

# GENERATIVE AI FOR INCLUSIVE DIGITAL PARTICIPATION (DIVYANGJAN)



BRAIL STICKER





**Shri Narendra Modi**  
Prime Minister of India

“

Skilling is building a better India. If we have to move India towards development then Skill Development should be our mission.

”



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**SKILL COUNCIL FOR PERSON WITH DISABILITY**

for

**SKILLING CONTENT: PARTICIPANT HANDBOOK**

Complying to National Occupational Standards of  
Job Role/ Qualification Pack/NOS: 'Generative AI for Inclusive Digital Participation (Divyangjan)'  
NQR Code. 'NG-03-PD-04743-2026-V1-SCPwD NSQF Level 3'

Date of Issuance: February 16<sup>th</sup>, 2026

Valid up to: February 15<sup>th</sup>, 2028

\* Valid up to the next review date of the Qualification Pack

Authorized Signatory  
(Skill Council for Person  
with Disability)

## Acknowledgements

Skill Council for Person with Disability would like to express its gratitude to all the individuals and institutions who contributed in different ways towards the preparation of this “Participant Handbook”. Without their contribution, it could not have been completed. Special thanks are extended to those who collaborated in the preparation of its different modules. Sincere appreciation is also extended to all who provided peer review for these modules.

The preparation of this manual would not have been possible without the Skill Council for Person with Disability Industry’s support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the Industry.

This participant manual is dedicated to aspiring youth who desire to achieve special skills which will be a lifelong asset for their future endeavors.

## About this book

This Participants' Handbook is designed to support learners in understanding and applying Artificial Intelligence (AI) and Generative AI (Gen AI) in daily life, learning, work, employability, and entrepreneurship. The content is inclusive, learner-friendly, and aligned with NCVET standards.

The handbook follows a modular structure. Each module contains lessons mapped to Performance Criteria (PCs), with clear learning outcomes, activities, reflections, assistive tools, and ethical guidance.

Key learning objectives for this course are marked at the beginning of the Module/s:

**Module 1:** Introduction to Artificial Intelligence & Generative AI

**Module 2:** AI for Accessibility, Assistive Technologies & Inclusion

**Module 3:** Digital & Data Literacy for AI & Gen AI

**Module 4:** Ethical, Safe and Responsible Use of AI & Gen AI

**Module 5:** Gen AI Tools for Productivity, Communication & Collaboration

**Module 6:** Gen AI-enabled Career Development & Employability

**Module 7:** Entrepreneurship Opportunities using Gen AI

## Symbols Used



Key Learnings  
Outcomes



Unit Objective



Exercise



Tips



Notes



Activity



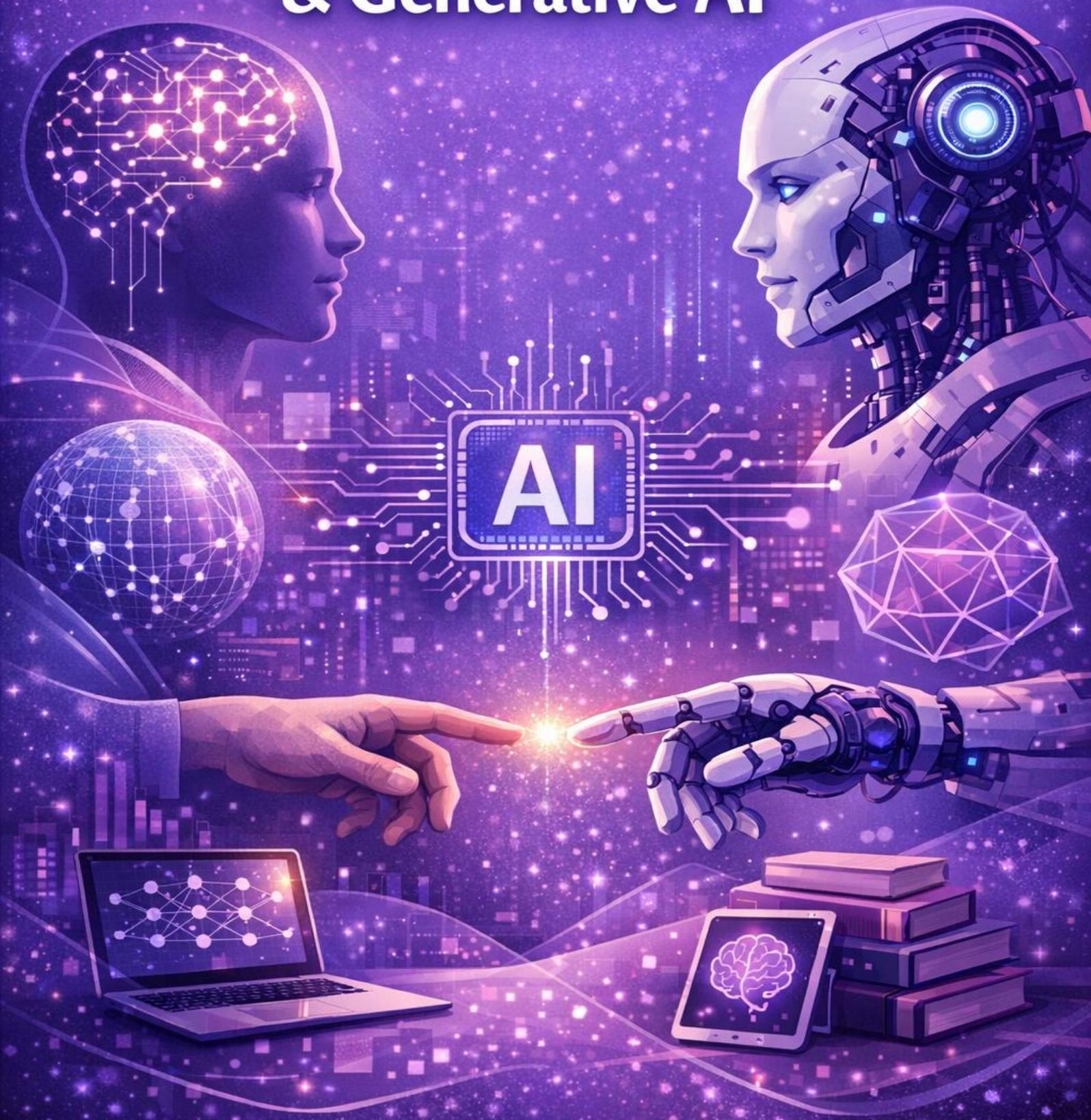
Summary





Module 1:

# Introduction to Artificial Intelligence & Generative AI



## Chapter 1.1: What is Artificial Intelligence (AI) and Generative Artificial Intelligence (Gen AI)?

### In this lesson, you will learn:

1. What Artificial Intelligence (AI) means
2. What Generative Artificial Intelligence (Gen AI) means
3. How AI and Gen AI support people in daily life, learning, and work

### Thinking Box

Before we start, think about these questions:

- Have you ever asked your phone to **call someone** or **send a message using your voice**?
- Have you ever used a tool that **suggests videos, songs, or news** for you?
- Have you ever seen a tool that **helps write a message or explain something**?

If your answer is “yes”, then you have already used **Artificial Intelligence**.



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### Learn about **Artificial Intelligence (AI)**

Artificial Intelligence, or **AI**, means **computer systems that can perform tasks which usually need human intelligence**.

AI helps machines to:

- Listen and understand sounds
- Read and understand text
- Recognize faces and objects
- Make suggestions based on data
- Help people complete tasks easily

AI works by using **data and instructions**.



It does not have feelings, emotions, or personal thinking like humans.

AI is created to **support people**, especially in:

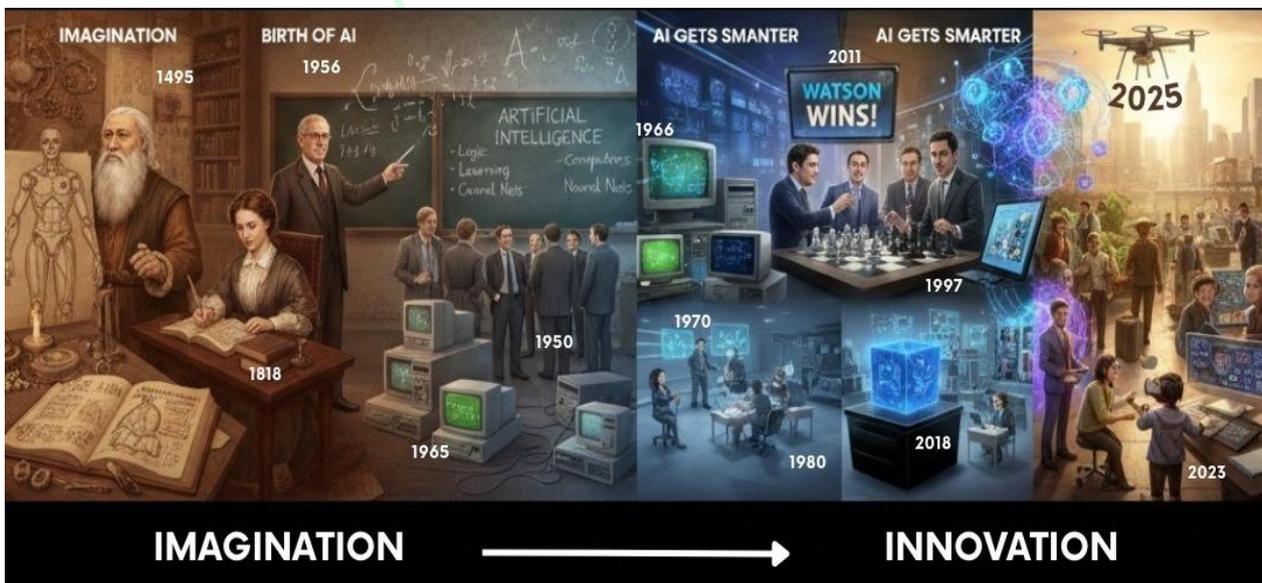
- Education
- Workplaces
- Daily activities
- Accessibility for Persons with Disabilities

AI **does not have**:

- Feelings
- Emotions
- Personal thinking

AI is created by humans to **support humans**, not replace them.

## From Imagination to Innovation: The Journey of Artificial Intelligence



### Step 1: Imagination (Early Ideas)

Long ago, humans imagined machines that could think and act like humans.

- **1495: Leonardo da Vinci**, a famous artist who also drew the Mona Lisa, drew plans for a mechanical man
- **1818: Mary Shelley** wrote *Frankenstein*, a story about creating artificial life. Stories like *Frankenstein* showed human curiosity about artificial life

At this stage, AI existed only in **ideas, drawings, and stories**.

### Step 2: Birth of AI (Scientific Thinking)

Later, scientists began studying AI seriously.

- **1950: Alan Turing** asked a simple question, “Can machines think?” He created a test called the Turing Test that we still use today, which differentiates AI from non-AI.

- **1956:** The term **Artificial Intelligence** was officially introduced by scientists at Dartmouth College. They were very excited and predicted that AI would solve all the world's problems within 10 years.

AI became a **field of study**, not just imagination.

### Step 3: Early Computers Learn (Slow Progress)

- **1965: Gordon Moore** predicted that computers would become twice as powerful every two years, what is now called **Moore's Law**.
- **1970–1980:** Scientists had promised too much AI couldn't deliver and people stopped believing in AI, funding dried up, progress slowed that's the reason this era was called the **AI Winter**.

AI could work, but only in **small and controlled situations**.

### Step 4: AI Gets Smarter

- **1990:** Computers began recognizing handwritten letters, for instance. AI started working on small problems.
- **1997: IBM's Deep Blue** computer beat the world chess champion, **Gary Kasparov**.
- **2011: IBM's Watson** won a quiz show called **Jeopardy** (a quiz competition).
- **2017: Google DeepMind's AlphaGo** beat the world champion at **Go**, a game more complex than chess.
- **2018:** Scientists invented new methods called transformers, the technology behind today's chat **GPT**. AI started recognizing images, text, and voice better

AI became **useful in real-life situations**.

### Step 5: AI in Everyday Life

- **2020:** AI started writing human-like text and creating beautiful images.
- **2021:** AI became even better at understanding and creating content.
- **2022: OpenAI** released **chat GPT** on **November 30th** this year. Within five days, **10 lakh** people were using it. Within two months, **10 crore** people were using it.
- **2023: Google** made **Bard**, **Microsoft** integrated AI into **Word** and **Excel**. **Meta** released powerful AI models.
- **2024:** AI became mainstream. Millions of people now use AI for work, study and creativity.
- **2025:** AI tools came to smartphones and daily apps, its helping farmers, doctors, teachers, students, business owners, everyone.

In just eight years, AI moved from **research laboratories** to your **smartphone**.

## Examples of AI in daily life

You may see AI working around you every day:

- **Voice assistants** that answer questions
- **Face recognition** to unlocked mobile phones
- **Navigation apps** that suggest the best route
- **Video and music apps** that recommend content
- **Speech-to-text tools** that convert spoken words into written text



All these are examples of **Artificial Intelligence helping humans**.

## AI as a support tool

AI does not replace humans.

Instead, it helps people:

- Save time
- Reduce effort
- Work independently
- Improve accuracy

For Person with disabilities, AI is very helpful because it:

- Reduces physical effort
- Supports communication
- Improves access to information
- Enables independent working

## Let's learn about **Generative Artificial Intelligence (Gen AI)**

Generative Artificial Intelligence, or **Gen AI**, is a **type of Artificial Intelligence**.

Gen AI can **create new content** instead of only following fixed instructions.

Gen AI can:

- Write text
- Summarize information
- Explain topics in simple language
- Help prepare emails, resumes, or presentations



Gen AI learns from a large amount of information and then **generates responses** based on what you ask.

## Examples of Gen AI

You may use Gen AI when you:

- Ask a chatbot to explain a topic
- Ask a tool to write an email
- Ask for a summary of a long document
- Ask for ideas or suggestions

Gen AI works like a **smart assistant**, but it still needs **human guidance and checking**.

