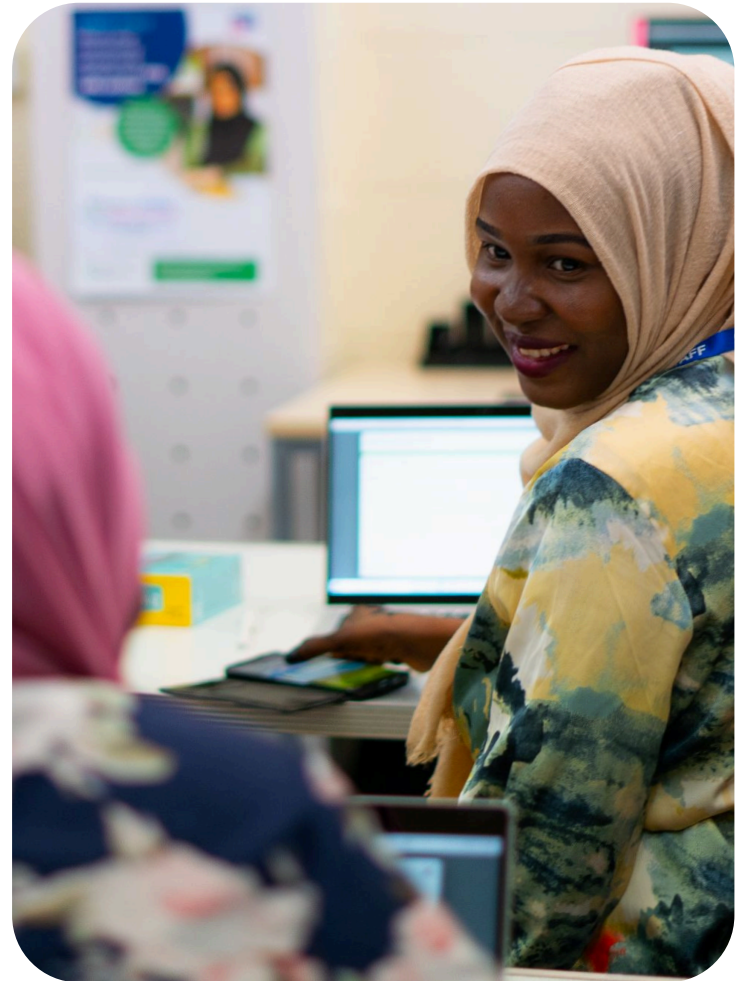
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Many people are scared of falling for AI generated online scams

Introducing AI into a conversation about online safety can help in addressing those concerns.

Section 3 of the AI Gateway has a topic about **deepfakes** that can help with this.

And the “**Real or AI?**” image quiz in section 4 is a fun, hands-on way to show learners how to look for clues and think critically about what they see online.



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The AI Gateway

learning.goodthingsfoundation.org/ai

The AI Gateway is designed for people who are already comfortable being online and are ready for the next step. They might be curious about "fake news" or want to try out a chatbot for the first time.

While the platform is easy for learners to use on their own, it works best when you are there to chat through the key concepts, like using AI responsibly and safely.



The AI Gateway has four sections:

- **An introduction to AI** – Explores how AI works, its global impact, common myths, and the technical and environmental challenges of the technology.
- **Learning about generative AI** – Covers the mechanics of generative models, best practices for data privacy, and the ethical or legal considerations of using these tools.
- **Using AI** – Provides practical video guidance and hands-on activities to help learners master the art of crafting clear, effective prompts.
- **Check your knowledge** – Features quizzes on general knowledge and image recognition, including a monthly updated external challenge to test your skills.

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What makes the AI Gateway different?

The AI Gateway has been designed as an inclusive first step for everyone. It is different from other learning platforms because it:

- Is **free and open**: No paywalls, no jargon and no sign-up process.
- Is **bite-size and fun**: Complex ideas are explained through short, interactive activities.
- **Promotes critical thinking**: It doesn't just teach people how to use AI, but how to judge when to use it and when not to.

Getting started on the AI Gateway

For people who are new to AI, the short Introduction to Artificial Intelligence video in Section 1 is the best place to start. It is designed to reassure learners and show them that AI is a tool they can use.

The video shows how AI can help with:

- **Everyday tasks** like online shopping and streaming.
- **Creating content** like drafting letters or job applications.
- **Saving time** by simplifying complex information.

Champion Tip: Watch the video together first. It only takes a couple of minutes and is a great way to start a conversation about what the learner found most interesting.

Other Learning Resources

- bit.ly/WhatIsAIGuide
 - A simple, clear guide that explains how AI mimics human thinking and where you can find it in daily life, including healthcare, facial recognition and weather forecasting.
- bit.ly/AnIntroductionToAIHandout
 - A clear and simple four-page guide that explains the basics of AI, how to use popular tools like ChatGPT, and tips for spotting fake AI-generated images.
- bit.ly/FindAIWords
 - A fun, printable activity and discussion guide to help learners get comfortable with common terminology used in the world of artificial intelligence.
- bit.ly/AIToolsToSupportJobSeekers
 - A guide highlighting AI tools for CV writing, job matching, and interview preparation to help build them into employability sessions.
- bit.ly/GettingStartedWithAIWorkshop
 - A presentation designed to demystify AI, covering its everyday uses, different types (such as generative AI), and key considerations like bias and quality control. There is also an accompanying facilitation guide.
- abilitynet.org.uk/factsheets/what-ai-and-how-do-i-use-it
 - A detailed factsheet exploring how AI can support disabled and older people. It covers practical examples such as voice recognition, image identification, and tips for staying safe and ethical online.
- goodthingsfoundation.org/policy-and-research/research-and-evidence/research-2024/ai-literacy
 - Learn more about our research into developing AI literacy with people who have low or no digital skills. Our report explores how we can support 8.5 million UK adults lacking basic digital skills to safely engage with AI.