



职场智能体AI自动化技术

Workplace Automation with Agentic AI
(ITWAI)

职场智能体AI自动化技术

Workplace Automation with Agentic AI (ITWAI)

1 年课程

Year Course

▲ 80% 实践训练
80% Practical Skills

▲ 20% 理论
20% Theory

▲ 教学媒介语以中文为主，
英文为辅
Medium of Instruction:
Chinese & Simple English

▲ 16岁以上即可报读，
无需入学资格
Entry Requirement:
16 Years Old & Above

▲ 课程含校内实习
With On-Campus Workplace
Learning

这课程读什么？ | What Is This Course About?

本课程是关于如何将AI真正用在日常工作里，不只是拿来聊天。你将学习用AI写邮件、整理文件、做简报、总结资料、处理表格数据，也学习制作简单的海报、短视频和职场沟通内容，让办公室工作变得更快、更有条理。

你也将学习怎样安排任务和流程，例如会议安排、活动筹备、进度追踪、表单资料整理、自动通知和简单的工作流程自动化。之后你也会接触AI Agent，学习怎样给它清楚指令，让它协助完成多步骤的办公室任务。

后期有校内项目实践，让你在接近真实办公室或活动执行的情境中练习，例如处理报名资料、安排任务、制作宣传内容、整理数据和完成报告。简单来说，这门课就是要训练你成为团队里那个很会用AI、能把工作变得更顺的人。

This course is about using AI in everyday workplace tasks, not just asking a chatbot questions. You will learn to use AI to write emails, organize documents, prepare presentations, summarize information, handle spreadsheet data, and create simple posters, short videos, and workplace communication materials.

You will also learn how to organize tasks and workflows, such as meeting schedules, event preparation, progress tracking, form data handling, automatic notifications, and simple workflow automation. Later, you will explore AI agents and learn how to give clear instructions so they can help with multi-step office tasks.

Through on-campus project practice, you will apply these skills in realistic office or event scenarios, such as managing registration data, coordinating tasks, creating promotional content, organizing information, and preparing reports. In simple terms, this course trains you to become the person in the team who knows how to use AI to make work smoother and more organized.

谁适合读？ | Who Is This For?

如果你看到一堆杂乱的资料就想妥善整理，看到重复性的工作就会想：“这个可否更自动化？”，对AI新工具跃跃欲试，那么本课程很适合你。

如果你想成为办公室里那个很会用AI的同事，会用AI写邮件、整理文件、做简报、处理表格、安排活动、制作简单宣传内容，本课程就是在训练这种能力。

你不需要很会写程序。更重要的是你愿意学习怎样把AI、表格、文件、任务管理和自动化工具用在实际工作里，让团队少一点混乱，多一点效率。

If you see messy information and want to organize it, or you see repetitive work and think, “Can this be more automatic?” and you are curious to try new AI tools, this course is a good fit for you.

If you want to become the colleague in the office who knows how to use AI well, such as using AI to write emails, organize documents, prepare slides, handle spreadsheets, coordinate events, and create simple promotional content, this course trains exactly that ability.

You do not need to be good at programming. What matters more is your willingness to learn how to use AI, spreadsheets, documents, task management, and automation tools in real work, so the team becomes less messy and more efficient.

学生将学会 | Students will learn and be able to:

- ▲ 使用数码办公室工具处理文件、表格、简报、电邮与日常行政任务
Use digital office tools to manage documents, spreadsheets, presentations, emails, and daily administrative tasks.
- ▲ 运用生成式AI协助职场写作、报告整理、内容生成与资料摘要
Apply Generative AI to support workplace writing, report preparation, content generation, and information summarization.
- ▲ 使用电子表格与AI工具进行数据输入、清理、排序、分析、图表与简单报告制作
Use spreadsheet and AI tools for data entry, cleaning, sorting, analysis, charts, and simple reporting.
- ▲ 设计任务流程、会议安排、活动计划、进度追踪与团队协作机制
Design task workflows, meeting schedules, event plans, progress tracking, and team coordination processes.
- ▲ 使用低代码自动化平台连接表单、表格、电邮、文件与通知系统
Use low-code automation platforms to connect forms, spreadsheets, emails, files, and notification systems.
- ▲ 设计和管理AI Agent，让其执行资料处理、内容生成、任务协调和自动化流程
Design and manage AI agents for information processing, content generation, task coordination, and automated workflows.
- ▲ 制作AI辅助的海报、短视频、社交媒体内容与职场沟通素材
Create AI-assisted posters, short videos, social media content, and workplace communication materials.
- ▲ 理解AI伦理、资料隐私、数据安全与负责任的职场AI使用方式
Understand AI ethics, data privacy, information security, and responsible workplace use of AI.

课程内容 | COURSE OUTLINE

专业主修课 | Specialisation Major Courses

- 数码职场基础
Digital Workplace Fundamentals
- AI职场沟通写作
AI Writing for Workplace Communication
- AI文件处理与任务自动化
AI Document Processing & Task Automation
- AI数据处理
AI Data Handling
- AI任务编排
AI for Task Orchestration
- AI创意内容制作
AI for Creative Content
- AI工作流程自动化
AI Workflow Automation
- 智能代理AI
Agentic AI
- AI伦理与数据安全
Ethics & Data Security in AI

通用与职场技能课 | General & Workplace Skills Courses

- ICT实务技能
Practical ICT Skills
- 生成式AI工具
Generative AI Tools
- 简报技巧
Presentation Skills
- 职场软技能
Work-based Soft Skills
- 职场英文沟通 (1)
Workplace English Communication (1)
- 职场英文沟通 (2)
Workplace English Communication (2)

校内实习 | In-School Internship

- 校内职场学习 (校内实习)
Workplace Learning (In-School Internship)

* Please note that the modules listed are indicative and may be subject to change.