## Understanding the difference: AI and Gen AI

<b>Artificial Intelligence (AI)</b>	<b>Generative Artificial Intelligence (Gen AI)</b>
Helps perform tasks	Creates new content
Works on instructions and data	Generates answers and text
Example: Speech-to-text	Example: Chat-based AI tool
Supports actions	Supports thinking and drafting
Needs human supervision	Needs human validation

Both AI and Gen AI are **tools**.

Humans always stay in control.

## Why it is important to understand AI and Gen AI

Learning about AI and Gen AI helps you to:

- Use technology with confidence
- Avoid fear of new tools
- Use tools safely and responsibly
- Improve learning and work skills
- Become independent in digital environments

Understanding AI is the **first step** towards using it effectively.

## Real-life Example

Meena is a learner with Visual Impairment.

- She uses **screen readers (AI)** to listen to text on her phone.
- She uses **voice commands** to search for information.
- She uses a **Gen AI tool** to explain topics in simple words.



Because of AI and Gen AI:

- Meena learns independently
- She saves time
- She feels confident using technology

AI does not replace Meena's thinking.

It only **supports her learning**.

### Activity Time!

Tick (✓) the correct answers:

1. Artificial Intelligence helps machines to:
  - Understand speech
  - Feel emotions
  - Think like humans
2. Generative AI can:
  - Create text and summaries
  - Help write emails
  - Make final decisions for humans
3. AI tools should be used:
  - With human checking
  - Without thinking
  - Without responsibility

## Reflection Activity

Think about one task in your daily life where:

- AI already helps you, or
- AI could help you in the future



Write or discuss your answer with your peers \_\_\_\_\_

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## Did You Know?

- AI tools can sometimes give **wrong or incomplete answers**.
- Gen AI does not always know what is correct.
- Humans must **verify important information**.
- Using AI responsibly is an important skill.



### What I learnt today

Put a ✓ if you know this topic well.

1. I understand what Artificial Intelligence means.
2. I understand what Generative Artificial Intelligence means.
3. I know the difference between AI and Gen AI.
4. I know how AI and Gen AI support people.

### Assistive Technologies & AI Tools used in this lesson

- Voice Assistants (Google Assistant, Alexa)
- Speech-to-Text tools
- Chat-based Gen AI tools
- Screen readers and text-to-speech tools

These tools help learners access content independently.



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## Chapter 1.2: Everyday Applications of Artificial Intelligence (AI) and Generative AI (Gen AI) in Daily Life

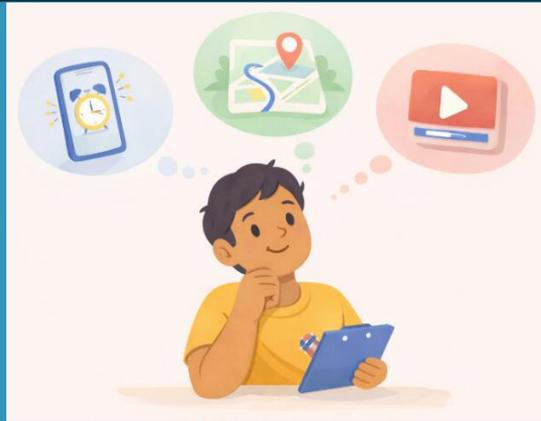
### In this lesson, you will learn:

1. Where Artificial Intelligence (AI) is used in daily life
2. How Generative Artificial Intelligence (Gen AI) is used for learning and work
3. How AI and Gen AI make tasks easier, faster, and more accessible

### Thinking Box

Think about your daily routine:

- Do you use a **mobile phone** every day?
- Do you watch videos on **YouTube** or listen to music online?
- Do you use **maps, voice typing, or captions**



👉 Many of these everyday activities use **Artificial Intelligence** in the background.

### Let's learn about **AI in daily life**

Artificial Intelligence is not something far away or difficult.

It is already **around us**, helping us quietly in many ways.

AI is used to:

- Understand voice and speech
- Recognize faces and images
- Suggest information based on our interests
- Help people communicate and access information

AI works in the background to **support human activities**.



## Common everyday applications of AI

You may notice AI in the following places:

- **Voice Assistants**  
When you say, “Call my friend” or “What is the weather?”, AI understands your voice and responds.
- **Mobile Phone Features**  
Face unlock and fingerprint unlock use AI to recognize you.
- **Navigation Apps**  
AI suggests the fastest route by studying traffic and distance.
- **Video and Music Platforms**  
AI recommends videos or songs based on what you like.
- **Speech-to-Text and Text-to-Speech**  
AI converts spoken words into text and reads text aloud.

These applications help people save time and effort.

### AI for accessibility and inclusion

AI plays an important role in **accessibility**, especially for Persons with Disabilities.

AI helps by:

- Reducing physical effort
- Supporting communication
- Improving access to information
- Enabling independent learning and work



## Examples of AI for accessibility

- Screen readers reading text aloud
- Live captions converting speech into text
- OCR reading printed text
- Voice commands operating devices

AI makes technology **inclusive and usable for everyone**.

## Let's learn about **Gen AI in everyday use**

Generative Artificial Intelligence (Gen AI) is used when we need **help with thinking, writing, or explaining**.

Gen AI does not just show information. It **creates responses** based on what we ask.

### Everyday uses of Gen AI

You may use Gen AI when you:

- Ask a tool to **explain a topic** in simple words
- Ask for **help in writing an email or message**
- Ask for a **summary of notes or documents**
- Ask for ideas or suggestions



Gen AI supports:

- Learning
- Communication
- Productivity
- Confidence in using digital tools

### AI and Gen AI at the workplace

In workplaces, AI and Gen AI are used to:

- Support routine tasks
- Improve communication
- Reduce manual effort
- Increase accuracy



## Examples at work

- AI spell check correcting mistakes
- Gen AI drafting emails and reports
- AI voice typing reduces typing effort
- AI tools helping plan tasks

AI does not replace workers. It **assists workers**.

## Real-life Example

Arjun works in a customer support role.

- He uses **AI captions** to understand conversations clearly.
- He uses **Gen AI** to draft polite replies to customers.
- He checks the response before sending it.

Because of AI and Gen AI:

- Arjun communicates better
- He works faster
- He feels confident at his job

AI helps Arjun, but **Arjun makes the final decision**.

## Understanding correct and incorrect use of AI

### Correct use

- Using AI to assist learning
- Checking AI-generated responses
- Using AI ethically and responsibly

### Incorrect use

- Trusting AI without checking
- Sharing personal information carelessly
- Depending fully on AI without thinking

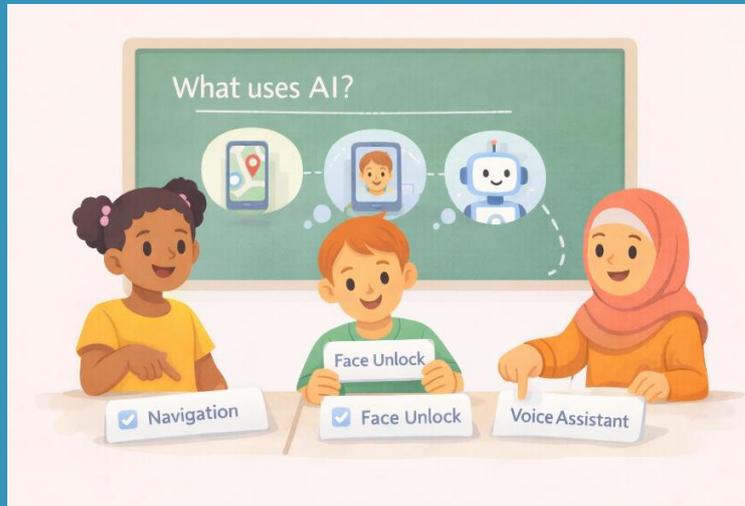


Using AI wisely is an important skill.

### Activity Time!

Tick (✓) the correct answers:

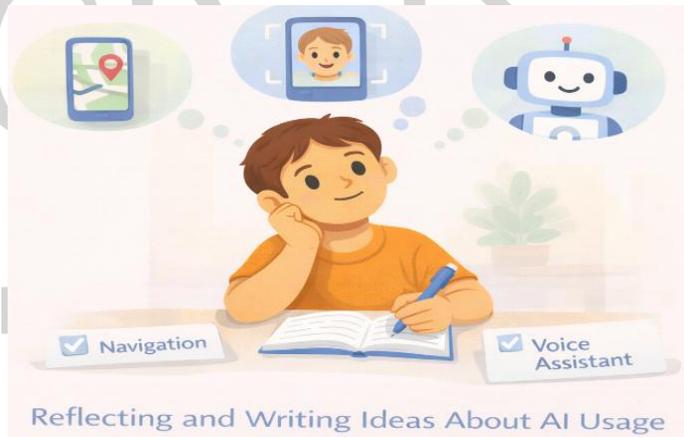
1. AI is used in:
  - Voice assistants
  - Navigation apps
  - Human emotions
2. Gen AI can help with:
  - Writing emails
  - Explaining topics
  - Making decisions for humans
3. AI should be used:
  - As a support tool
  - Without checking
  - Without responsibility



### Reflection Activity

Think about your day.

- List **two AI tools** you already use.
- Think of **one task** where Gen AI could help you in the future.



Share your thoughts with your classmates or trainer \_\_\_\_\_

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## Did You Know?

- AI suggestions are based on **data and patterns**.
- Gen AI responses may not always be correct.
- Humans should always **verify important information**.

Being aware helps you use AI safely.

### What I learnt today

Put a ✓ if you know this topic well.

1. I can identify everyday applications of AI.
2. I can identify everyday applications of Gen AI.
3. I know how AI supports accessibility.
4. I know how AI and Gen AI help at work.

### Assistive Technologies & AI Tools used in this lesson

- Voice Assistants (Alexa, Google Assistant)
- Screen readers and text-to-speech tools
- Speech-to-text and live caption tools
- Chat-based Gen AI tools
- AI-based recommendation systems

These tools help learners access information easily and independently.

## Chapter 1.3: Difference between Human Intelligence, Artificial Intelligence (AI), and Generative Artificial Intelligence (Gen AI)

### In this lesson, you will learn:

1. What human intelligence means
2. How Artificial Intelligence (AI) is different from human intelligence
3. How Generative Artificial Intelligence (Gen AI) is different from both humans and AI

### Thinking Box

Think about these questions:

- Can a computer **feel happy or sad**?
- Can a machine **understand emotions** like humans do?
- Can a tool **create answers** without thinking like a human?



These questions help us understand the **difference between humans and machines**.

### Let's learn about **Human Intelligence**

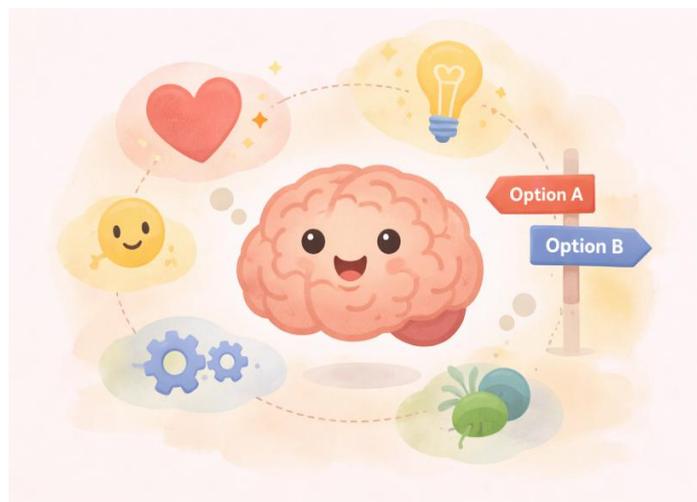
Human intelligence means the **ability of people to think, feel, understand, and make decisions**.

Humans can:

- Think independently
- Learn from experience
- Feel emotions
- Use judgement
- Make ethical decisions
- Take responsibility for actions

Humans use:

- Knowledge
- Experience
- Emotions
- Values



Human intelligence is **unique** and cannot be replaced by machines.

## Examples of human intelligence

- Deciding what is right or wrong
- Helping someone emotionally
- Solving problems using judgement
- Learning from mistakes

Humans are responsible for **final decisions** in life and work.

## Let's learn about **Artificial Intelligence (AI)**

Artificial Intelligence, or **AI**, is created by humans.

AI can:

- Follow instructions
- Learn from data
- Perform specific tasks

AI **does not have emotions or personal thinking.**

It works only within the limits set by humans.

AI depends on:

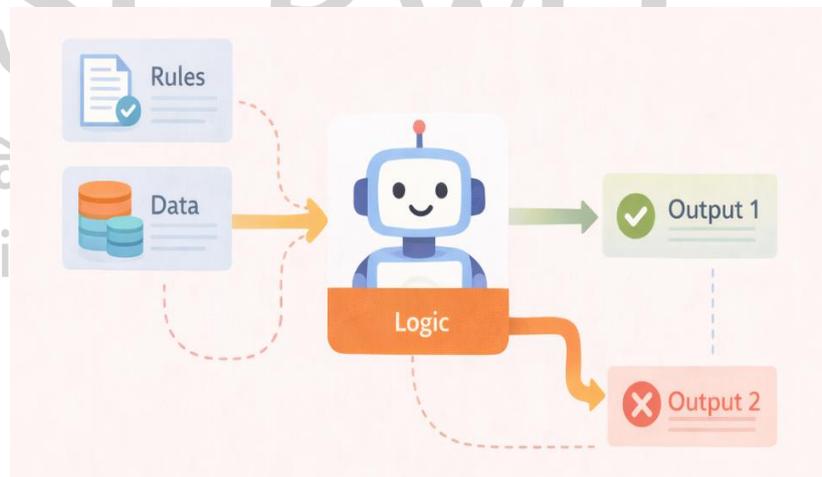
- Data
- Programming
- Human instructions

## Examples of AI

- Speech-to-text  
converting voice into text
- Face recognition  
unlocking a phone
- Navigation apps suggesting routes
- Screen readers reading text aloud

AI supports humans by:

- Reducing effort
- Improving speed
- Increasing accuracy



## Let's learn about **Generative Artificial Intelligence (Gen AI)**

Generative Artificial Intelligence, or **Gen AI**, is a type of AI that can **create new content**.

Gen AI can:

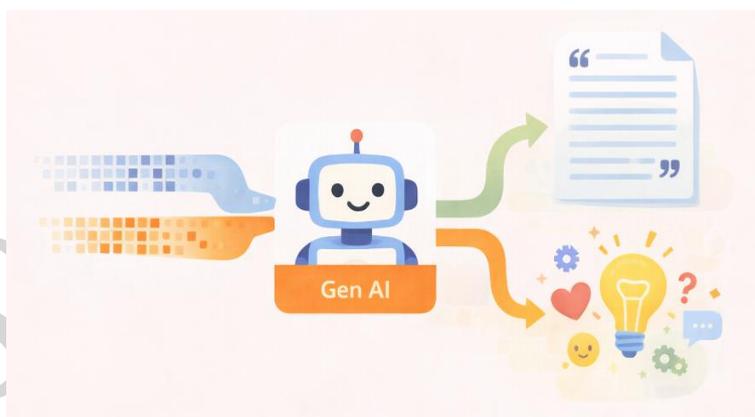
- Write text
- Answer questions
- Summarize information
- Generate ideas

Gen AI does not understand content like humans.

It **predicts responses** based on patterns in data.

### Examples of Gen AI

- Chat-based AI tools answering questions
- Tools that help write emails or resumes
- Tools that summarize documents



Gen AI is helpful, but it can:

- Make mistakes
- Give incomplete information
- Provide incorrect answers

So, **human checking is always required**.

### Key Differences: Human Intelligence, AI, and Gen AI

<b>Human Intelligence</b>	<b>Artificial Intelligence (AI)</b>	<b>Generative AI (Gen AI)</b>
Thinks independently	Follows rules and data	Generates responses
Has emotions	No emotions	No emotions
Makes ethical decisions	Cannot decide ethics	Cannot judge ethics
Learns from life experience	Learns from data	Learns from data patterns
Responsible for actions	Tool created by humans	Tool created by humans

## Who makes the final decision?

- Humans always make the **final decision**
- AI and Gen AI only **support humans**
- Responsibility lies with **people, not machines**

Understanding this difference is very important for:

- Safe AI usage
- Ethical behavior
- Workplace responsibility

## Why understanding this difference is important

Knowing the difference helps you:

- Use AI tools confidently
- Avoid over-dependence on AI
- Take responsibility for your work
- Use AI ethically and safely

AI should be:

- Used as a helper
- Checked by humans
- Used responsibly



## Real-life Example

Suman works in an office.

- She uses **AI voice typing** to write faster.
- She uses **Gen AI** to draft emails.
- She reads and edits the message before sending it.

If there is a mistake:

- The responsibility is **Suman's**, not the AI's.

This shows:

- AI helps
- Humans decide

### Activity Time!

Tick (✓) the correct answers:

1. Who can feel emotions?
  - Humans
  - AI
  - Gen AI
2. Who can create content but may make mistakes?
  - Gen AI
  - Humans
  - Voice assistants
3. Who is responsible for final decisions?
  - Humans
  - AI tools



### Reflection Activity

Think about this situation:

- You use Gen AI to write a message.
- The message contains a mistake.



Who should correct it? \_\_\_\_\_

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### Did You Know?

- AI does not understand meaning like humans.
- Gen AI predicts words based on data patterns.
- Machines cannot take responsibility.

Responsible use of AI is an important life skill.

### What I learnt today

Put a ✓ if you know this topic well.

1. I understand human intelligence.
2. I understand Artificial Intelligence.
3. I understand Generative Artificial Intelligence.
4. I know the difference between humans, AI, and Gen AI.

### Assistive Technologies & AI Tools used in this lesson

- Voice Assistants
- Speech-to-text and text-to-speech tools
- Chat-based Gen AI tools
- Screen readers

These tools help people work independently while keeping humans in control.



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## Module 2:

# AI for Accessibility, Assistive Technologies & Inclusion



## Chapter 2.1: Identifying AI-based Assistive Tools for Different Disabilities

### In this lesson, you will learn:

1. What assistive technologies are
2. How Artificial Intelligence (AI) supports assistive tools
3. How to identify suitable AI-based assistive tools for different types of disabilities

### Thinking Box

Think about this:

- Do all people use technology in the same way?
- Do some people need **extra support** to read, hear, move, or communicate?
- Can technology help person with disabilities become **more independent**?

👉 Assistive technologies are designed to help person with disability do tasks **more easily and confidently**.



Let's learn about **Assistive Technologies** लिए कौशल परिषद्

**Assistive Technologies** are tools or devices that help people with disabilities to:

- Access information
- Communicate
- Learn
- Work
- Live independently

These tools reduce barriers and support **equal participation**.

When **Artificial Intelligence (AI)** is added to assistive technologies, these tools become:

- Smarter
- Faster
- More accurate
- More personalized

## Role of AI in Assistive Technologies

AI helps assistive tools by:

- Understanding voice and speech
- Recognizing text, objects, and images
- Predicting user needs
- Adapting to user preferences



AI-based assistive tools can:

- Read text aloud
- Convert speech into text
- Identify objects and people
- Provide real-time captions
- Support navigation and mobility

AI enables **inclusive and accessible digital participation**.

## Types of Disabilities and AI-based Assistive Tools

Different people have different needs.

Let us understand how AI-based assistive tools support **different types of disabilities**.

## 1. Visual Impairment (Low Vision / Blindness)

People with visual impairment may find it difficult to:

- Read printed or digital text
- Identify objects
- Navigate safely

### AI-based assistive tools for visual impairment

- **Screen readers** that read text aloud
- **Text-to-speech tools**
- **OCR (Optical Character Recognition) tools** that read printed text
- **Object and scene recognition tools**
- **AI-based navigation aids**



These tools help users:

- Read documents
- Use smartphones and computers
- Move safely and independently

## 2. Hearing Impairment

People with hearing impairment may find it difficult to:

- Hear conversations
- Understand spoken instructions

### AI-based assistive tools for hearing impairment

- **Live captioning tools**
- **Speech-to-text tools**
- **Real-time transcription applications**
- **AI-enabled hearing support tools**

These tools help users:

- Read what others are saying
- Participating in meetings and classrooms
- Communicate more confidently



### 3. Locomotor Disability

People with locomotor disability may face difficulty in:

- Typing
- Using devices manually
- Performing repetitive physical tasks

#### AI-based assistive tools for locomotor disability

- **Voice assistants**
- **Speech-to-text tools**
- **Hands-free device control**
- **AI-powered task automation tools**

These tools help users:

- Control devices using voice
- Reduce physical effort
- Work independently



### 4. Cognitive Disabilities

People with cognitive disabilities may need support with:

- Understanding information
- Remembering tasks
- Organizing work

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#### AI-based assistive tools for cognitive support

- **AI chat assistants** for explanations
- **Reminder and planning tools**
- **Simplified content tools**
- **AI-based learning assistants**

These tools help users:

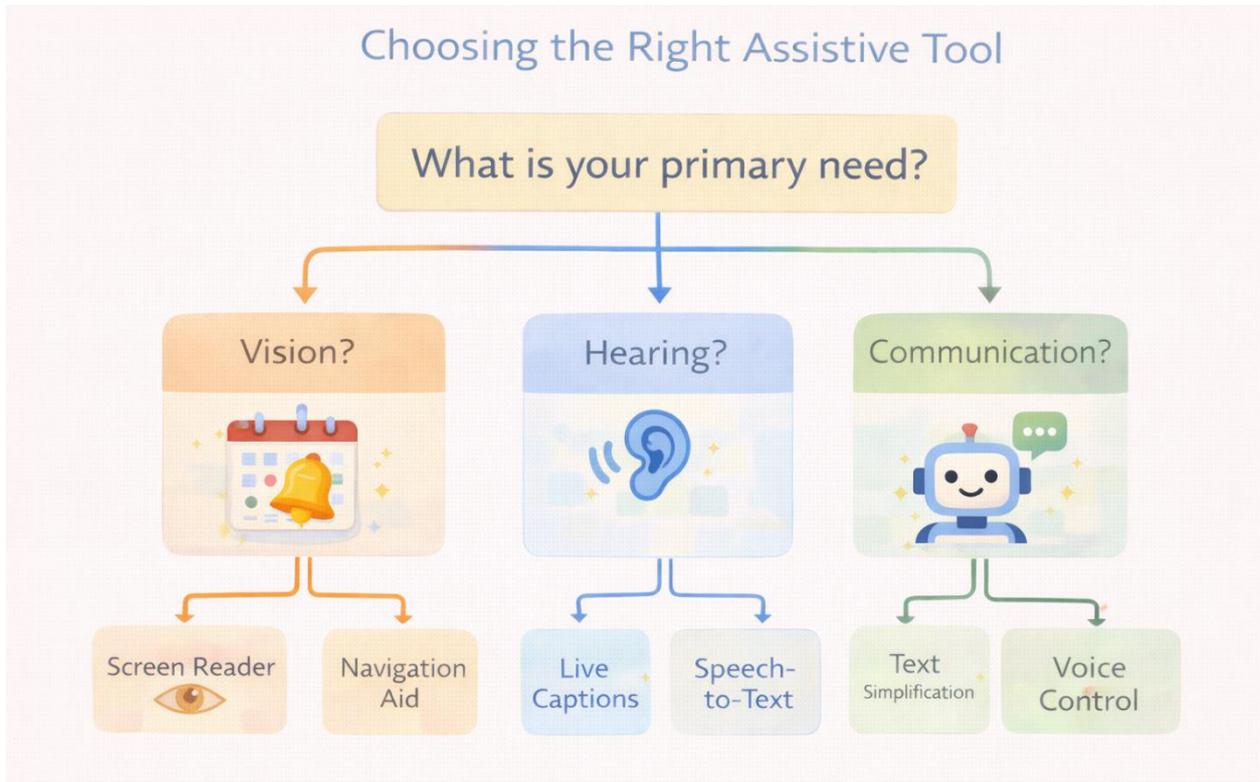
- Understand information clearly
- Manage time and tasks
- Learn at their own pace



## Choosing the Right Assistive Tool

Not all tools suit everyone.

When choosing an assistive tool, consider:



- Your **functional need**
- Your **strengths and limitations**
- Ease of use
- Comfort and accessibility

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### AI-based assistive tools should:

- Support independence
- Reduce effort
- Increase confidence

### Real-life Example

Ramesh has a locomotor disability.

- Typing for long hours is difficult for him.
- He uses **speech-to-text (AI)** to write messages and documents.
- He uses a **voice assistant** to set reminders.

## Because of AI-based assistive tools:

- Ramesh works independently
- He completes tasks faster
- He feels confident at his workplace

AI does not replace Ramesh's skills.

It **supports his abilities.**



### Activity Time!

Tick (✓) the correct answers:

1. Screen readers are useful for:
  - Visual impairment
  - Hearing impairment
  - Locomotor disability
2. Live captions are useful for:
  - Hearing impairment
  - Visual impairment
  - Physical movement
3. Voice assistants are useful for:
  - Hands-free device control
  - Reducing physical effort
  - Feeling emotions

## Reflection Activity

Think about yourself:

- What type of support helps you most?
- Which AI-based assistive tool would make your daily tasks easier?



Share your thoughts with your trainer \_\_\_\_\_

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### Did You Know?

- AI-based assistive tools can be customized.
- Many tools are available on smartphones for free.
- Choosing the right tool improves independence and confidence.

Assistive technology is about **empowerment**, not dependency.

#### What I learnt today

Put a ✓ if you know this topic well.

1. I understand what assistive technologies are.
2. I can identify AI-based assistive tools for different disabilities.
3. I know how AI supports accessibility and inclusion.
4. I can choose suitable assistive tools based on needs.

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## Assistive Technologies & AI Tools used in this lesson



- Screen readers (NVDA, Talkback, VoiceOver)
- Speech-to-text and text-to-speech tools
- Live captioning and transcription tools
- Voice assistants
- AI-based object recognition tools

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These tools help learners access technology independently.  
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## Chapter 2.2: Using AI-based Accessibility Features

### In this lesson, you will learn:

1. What AI-based accessibility features are
2. How to use accessibility features with real tools and applications
3. How these features support communication, learning, and work

### Thinking Box

Think about this:

- What if you could **speak instead of typing** on your phone or computer?
- What if your device could **read messages and documents aloud**?
- What if spoken words could **appear as text on the screen instantly**?

👉 These are examples of **AI-based accessibility features** available today.

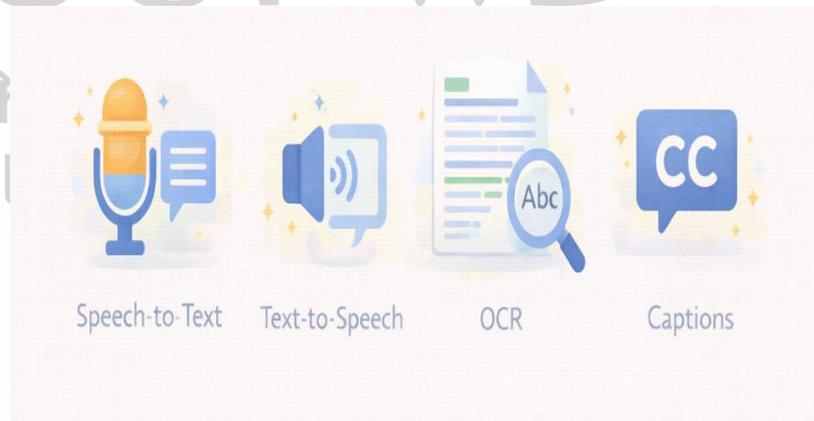
### Let's learn about **Accessibility Features**

**Accessibility features** are special features in devices, software, and applications that help people:

- Access digital content
- Communicate easily
- Learn and work independently

When these features use **Artificial Intelligence (AI)**, they become:

- More accurate
- Faster
- Easier to use
- More personalized



AI-based accessibility features are especially helpful for **Persons with Disabilities (PWD)**.