评估标准 | ASSESSMENT

100%作业及实践练习，本课程职场智能体AI自动化技术的理论20%，实践80%，聚焦于工作场所的实际应用。

鼓励团队合作，让学生学会分组合作或单独工作以完成专题作业。

100% Assignment and Practical Exercises. The course offers both the theory (20%) and practice (80%) of Workplace Automation with Agentic AI skills, with a focus on the practical application of these skills in the workplace.

Teamwork is encouraged and students learn to work in groups or individual to complete their projects.



考取资格 | QUALIFICATIONS

英国国立西苏格兰学院专业文凭

Diploma awarded by West College Scotland, UK



就业前景 | CAREER PATHWAYS

随着企业越来越依赖数码文件、线上协作、AI工具与自动化流程，办公室行政与业务支援岗位也正在转型。未来的职场不只需要会做文书的人，也需要懂得用AI提升效率、用数据整理信息、用自动化工具减少重复工作的人。

完成课程后，学生可进入数码办公室行政、商务支援、办公室营运、AI办公自动化、工作流程支援、项目或活动行政等入门岗位。对于中小企业、教育机构、活动单位、行政部门和正在进行数码转型的组织，这类懂工具、懂流程、懂AI应用的人才会越来越重要。

常见就业岗位

毕业生可从事数码办公室行政员、行政执行员、商务支援执行员、办公室营运助理、AI办公室自动化助理、工作流程自动化助理、数码转型支援助理、IT支援助理、项目或活动行政助理等相关职位。

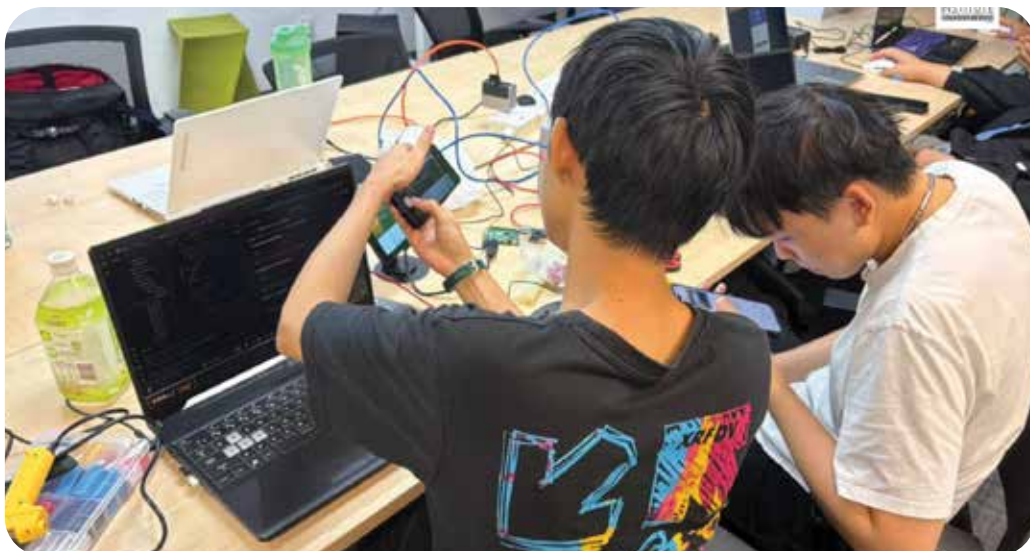
As organisation rely more on digital documents, online collaboration, AI tools, and automated workflows, office administration and business support roles are changing. The future workplace needs people who can use AI to improve productivity, organize information with data tools, and reduce repetitive work through automation.

Graduates may enter entry-level roles in digital office administration, business support, office operations, AI office automation, workflow support, and project or event administration. SMEs, education institutions, event teams, administrative departments, and digitally transforming organizations will increasingly need people who understand tools, workflows, and practical AI applications.

Common Job Roles

Graduates may pursue careers as Digital Office Administrator, Administrative Executive, Business Support Executive, Office Operations Assistant, AI Office Automation Assistant, Workflow Automation Assistant, Digital Transformation Support Assistant, IT Support Assistant, and Project or Event Administration Assistant.

你就是那个很会用 AI 的同事。
You're the colleague everyone turns to for AI.



 **017-394 0668 | 010-907 5842**
(DEPARTMENT OF INNOVATION AND TECHNOLOGY)

03-8737 8770 | 03-8737 9292
(GENERAL LINE)

 B5-B7, Block B, Jalan TKS 1, Taman Kajang Sentral, 43000 Kajang, Selangor.  enrolment@neivce.edu.my

 www.neivce.edu.my

 新纪元技职与推广教育学院

 [newera_vocational_malaysia](https://www.instagram.com/newera_vocational_malaysia)

 新纪元技职与推广教育学院