## Key AI-based Accessibility Features with Examples

Let us now understand the **most commonly used accessibility features**, along with **real tools and applications**.

### 1. Speech-to-Text (Voice Typing)

Speech-to-text converts **spoken words into written text**.

This feature is useful when:

- Typing is difficult
- Hands-free operation is required
- Speed is important



#### Common Speech-to-Text Tools

- **Google Voice Typing** (Android, Google Docs)
- **Microsoft Dictation** (Windows, MS Word)
- **Apple Dictation** (iPhone, iPad, Mac)
- **Live Transcribe** (Android)

#### How it helps

- Write messages and emails by speaking
- Create documents without typing
- Reduce physical effort

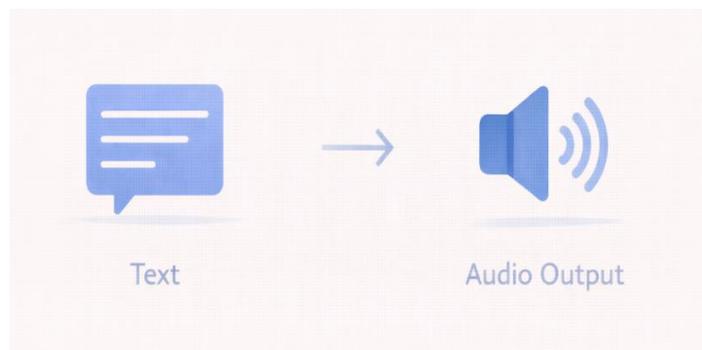
This feature is very helpful for people with **locomotor disabilities, learning difficulties, and visual impairment**.

### 2. Text-to-Speech (Screen Reading)

Text-to-speech converts **written text into spoken words**.

#### Common Text-to-Speech / Screen Reader Tools

- **NVDA** (Windows)
- **JAWS** (Windows)
- **Talkback** (Android)
- **Voiceover** (iOS and macOS)



### How it helps

- Listen to messages, documents, and web pages
- Access learning material independently
- Reduce eye strain

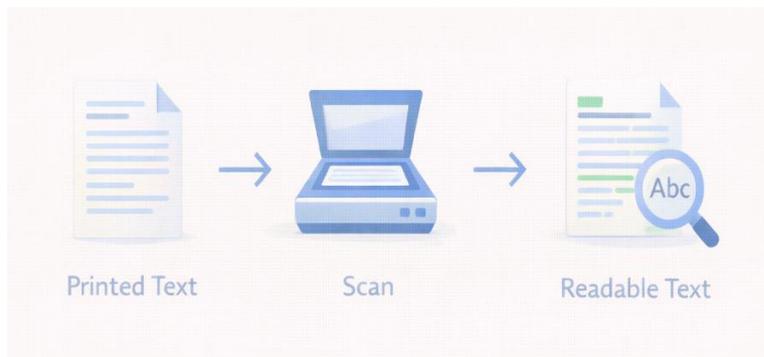
This feature is essential for people with **visual impairment and learning disabilities**.

### 3. Optical Character Recognition (OCR)

OCR is an AI-based feature that **reads printed text** from books, forms, and notices.

#### Common OCR Tools

- Seeing AI
- Envision AI
- Google Lookout
- Kibo (Trestle Labs)



### How it helps

- Read printed books and documents
- Access forms and notices
- Convert printed text into speech

OCR supports **independent reading and learning**, especially for visually impaired users.

### 4. Image and Object Recognition

Image and object recognition helps AI to:

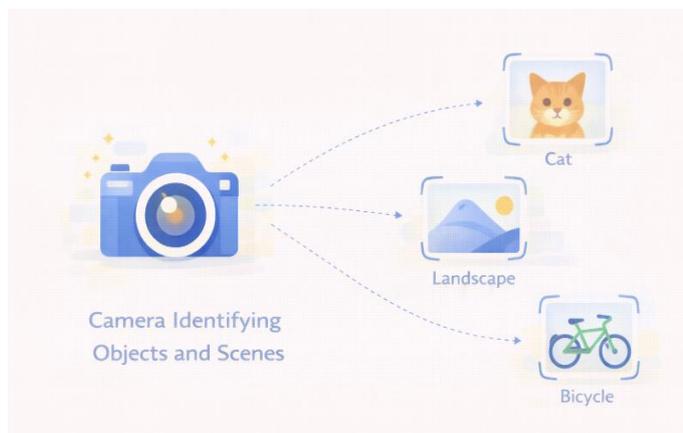
- Identify objects
- Recognize text and scenes
- Describe surroundings

#### Common Image Recognition Tools

- Seeing AI
- Envision AI
- Google Lookout

### How it helps

- Identify objects and people
- Understand surroundings



- Improve safety and confidence

This feature is very useful for people with **visual impairment**.

## 5. Live Captions and Transcription

Live captions convert **spoken language into written text in real time**.

### Common Live Caption Tools

- YouTube Captions
- Online Live Matches Commentary
- Google Live Transcribe
- Zoom Live Captions
- Microsoft Teams Captions
- Google Meet Captions



### How it helps

- Read conversations during meetings
- Understand classroom discussions
- Participate equally

Live captions are very helpful for people with **hearing impairment**.

### Using Accessibility Features in Daily Life and Work

AI-based accessibility features can be used on:

- Smartphones
- Computers and laptops
- Online meetings
- Classrooms
- Workplaces

Using these tools helps people:

- Work independently
- Communicate clearly
- Reduce dependence on others

## Step-by-step Example

A learner uses accessibility tools like this:

1. Uses **Talkback** to listen to learning material.
2. Uses **Google Voice Typing** to answer questions.
3. Uses **Seeing AI** to read printed notes.
4. Uses **Live Captions** during online classes.

This combination of tools makes learning **accessible and inclusive**.

## Real-life Example

Anita has a hearing impairment.

- She is watching YouTube on her laptop.
- She uses **AI tools** feature **Live Caption** to understand the video.



Because of AI-based accessibility tools:

- Anita understands lessons clearly
- She participates actively
- She feels confident and included

### Activity Time!

Tick (✓) the correct answers:

1. **Google Voice Typing** is used for:
  - Speech-to-text
  - Image recognition
  - Navigation
2. **Seeing AI** is used for:
  - Reading printed text and objects
  - Writing emails
  - Making phone calls
3. **Zoom Live Captions** are useful for:
  - Hearing impairment
  - Visual impairment
  - Locomotor disability

## Practice Activity

With guidance, try the following:

- Use **Voice Typing** to speak one sentence
- Use **Text-to-Speech** to listen to a paragraph
- Use **OCR** to read a printed page

Observe how these tools reduce effort and improve access.

## Did You Know?

- Most smartphones already have accessibility features built in.
- These tools can be customized as per user needs.
- Using the right tool improves confidence and independence.

Accessibility is about **equal opportunity**.

### What I learnt today

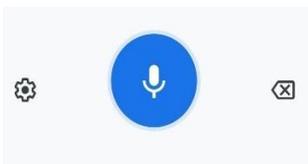
Put a ✓ if you know this topic well.

1. I can use speech-to-text tools.
2. I can use text-to-speech tools.
3. I can use OCR applications.
4. I can use live caption tools.

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## Assistive Tools, Devices & Applications used in this lesson

- **Speech-to-Text:** Google Voice Typing, Microsoft Dictation, Live Transcribe
- **Text-to-Speech / Screen Readers:** NVDA, JAWS, Talkback, VoiceOver
- **OCR & Image Recognition:** Seeing AI, Envision AI, Google Lookout, Kibo
- **Live Captions:** Zoom, Google Meet, Microsoft Teams
- **Devices:** Smartphones, laptops, tablets with accessibility settings enabled



## Chapter 2.3: AI for Independence, Learning & Workplace Inclusion

### In this lesson, you will learn:

1. What independence and inclusion mean in daily life and work for PwD
2. How Artificial Intelligence (AI) supports independent living and learning for PwD
3. How AI helps create inclusive classrooms and workplaces for Persons with Disabilities

### Thinking Box

Think about this:

- How do you feel when you can complete a task **on your own**?
- How do you feel when you are **included** in a classroom or workplace?
- Can technology help people become **more confident and independent**?

👉 AI plays an important role in **supporting independence and inclusion** for PwD in today's daily works.

### Let's understand **Independence**



**Independence** means the ability to:

- Do tasks on your own
- Make decisions confidently
- Access information without help
- Participate equally in learning and work

For Persons with Disabilities, independence does not mean doing everything alone.

It means having the **right support tools** to participate equally.

### What is Inclusion?

**Inclusion** means:

- Everyone is treated equally
- Everyone gets the support they need
- No one is left out because of disability

An inclusive environment:

- Respects differences
- Removes barriers
- Uses tools and technology to support everyone

AI helps in creating **inclusive digital environments**.

### Role of AI in Improving Independence

AI improves independence by:

- Reducing physical effort
- Supporting communication
- Making information accessible
- Helping people work at their own pace

### Examples of AI supporting independence

- Voice assistants controlling devices hands-free
- Screen readers reading information aloud
- OCR reading printed text independently
- AI reminders helping manage daily tasks

These tools allow people to **work and learn without constant assistance**.

### AI and Independent Learning

AI supports independent learning by:

- Explaining concepts in simple language
- Repeating information when needed
- Providing learning support anytime

### AI tools that support learning

- **Chat-based AI tools** for explanations like ChatGPT, Google Gemini, Perplexity
- **Screen readers** like NVDA, Talkback, VoiceOver
- **Text-to-speech** tools for listening to content
- **AI-powered learning apps**



AI helps learners:

- Learn at their own pace
- Revise topics independently
- Build confidence

## AI and Workplace Inclusion

AI plays a major role in making workplaces inclusive.

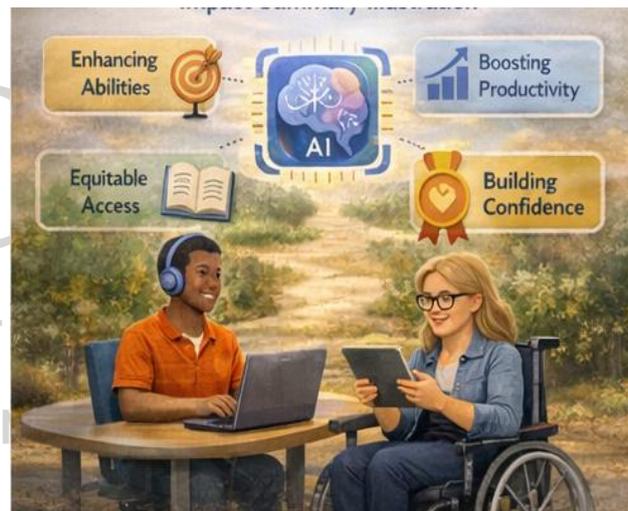
AI helps by:

- Supporting communication
- Reducing dependency on others
- Improving productivity
- Enabling equal participation

## Examples of AI in inclusive workplaces

- **Speech-to-text tools** for employees who find typing difficult
- **Live captions** during meetings for hearing-impaired employees
- **Screen readers** for visually impaired employees
- **AI productivity tools** for planning and task management

These tools ensure that **disability does not become a barrier to work.**



## AI-based Tools that Support Inclusion (with Examples)

### For Communication

- **Google Live Transcribe**
- **Zoom Live Captions**
- **Microsoft Teams Captions**

These tools help people:

- Understand spoken communication
- Participate in meetings and classrooms

### For Reading and Information Access

- NVDA, JAWS, Talkback, VoiceOver
- Seeing AI, Envision AI, Google Lookout

These tools help people:

- Read digital and printed content
- Access information independently

### For Writing and Productivity

- Google Voice Typing
- Microsoft Dictation
- Chat-based Gen AI tools

These tools help people:

- Write emails and documents
- Reduce physical strain
- Improve productivity

### For Daily Task Management

- Voice Assistants (Alexa, Google Assistant)
- AI reminders and planners

These tools help people:

- Manage schedules
- Set reminders
- Stay organized

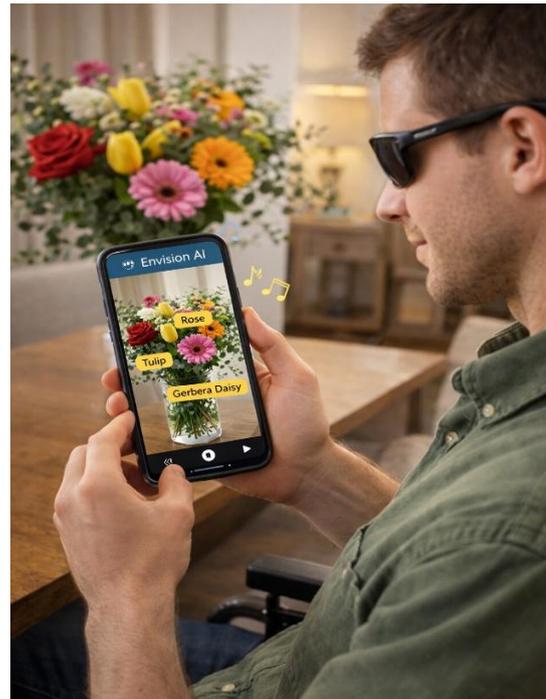
### Real-life Example

Deepak works in a data support role.

- He has a visual impairment.
- He uses **NVDA** to read emails and documents.
- He uses **Google Voice Typing** to reply to messages.
- He uses **AI reminders** to manage her tasks.

Because of AI:

- Deepak works independently



- He meets deadlines
- He feels confident and included

AI supports Deepak, but **Deepak controls his work.**

## How AI Builds Confidence

AI helps people:

- Feel capable
- Reduce fear of technology
- Participate equally

When people can:

- Access information
- Communicate effectively
- Complete tasks independently



They feel **confident and respected.**

### Activity Time!

Tick (✓) the correct answers:

1. Independence means:

- Doing tasks with the right support
- Doing everything without tools
- Depending on others always

2. Inclusion means:

- Equal participation for everyone
- Same support for all
- Ignoring individual needs

3. AI supports inclusion by:

- Removing barriers
- Supporting communication
- Replacing humans

### Reflection Activity

Think about this:

- Which AI tool helps you feel more independent?
- How does AI help you participate in learning or work?

Discuss or write your response

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### Did You Know?

- Many inclusive workplaces actively use AI tools.
- AI improves productivity for everyone, not only PwD.
- Inclusion benefits both individuals and organizations.

- Inclusive technology creates **equal opportunities**.

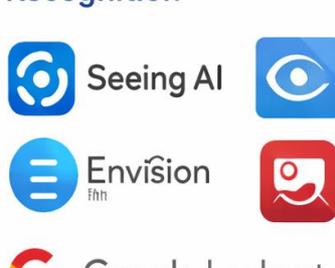
### What I learnt today

Put a ✓ if you know this topic well.

1. I understand how AI improves independence.
2. I understand how AI supports learning.
3. I understand how AI creates inclusive workplaces.
4. I can identify AI tools that support inclusion.

### Assistive Tools, Devices & Applications used in this lesson

- **GPT's base tools:** ChatGPT, Google Gemini, Perplexity
- **Screen Readers:** NVDA, JAWS, TalkBack, VoiceOver
- **OCR & Object Recognition:** Seeing AI, Envision AI, Google Lookout
- **Speech-to-Text:** Google Voice Typing, Microsoft Dictation
- **Live Captions:** Google Live Transcribe, Zoom, Microsoft Teams
- **Voice Assistants:** Alexa, Google Assistant
- **Devices:** Smartphones, laptops, tablets with accessibility features enabled

<p><b>GPT's base tools</b></p>  <p>ChatGPT Gemini Perplexity</p>	<p><b>Screen Readers</b></p>  <p>NVDA JAWS TalkBack VoiceOver</p>	<p><b>OCR &amp; Object Recognition</b></p>  <p>Seeing AI Envision Google Lookout</p>
<p><b>Speech-to-Text</b></p>  <p>Google Voice Typing Microsoft Dictation</p>	<p><b>Live Captions</b></p>  <p>Google Live Transcribe zoom</p>	<p><b>Voice Assistants</b></p>  <p>alexia Google Assistant Devices</p>

## Module 3:

# DIGITAL & DATA LITERACY for AI & GEN AI



## Chapter 3.1 Operating Digital Devices Safely

### In this lesson, you will learn:

1. What digital devices are commonly used to access AI and Gen AI
2. How to operate digital devices safely and confidently
3. How safe device usage helps in learning, work, and independence

### Thinking Box

Think about this:

- Do you use a **mobile phone, laptop, or tablet** every day?
- Do you open apps, browse the internet, or attend online classes?
- Do you know how to keep your device **safe and secure**?

👉 Digital devices are the **gateway** to using AI and Gen AI tools.

### Let's learn about Digital Devices

**Digital devices** are electronic devices used to:

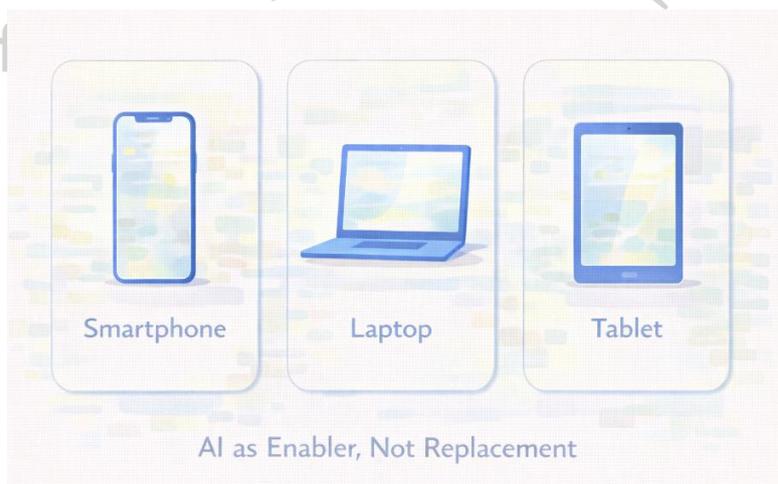
- Access information
- Communicate with others
- Learn and work
- Use AI and Gen AI tools

### Common digital devices

- Smartphones
- Laptops
- Desktop computers
- Tablets

These devices help users connect to:

- AI tools
- Learning platforms
- Workplace systems



### Why safe device operation is important

Operating devices safely helps to:

- Protect personal information
- Avoid misuse of data
- Preventing device damage
- Build confidence while using technology

Safe usage is especially important when:

- Using online AI tools
- Sharing information digitally
- Accessing public or shared computers



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## Basic Operations of Digital Devices

To access AI and Gen AI tools, learners should be comfortable with:

### 1. Turning devices on and off

- Powering devices correctly
- Restarting devices when needed

### 2. Using input methods

- Keyboard
- Mouse or touchpad
- Touchscreen
- Voice commands

### 3. Opening and closing applications

- Opening browsers (Chrome, Edge, Safari)
- Opening AI or learning apps
- Closing unused apps to save resources

## Using Accessibility Features for Device Operation

Many digital devices include **built-in accessibility features**.

### Examples

- **TalkBack** (Android)
- **VoiceOver** (iPhone, iPad)
- **NVDA / JAWS** (Windows)

These features help users:

- Navigate devices independently
- Reduce physical or visual strain
- Operate devices confidently



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## Accessing AI and Gen AI Tools Safely

AI and Gen AI tools are usually accessed through:

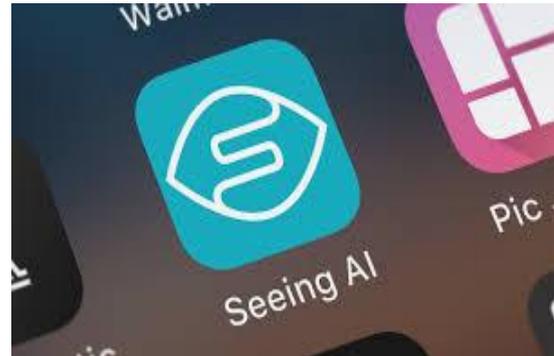
- Web browsers
- Mobile applications
- Installed software

### Examples of AI and Gen AI tools

- Chat-based AI tools (for learning and writing)
- Voice assistants (Alexa, Google Assistant)



- AI accessibility apps (Seeing AI, Envision AI)



## Safe Practices While Using Devices

### 1. Creating strong passwords

- Use letters and numbers
- Do not share passwords

### 2. Logging out after use

- Especially on shared devices

### 3. Avoiding unknown links

- Do not click suspicious links
- Download apps only from trusted stores

### 4. Keeping devices updated

- Regular updates improve security



## AI Tools That Help with Safe Device Usage

AI itself can help users operate devices safely.

### Examples

- Voice assistants reminding about updates
- AI alerts for suspicious activity
- Password managers

These features help users stay protected.



## Real-life Example

Rohan is learning to use AI tools.

- He uses a **smartphone with TalkBack** enabled.
- He accesses a **Gen AI learning tool through a browser**.
- He logs out after every session.
- He avoids sharing personal information.



**Because of safe device usage:**

- Rohan feels confident
- His data remains secure
- He learns independently

## Activity Time!

Tick (✓) the correct answers:

1. Digital devices include:
  - Smartphones
  - Laptops
  - Paper notebooks
2. Safe device usage includes:
  - Using strong passwords
  - Logging out after use
  - Sharing passwords
3. Accessibility features help by:
  - Making device use easier
  - Supporting independence
  - Replacing human thinking



## Practice Activity

With guidance:

- Turn on a device
- Open a browser
- Access an AI tool
- Log out safely

Observe how safe steps protect your device and data \_\_\_\_\_  
\_\_\_\_\_  
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### Did You Know?

- Most devices come with built-in security features.
- Accessibility settings can be customized.
- Safe usage builds confidence and independence.

Digital safety is an important life skill.

### Assistive Tools, Devices & Applications used in this lesson

#### What I learnt today

Put a ✓ if you know this topic well.

1. I can operate digital devices safely.
2. I can use accessibility features on devices.
3. I can access AI tools securely.
4. I know how to protect my device and data.

- **Devices:** Smartphones, laptops, tablets
- **Accessibility Features:** TalkBack, VoiceOver, NVDA, JAWS, Magnifier
- **Browsers:** Google Chrome, Microsoft Edge, Safari
- **AI Tools:** Chat-based AI tools, Voice Assistants
- **Security Tools:** Password managers, device lock features

## Chapter 3.2: Understanding Basic Data Concepts

### In this lesson, you will learn:

1. What data means in simple terms
2. What input, output, and storage are
3. Why data privacy is important when using AI and Gen AI tools

### Thinking Box

Think about this:

- When you speak to a device, where does your voice go?
- When you type a message, where is it saved?
- When an AI tool gives you an answer, how did it get that answer?

👉 All these actions involve **data**.

### Let's learn about Data

**Data** means **information**.

Data can be:

- Text (messages, emails)
- Voice (speech, recordings)
- Images (photos, scanned pages)
- Numbers (dates, phone numbers)

AI and Gen AI work using **data**.



Text



Voice



Image

Without data, AI cannot function.

### Why data is important for AI

#### AI systems:

- Learn from data
- Analyze data
- Give results based on data

#### Gen AI tools:

- Read large amounts of data
- Identify patterns



- Generate responses

### Understanding data helps you:

- Use AI tools confidently
- Avoid misuse
- Protect yourself

## Basic Data Concepts

There are four important data concepts you must understand:

1. **Input**
2. **Processing**
3. **Output**
4. **Storage & Privacy**

Let us understand each one step by step.

### 1. Data Input

**Input** means the information you **give to a device or AI tool**.

#### Examples of data input

- Typing text using a keyboard
- Speaking using speech-to-text
- Uploading an image or document
- Clicking buttons or links

#### Tools used for input

- Keyboard
- Mouse / touch screen
- Microphone
- Camera

When you give input, you are **sharing data**.

### 2. Data Processing

**Processing** means what the computer or AI does **with the data**.

#### During processing:

- Data is analyzed
- Patterns are identified
- Instructions are followed

#### AI uses processing to:

- Understand your request



**During processing:**

- ✓ Data is analysed
- ✓ Patterns are identified
- ✓ Instructions are followed

**AI uses processing to:**

- ✓ Understand your request
- ✓ Decide what response to give

- Decide what response to give

Processing happens **inside the system**, not in your mind.

### 3. Data Output

**Output** is the **result** you get after processing.

#### Examples of data output

- Text response from an AI tool
- Voice reply from a voice assistant
- Caption text on screen
- Translated text

#### Output helps you:

- Get information
- Learn something new
- Complete a task



### 4. Data Storage

**Storage** means where data is **saved**.

#### Data can be stored:

- On your phone or computer
- In apps
- On online servers (cloud)

#### Examples of stored data

- Saved documents
- Chat history
- Photos and recordings

Some data is stored **temporarily**, some **for longer time**.



### Understanding Data Privacy

#### Data privacy means:

- Keeping your personal information safe
- Controlling what data, you share
- Knowing who can access your data

#### Personal data includes:

- Name
- Phone number
- Address

- Photos
- Voice recordings

AI tools may collect data to work properly, but **you must be careful.**

### Why data privacy is important

#### If data is not protected:

- Personal information can be misused
- Privacy can be lost
- Identity theft can happen

#### Being aware helps you:

- Use AI tools safely
- Protect yourself
- Build digital confidence

### Safe Practices for Data Privacy

#### Follow these simple rules:

- Do not share passwords
- Avoid sharing sensitive personal information
- Use trusted apps and websites
- Log out after using shared devices
- Read permission requests carefully

AI tools should be used **responsibly.**

### Real-life Example

Sunil uses a Gen AI tool for learning.

- He types questions (input).
- The AI processes the data.
- He receives explanations (output).
- He avoids sharing personal details.

Because Sunil understands data concepts:

- He uses AI safely
- His information remains protected

He feels confident online



### Activity Time!

Tick (✓) the correct answers:

1. Input means:
  - Information given to a device
  - Final result
  - Stored data
2. Output means:
  - Result shown by the system
  - Password
  - Camera
3. Data privacy helps to:
  - Protect personal information
  - Share everything
  - Ignore safety

### Reflection Activity

Think about this:

- What kind of data do you share while using AI tools?
- Which information should **not** be shared?

Discuss or write your answer

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### Did You Know?

- Every digital action creates data
- AI systems depend on data
- Users must protect their own data

Digital awareness is an important life skill.

### What I learnt today

Put a ✓ if you know this topic well.

1. I understand what data means.
2. I understand input, processing, and output.
3. I know where data is stored.
4. I understand the importance of data privacy.

### Assistive Technologies & AI Tools used in this lesson

- **Input tools:** Keyboard, microphone, camera
- **Accessibility input:** Speech-to-text, screen readers
- **Devices:** Smartphones, laptops, tablets
- **AI tools:** Chat-based AI tools, voice assistants
- **Security features:** Device lock, privacy settings



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## Chapter 3.3: Responsible Internet Use for AI-based Services

### In this lesson, you will learn:

1. What responsible internet use means
2. How to use the internet safely while accessing AI and Gen AI tools
3. How responsible online behavior protects you and others

### Thinking Box

Think about this:

- Do you use the internet to learn, search, or communicate?
- Do you use AI tools through websites or apps?
- Do you know what information is **safe to share** online?

👉 Using the internet responsibly helps you stay **safe, confident, and independent**.

### What does responsible internet use mean?

**Responsible internet use** means:

- Using the internet safely
- Protecting personal information
- Respecting others online
- Following rules and guidelines

When using AI and Gen AI tools, responsible internet use becomes even more important because:

- You may share data
- You may receive information that needs checking
- You may use public or shared devices



### Internet Use for Learning and AI Tools

People use the internet to:

- Access AI-based learning tools
- Attending online classes
- Search for information
- Communicate using emails and chats

### Common internet-based AI services

- Chat-based AI tools for learning and writing
- Voice assistants connected to the internet
- AI accessibility tools using online services

- Video conferencing tools with AI captions

The internet makes learning and works possible from anywhere.



## Safe Practices While Using the Internet

Let us understand some **important safety practices**.

### 1. Protecting Personal Information

Personal information includes:

- Name
- Phone number
- Address
- Passwords
- Photos and recordings

#### Good practice

- Share personal information only when required
- Use strong passwords
- Do not share OTPs or login details

### 2. Using Trusted Websites and Apps

#### Always:

- Use official websites
- Download apps from trusted stores
- Check website addresses carefully

#### Avoid:

- Unknown links
- Suspicious pop-ups
- Free offers that look too good



### 3. Being Careful with AI Responses

#### AI tools may:

- Give incomplete answers
- Give incorrect information

#### Always:

- Cross-check important information
- Use AI as a support tool, not a final authority

### 4. Using Public or Shared Devices Safely

#### When using shared computers:

- Log out after use
- Do not save passwords
- Clear browsing history if needed

These steps protect your privacy.



### Responsible Behavior in Online Communication

#### When communicating online:

- Be polite and respectful
- Do not spread false information
- Do not misuse AI-generated content

#### AI should not be used to:

- Mislead others
- Spread misinformation
- Copy content without checking

Responsible behavior builds trust.

### Real-life Example

Neha uses the internet for online learning.

- She accesses AI tools through trusted websites.
- She avoids sharing personal details in chat tools.
- She checks information from multiple sources.
- She logs out after using shared computers.

Because of responsible internet use:

- Neha stays safe
- Her data is protected
- She learns confidently

## Common Online Risks and How to Avoid Them

### Online risks

- Fake websites
- Phishing messages
- Misinformation
- Data misuse

### How to avoid risks

- Do not click unknown links
- Verify information
- Use security settings
- Ask for help when unsure

Being alert is important.



## AI Tools that Support Safe Internet Use

AI can also help with safety.

### Examples

- Browser warnings for unsafe sites
- Spam filters in email
- AI alerts for suspicious activity

These tools support safer internet usage.

### Activity Time!

Tick (✓) the correct answers:

1. Responsible internet use means:
  - Protecting personal information
  - Sharing everything online
  - Trusting all websites
2. AI responses should be:
  - Checked for accuracy
  - Always trusted
  - Shared without thinking
3. When using shared computers, you should:
  - Log out after use
  - Save passwords
  - Leave accounts open

## Reflection Activity

Think about this:

- What steps do you follow to stay safe online?
- What will you do differently after this lesson?

Write or discuss your answer \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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### Did You Know?

- The internet is useful but not always safe
- Responsible behavior protects everyone
- Safe internet use is a life skill

Being careful online helps you use AI confidently.

#### What I learnt today

Put a ✓ if you know this topic well.

1. I understand responsible internet use.
2. I know how to protect personal information online.
3. I can use AI tools safely through the internet.
4. I know how to avoid online risks.

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### Assistive Tools, Devices & Applications used in this lesson

- **Devices:** Smartphones, laptops, tablets
- **Browsers:** Google Chrome, Microsoft Edge, Safari
- **AI tools:** Chat-based AI tools, voice assistants
- **Security tools:** Browser warnings, spam filters, device security settings
- **Accessibility tools:** Screen readers, speech-to-text tools



# Module 4:

# ETHICAL, SAFE AND RESPONSIBLE Use of AI & Gen AI



Fairness



Privacy



Safety

## Chapter 4.1: Recognizing Risks in AI

### In this lesson, you will learn:

1. What risks mean when using AI and Gen AI
2. What bias, misinformation, and over-dependence are
3. Why recognizing risks is important for safe and responsible AI use

### Thinking Box

Think about this:

- Can a machine ever make mistakes?
- Should we trust everything we read or hear from AI tools?
- What happens if we depend too much on technology?

👉 AI is helpful, but **it is not perfect**.

Understanding risks helps us use AI **safely and wisely**.

### What does “risk” mean in AI use?

A **risk** is a possible problem or harm that can happen if something is not used carefully.

When using AI and Gen AI, risks may include:

- Wrong information
- Unfair results
- Over-dependence on technology

Recognizing risks does **not** mean avoiding AI. It means using AI **responsibly**.

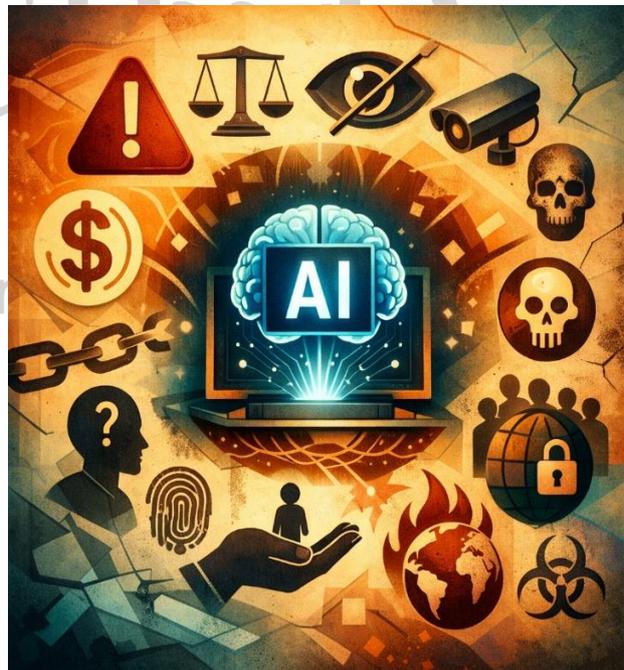
### Why it is important to recognize AI risks

Recognizing risks helps users:

- Making better decisions
- Avoid harm
- Protect themselves and others
- Use AI confidently and responsibly

AI tools are created by humans and trained on data.

This means AI can sometimes reflect **human mistakes and limitations**.



## Risk 1: Bias in AI

### What is bias?

**Bias** means being unfair or favoring one group over another.

### AI can show bias because:

- It learns from human-created data
- The data may be incomplete or unfair

AI does not understand fairness like humans do.

### Examples of AI bias

- AI recommending opportunities to only certain groups
- AI giving different results based on language or region
- AI systems not recognizing all accents or voices equally

Bias can lead to **unfair treatment** if not recognized.

### Why bias is a risk

- It can exclude people
- It can create inequality
- It can harm trust in technology

Humans must always **question and review AI results**.



## Risk 2: Misinformation

### What is misinformation?

**Misinformation** means **wrong or incorrect information**.

### Gen AI tools:

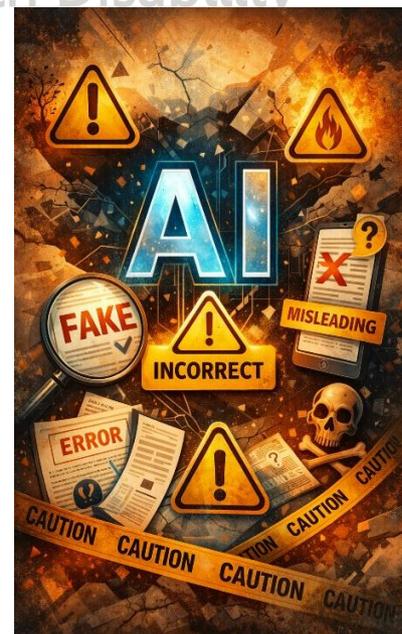
- Generate responses based on patterns
- Do not check facts like humans
- Can sound confident even when wrong

### Examples of misinformation

- Incorrect explanations
- Wrong facts
- Out-dated information

### AI may not know:

- What is true
- What is latest



- What is suitable for every situation

### Why misinformation is risky

- People may believe wrong information
- Wrong decisions may be made
- Trust can be lost

That is why **human verification is always needed.**

### Risk 3: Over-dependence on AI

#### What is over-dependence?

##### Over-dependence means:

- Relying too much on AI
- Not thinking independently
- Letting AI decide everything

AI is a **support tool**, not a replacement for human thinking.

#### Examples of over-dependence

- Using AI without understanding the task
- Accepting AI answers without checking
- Stopping independent learning

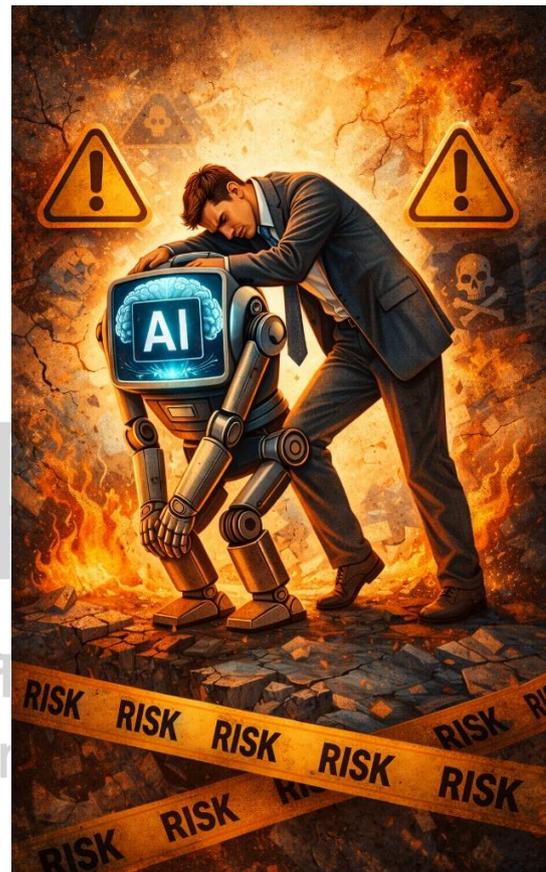
##### Over-dependence can reduce:

- Skills
- Confidence
- Critical thinking

#### Why over-dependence is risky

- Humans may lose control
- Mistakes may go unnoticed
- Responsibility may be ignored

AI should assist, not replace, **human judgement.**



#### Real-life Example

Amit uses Gen AI for writing reports.

- He copies AI-generated content without checking.
- Some information is incorrect.
- His report gets rejected.

##### Later, Amit learns to:

- Review of AI output
- Correct mistakes
- Use AI as a helper

Recognizing risks helped Amit **use AI responsibly.**

## How to recognize AI risks

You can recognize risks by asking:

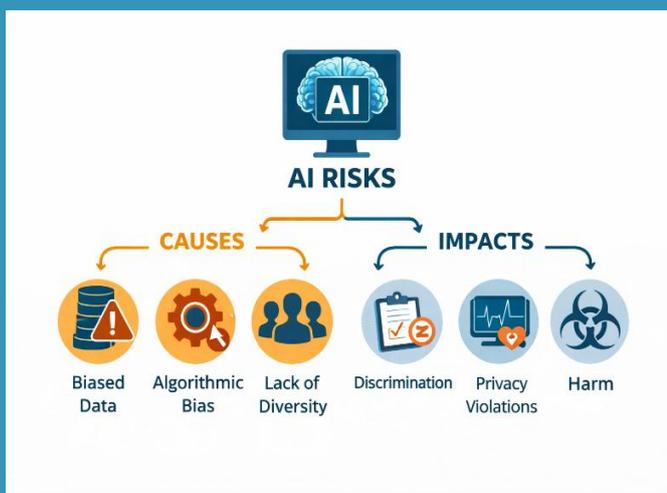
- Does this answer sound too perfect?
- Is this information verified?
- Am I depending too much on AI?

Being alert is the **first step towards safe AI use.**

### Activity Time!

Tick (✓) the correct answers:

1. Bias means:
  - Unfair results
  - Correct information
  - Fast answers
2. Misinformation is:
  - Incorrect information
  - Verified facts
  - Safe content
3. Over-dependence means:
  - Relying too much on AI
  - Using AI wisely
  - Learning independently



### Reflection Activity

Think about this:

- Have you ever trusted an AI answer without checking?
- What will you do differently after this lesson?

Write or discuss your answer \_\_\_\_\_

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## Did You Know?

- AI does not understand truth or fairness
- AI reflects the data it is trained on
- Humans are always responsible for AI use

Awareness reduces risk.

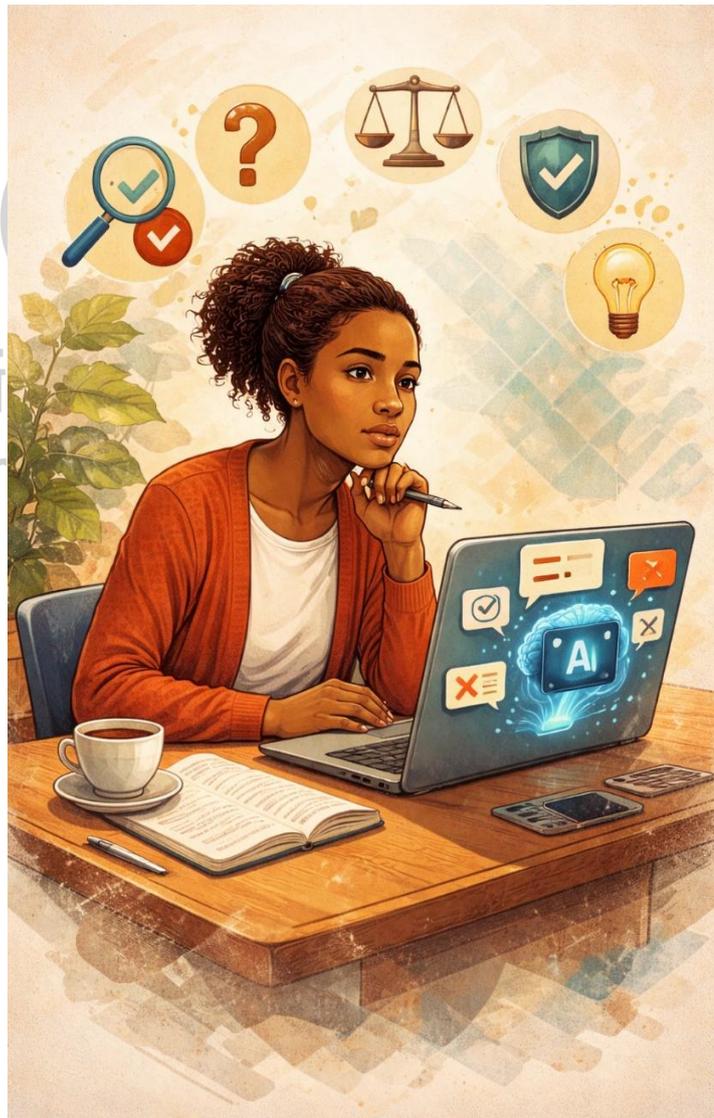
### What I learnt today

Put a ✓ if you know this topic well.

1. I understand what AI risks are.
2. I can identify bias in AI outputs.
3. I can recognize misinformation.
4. I know why over-dependence is risky.

## Assistive Tools, Devices & Applications discussed in this lesson

- **Chat-based AI tools** (for examples of bias and misinformation)
- **Voice assistants** (examples of AI responses)
- **Browsers & search engines** (for verification)
- **Accessibility tools** (used responsibly with human judgement)



## Chapter 4.2: Following Safe Digital Practices

### In this lesson, you will learn:

1. What safe digital practices mean in simple terms
2. How to follow safe practices while using AI and Gen AI tools
3. How safe practices protect your data, identity, and work

### Thinking Box

Think about this:

- Do you lock your house before leaving?
- Do you protect your important documents?
- Do you check before sharing personal information?

👉 Safe digital practices are like **locking your digital house**.

### What are Safe Digital Practices?

**Safe digital practices are habits that help you:**

- Protect your personal information
- Use digital tools responsibly
- Avoid online risks
- Stay secure while using AI tools

**When using AI and Gen AI, safe practices are very important because:**

- AI tools work online
- Data may be shared
- Information can be stored

Safe practices help you stay **in control**.

**Why Safe Practices are Important when Using AI**  
**AI tools may:**

- Store chat history
- Process user data
- Connect to the internet

**Without safe practices:**

- Personal data may be misused
- Privacy may be lost
- Wrong people may access information

Safe practices reduce these risks.



## Key Safe Digital Practices for AI & Gen AI Use

Let us understand **important safety habits** step by step.

### 1. Protecting Your Passwords

Passwords protect your accounts.

#### Safe practices

- Use strong passwords (letters + numbers)
- Do not share passwords with anyone
- Change passwords regularly

#### Examples of tools

- Device lock (PIN, fingerprint, face lock)
- Password managers

Passwords are your **first line of defense**.

### 2. Being Careful with Personal Information

#### Personal information includes:

- Name
- Phone number
- Address
- ID details
- Photos and recordings

#### Safe practices

- Share personal information only when required
- Avoid sharing sensitive details in AI chats
- Read permissions before allowing access

AI does not need all personal details to help you.

### 3. Using Trusted AI Tools and Websites

#### Always:

- Use official apps and websites
- Download apps from trusted stores
- Check website addresses carefully

#### Avoid:

- Unknown links
- Fake websites
- Unverified AI tools

Trusted sources reduce risk.

### 4. Logging Out and Clearing Data

#### When using shared or public devices:

- Log out after using AI tools
- Do not save passwords
- Clear browsing data if needed



This protects your privacy.

## 5. Updating Devices and Applications

### Updates:

- Fix security problems
- Improve safety
- Protect new risks

### Always:

- Keep devices updated
- Update AI applications regularly

Updates are important for safety.

### AI Tools that Support Safe Practices

AI can also help users stay safe.

### Examples

- Browser warnings for unsafe websites
- Spam filters in email
- Security alerts for suspicious activity

These tools act as **digital guards**.



### Real-life Example

Priya uses Gen AI tools for learning.

- She uses a strong password on her device.
- She avoids sharing personal details in AI chats.
- She logs out after using shared computers.
- She updates her apps regularly.

### Because of safe digital practices:

- Priya's data remains protected
- She uses AI confidently
- She avoids online risks

### Common Unsafe Practices to Avoid

#### Avoid these mistakes:

- Sharing passwords
- Clicking unknown links
- Trusting all AI responses
- Using unknown AI apps

Being careful reduces risk.



### Activity Time!

Tick (✓) the correct answers:

1. Safe digital practice includes:
  - Using strong passwords
  - Sharing OTPs
  - Clicking unknown links
2. Personal information should be:
  - Protected
  - Shared freely
  - Ignored
3. When using shared devices, you should:
  - Log out
  - Save passwords
  - Leave accounts open



### Reflection Activity

Think about this:

- Which safe digital practice do you already follow?
- Which practice will you start following from today?

Write or discuss your answer

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### Did You Know?

- Many AI tools store chat history
- Users are responsible for their digital safety
- Safe habits build confidence

Digital safety is a daily practice.

### What I learnt today

Put a ✓ if you know this topic well.

1. I understand safe digital practices.
2. I can protect my passwords and data.
3. I can use AI tools securely.
4. I know how to avoid unsafe online behavior.

### Assistive Tools, Devices & Applications discussed in this lesson

- **Devices:** Smartphones, laptops, tablets
- **Security features:** Device lock, fingerprint, face recognition
- **Browsers:** Google Chrome, Microsoft Edge, Safari
- **AI tools:** Chat-based AI tools, voice assistants
- **Safety tools:** Browser warnings, spam filters, security alerts



## Chapter 4.3: 4.3 Privacy, Consent & Intellectual Property

### In this lesson, you will learn:

1. What privacy, consent, and intellectual property mean
2. Why these concepts are important while using AI and Gen AI tools
3. How to behave responsibly and ethically in digital and AI-based environments

### Thinking Box

Think about this:

- Would you share your personal information with everyone?
- Would you use someone else's work without asking them?
- Would you feel comfortable if your data was used without your permission?

👉 These questions help us understand **privacy, consent, and ownership**.

### What is Privacy?

**Privacy means the right to:**

- Keep personal information safe
- Decide what information to share
- Control how information is used

**Personal information includes:**

- Name
- Phone number
- Address
- Photos and videos
- Voice recordings

When using AI tools, users may share information **without realizing it**.

That is why understanding privacy is very important.



### Privacy and AI Tools

**AI and Gen AI tools may:**

- Store chat history
- Process user data
- Learn from interactions

This does not mean AI tools are unsafe.

It means users must be **aware and careful**.

## Good privacy practices

- Avoid sharing sensitive personal details
- Read privacy notices
- Use privacy settings

Privacy is about **control and awareness**.

## What is Consent?

### Consent means:

- Giving permission knowingly
- Agreeing clearly before something is used

### Consent is required when:

- Sharing personal information
- Using someone's photo or voice
- Recording conversations

### Consent must be:

- Clear
- Voluntary
- Informed

Using AI without consent can be **unethical and harmful**.

## Examples of Consent in Digital Life

- Asking before sharing someone's photo
- Taking permission before recording audio
- Agreeing to terms before using an app

AI tools should be used in a way that **respects people's choices**.



## What is Intellectual Property?

### Intellectual Property (IP) refers to:

- Ideas
- Content
- Creations made by people

### Examples of intellectual property:

- Written content
- Artwork and designs
- Music and videos
- Software and digital content

### AI tools can generate content, but:

- Humans are responsible for how it is used
- AI-generated content may still need checking



## Intellectual Property and Gen AI Gen AI can:

- Create text
- Suggest ideas
- Draft content

## But users must:

- Avoid copying content blindly
- Respect original creators
- Give credit when needed

## Using AI responsibly means:

- Reviewing generated content
- Ensuring it does not violate copyright
- Using it ethically

## Why Privacy, Consent, and IP are Important

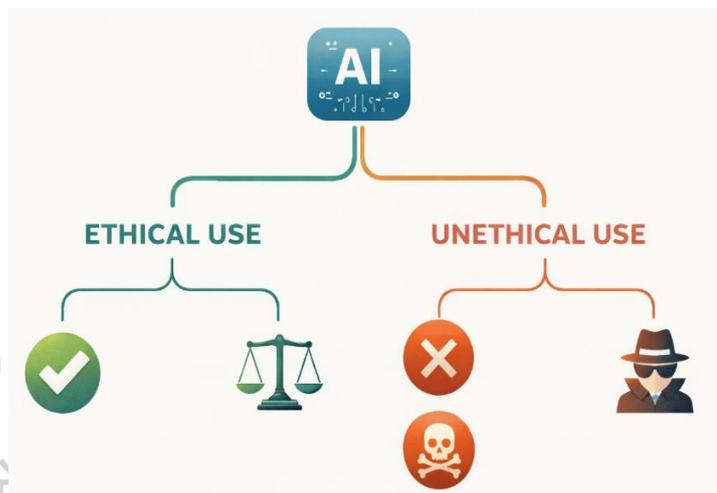
### Respecting these principles:

- Protects individuals
- Builds trust
- Promotes fairness
- Prevents misuse of technology

### Ignoring them can lead to:

- Legal issues
- Loss of trust
- Ethical problems

Responsible AI use includes **respect for people and their work.**



### Real-life Example

Kiran uses Gen AI to create content.

- He checks that no personal data is shared.
- He does not copy others' work without permission.
- He edits AI-generated content before using it.

### Because Kiran follows ethical practices:

- His work is respected
- He avoids problems
- He uses AI responsibly

## Responsible Behavior while Using AI

### Follow these habits:

- Respect privacy
- Ask for consent
- Credit original work
- Use AI as a support tool

Ethical behavior ensures **safe and fair AI use.**



### Activity Time!

Tick (✓) the correct answers:

1. Privacy means:
  - Controlling personal information
  - Sharing everything
  - Ignoring safety
2. Consent means:
  - Giving permission clearly
  - Assuming agreement
  - Forcing acceptance
3. Intellectual property refers to:
  - People's creations and ideas
  - Free content
  - Machine ownership



### Reflection Activity

Think about this:

- What personal information should you avoid sharing online?
- How will you respect others' work while using AI?

Write or discuss your answer

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Skill Council for Persons with Disability

### Did You Know?

- Many digital laws protect privacy and intellectual property
- Ethical behavior builds trust
- Responsible AI use benefits everyone

Respect is the foundation of ethical technology use.

### What I learnt today

Put a ✓ if you know this topic well.

1. I understand privacy and consent.
2. I understand intellectual property.
3. I can use AI responsibly and ethically.
4. I know how to respect others' rights while using AI.

### Assistive Tools, Devices & Applications discussed in this lesson

- **AI tools:** Chat-based AI tools, content generation tools
- **Browsers:** Google Chrome, Microsoft Edge, Safari
- **Privacy tools:** Privacy settings, permission controls
- **Accessibility tools:** Screen readers, speech-to-text tools



# Module 4:

# GEN AI TOOLS

for **PRODUCTIVITY,**  
**COMMUNICATION & COLLABORATION**



## Chapter 5.1: Gen AI for Writing & Content Creation

### In this lesson, you will learn:

1. What **Generative Artificial Intelligence (Gen AI)** tools are used for productivity
2. How **Machine Learning** helps Gen AI create writing and summaries
3. How to write better **prompts** to get useful output
4. How to use Gen AI responsibly in work and learning

### Thinking Box

Think about this:

- Have you ever found it difficult to write a professional email?
- Have you ever struggled to understand a long document?
- Have you ever received a long AI answer that was not useful?

👉 Generative AI tools can help you **work faster and communicate better**.

### Learn about Generative Artificial Intelligence (Gen AI)

**Generative Artificial Intelligence (Gen AI)** is a type of **Artificial Intelligence (AI)**.

Gen AI can **create new content** instead of only following fixed instructions.

#### Gen AI can:

- Write text
- Summarize information
- Explain topics in simple language
- Help prepare emails, resumes, or reports
- Suggest ideas and improvements



Gen AI works like a **smart assistant**, but it still needs **human guidance and checking**.

### How Gen AI Works (Simple Working Concept)

Gen AI is built using **Machine Learning**.

**Machine Learning** allows computers to learn from large amounts of data.

Here is the simple process:

#### Step 1: Learning from Data

Gen AI studies millions of examples such as books, websites, and documents.

## Step 2: Pattern Learning

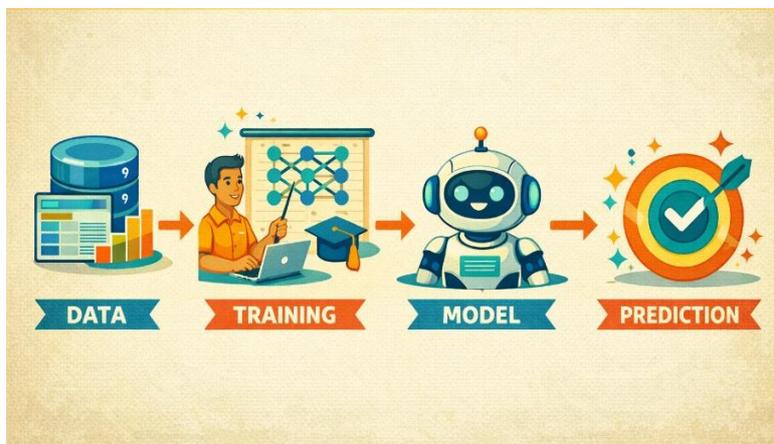
It learns patterns in language — how sentences are formed and how ideas connect.

## Step 3: Model Creation

It builds a **language model** based on those patterns.

## Step 4: Prediction

When you type a **prompt**, the AI predicts the next word step by step.



Gen AI does not think like humans.  
It predicts words based on patterns it has learned.

This is why:

**Better prompt = Better prediction = Better output**

## Gen AI for Writing Support

Writing can sometimes take time and effort.

Gen AI helps by:

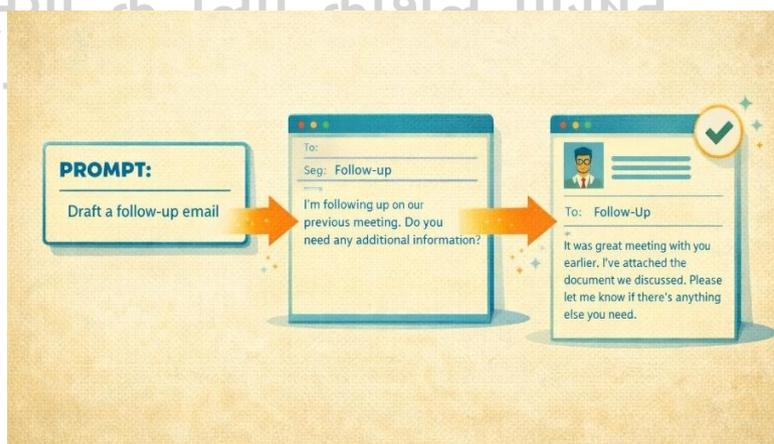
- Drafting emails
- Creating report outlines
- Correcting grammar and spelling
- Improving clarity
- Organizing ideas into bullet points

### However:

Gen AI output must always be **reviewed and edited**.

It supports writing.

It does not replace human thinking.



## Gen AI for Summarization

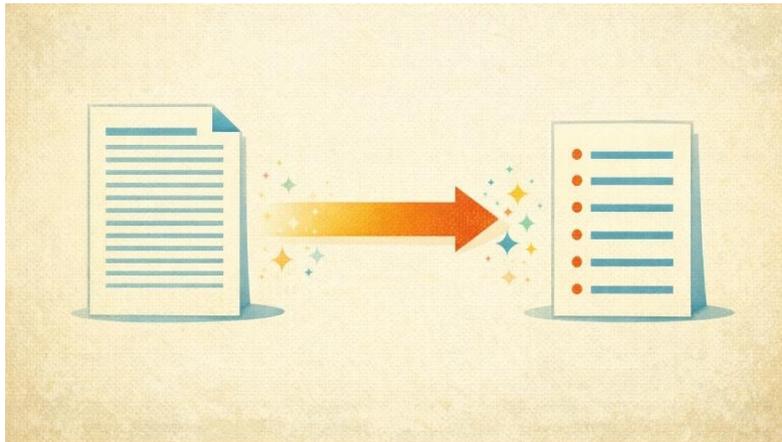
**Summarization** means shortening long information while keeping important points.

### Gen AI helps by:

- Reading long content
- Identifying key ideas
- Creating short summaries

### Summaries help users:

- Save time
- Understand content quickly
- Focus on important information



Human checking is necessary to verify accuracy.

## What is a Prompt?

A **Prompt** is the instruction you give to a Gen AI tool. If your prompt is unclear, the output may be unclear.

### Example:

#### Weak Prompt:

“Write email.”

#### Better Prompt:

“Write a polite follow-up email after a job interview for a junior accountant position. Keep it under 150 words.”

Clear prompts give better results.

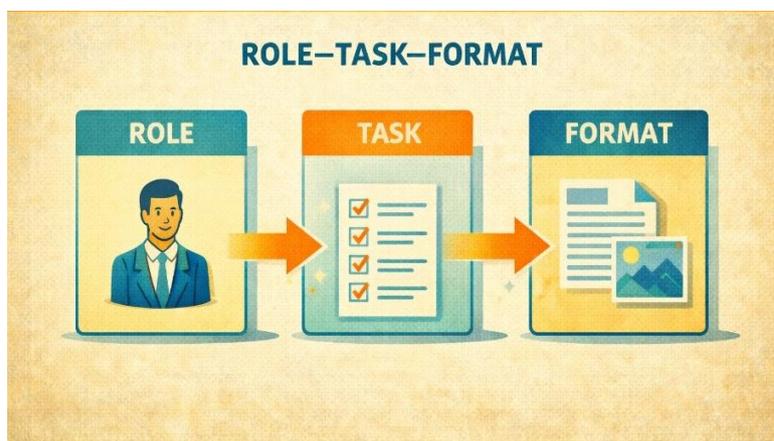
## Simple Prompt Structure (Role – Task – Format)

You can improve your prompts using three parts:

**Role** – Tell AI who to act as

**Task** – Explain what you want

**Format** – Tell how you want the answer



### Example:

“Act as a professional career coach. Draft a polite follow-up email after a job interview. Provide the answer in three short paragraphs.”

Specific instructions improve results.

## Assistive Role of Gen AI for Persons with Disabilities

Gen AI improves **accessibility and independent working**.

### It helps by:

- Reducing typing effort using **speech-to-text tools**
- Simplifying complex language
- Organizing ideas clearly
- Creating summaries for easier understanding

### Examples:

- A person with locomotor disability uses speech-to-text with Gen AI to draft emails.
- A person with cognitive difficulty uses Gen AI to simplify long instructions.
- A person with visual impairment uses **screen readers** along with AI-generated summaries.



Gen AI supports **independence and confident work**, but humans remain responsible for final decisions.

## Real-life Example

Rina works in an office.

She finds it difficult to write long professional emails.

She uses a **Gen AI tool** to create a first draft. The AI generates structured content.

### Rina:

- Reviews the draft
- Edits unclear sentences
- Adds personal details



### Because of Gen AI:

- Rina saves time
- Her communication improves
- She feels more confident

Gen AI supports Rina's productivity.  
It does not replace her judgement.

### AI as a Support Tool

Gen AI does not replace humans.

#### Instead, it helps people:

- Save time
- Reduce effort
- Improve clarity
- Work more independently

#### For Persons with Disabilities, Gen AI:

- Reduces physical effort
- Supports communication
- Improves access to information
- Enables independent working



### Practice Activity

#### With guidance:

- Ask a Gen AI tool to draft a short professional email.
- Improve your prompt using Role-Task-Format.
- Compare both outputs.
- Ask the tool to summarize a paragraph.
- Review and improve the summary.

Notice how better prompts improve results.



### Activity Time!

Tick (✓) the correct answers:

1. Generative AI can:
  - Feel emotions
  - Create text and summaries
  - Make final decisions
2. A good prompt should be:
  - Clear and specific
  - One word only
  - Unclear
3. AI tools should be used:
  - With human checking
  - Without responsibility
  - Without review

### Reflection Activity

Think about one task in your daily life where:

- Gen AI already helps you, or
- Gen AI could help you in the future

Write or discuss your answer with your peers

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### Did You Know?

- AI tools can sometimes give wrong or incomplete answers.
- Gen AI does not always know what is correct.
- Humans must verify important information.
- Using AI responsibly is an important skill.

Gen AI is a tool, not a thinker.

### What I learnt today

Put a ✓ if you know this topic well.

1. I understand how **Generative Artificial Intelligence (Gen AI)** works.
2. I understand the role of **Machine Learning** in Gen AI.
3. I can write better **prompts**.
4. I know that AI must be used with **human checking**.
5. I can use Gen AI responsibly for productivity.

### Did You Know?

- Gen AI learns from large amounts of data
- It does not understand meaning like humans
- Responsible use improves productivity

Gen AI is a tool, not a thinker.

### Assistive Technologies & AI Tools used in this lesson

- Voice Assistants (Google Assistant, Alexa)
- Speech-to-Text tools
- Chat-based Gen AI tools
- Screen readers and text-to-speech tools

These tools help learners work and learn independently.

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## Chapter 5.2: Gen AI for Routine Workplace Tasks

### In this lesson, you will learn:

1. What **routine workplace tasks** are
2. How **Generative Artificial Intelligence (Gen AI)** supports routine work
3. How **Machine Learning** helps automate repeated tasks
4. How to use Gen AI responsibly to improve productivity

### Thinking Box

Before we start, think about these questions:

- Do you repeat the same tasks every day at work or during training?
- Do routine emails or reports take too much time?
- Do you wish you could finish repeated work faster?

👉 Gen AI tools can help make **routine tasks easier and quicker**.

### What are Routine Workplace Tasks?

**Routine workplace tasks** are tasks that:

- Are repeated regularly
- Follow a similar pattern
- Take time and effort
- Do not require creative decision-making every time

**Examples include:**

- Writing emails
- Preparing weekly reports
- Organizing information
- Responding to common queries
- Updating records

These tasks are important, but they can become **time-consuming**.



### Role of Gen AI in Routine Tasks

**Generative Artificial Intelligence (Gen AI)** helps reduce effort in routine work.

**Gen AI can:**

- Draft first versions of emails
- Create report outlines
- Suggest structured replies
- Organize information into bullet points
- Summarize repeated updates

Gen AI improves efficiency.  
It does not replace employees.

## How Machine Learning Helps in Routine Tasks

Gen AI is built using **Machine Learning**.

### Machine Learning allows AI to:

- Learn patterns from past examples
- Identify repeated formats
- Predict appropriate responses

### For example:

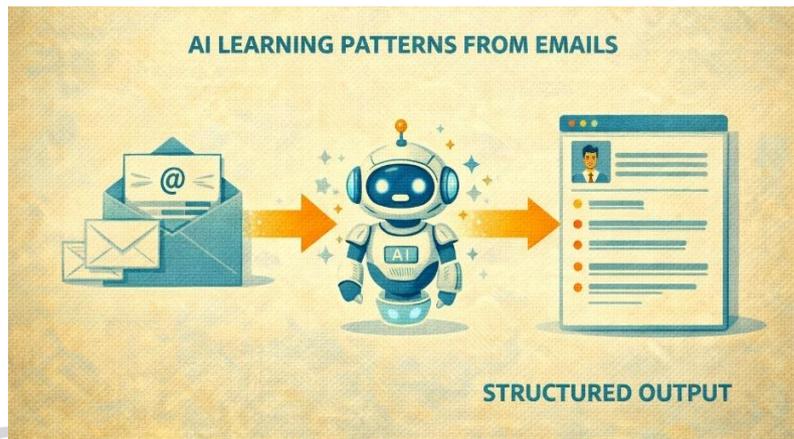
If AI sees many examples of professional emails, it learns the structure of greeting, body, and closing.

When you give a **prompt**, it predicts the next words based on learned patterns.

### This helps in:

- Faster drafting
- Consistent formatting
- Reduced manual effort

However, AI does not understand your organization's full context. Human review is always required.



### Example: Routine Email Drafting

#### Weak Prompt:

“Write reply.”

Better Prompt:

“Act as an office administrator. Draft a polite reply to a customer asking about delivery status. Keep it under 120 words.”

#### The second prompt gives:

- Role
- Task
- Context

Clear instructions improve productivity.



## Before and After: Productivity Comparison

### Without Gen AI

- Tasks take longer
- More manual typing
- Repetitive work feels tiring
- Formatting errors may happen

### With Gen AI

- First draft created quickly
- Less manual effort
- Better structure
- More time for important work

Gen AI supports efficiency when used wisely.



## Gen AI for Accessibility in Routine Tasks

Gen AI improves **inclusive productivity**.

### It helps by:

- Reducing typing effort using **speech-to-text tools**
- Simplifying complex instructions
- Structuring tasks clearly
- Supporting screen readers with summaries



### Examples:

- A person with locomotor disability uses speech-to-text with Gen AI to draft reports.
- A person with cognitive difficulty uses Gen AI to organize instructions step-by-step.
- A person with visual impairment uses screen readers along with AI summaries.

Gen AI enables independent working.

### Real-life Example

Rakesh works in an administrative role.

He prepares daily reports.

He uses a **Gen AI tool** to create a basic report structure.

#### He then:

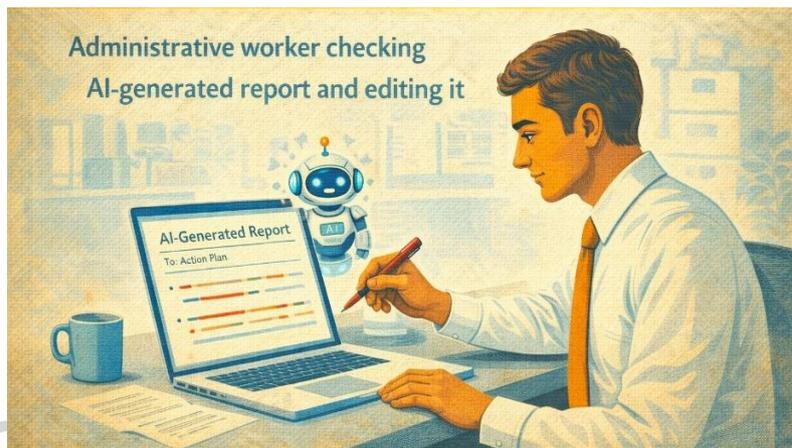
- Adds correct data
- Checks for accuracy
- Edits unclear sections

#### Because of Gen AI:

- Rakesh finishes work faster
- His reports are clearer
- He feels less tired

Gen AI supports Rakesh's productivity.

He remains responsible for the final output.



### Best Practices for Using Gen AI in Routine Tasks

#### Follow these practices:

- Use Gen AI for support, not final decisions
- Always review AI-generated content
- Avoid sharing sensitive or confidential data
- Improve your prompt if output is unclear
- Maintain professional responsibility

Good practice ensures safe and reliable use.

### Practice Activity

#### With guidance:

- Use a Gen AI tool to draft a routine email.
- Ask it to organize a list of tasks into bullet points.
- Improve your prompt for better clarity.
- Compare the first and second outputs.

Notice how structured prompts improve efficiency.

### Activity Time!

Tick (✓) the correct answers:

1. Routine tasks are:
  - Repeated regularly
  - One-time creative tasks
  - Always complex
2. Gen AI helps by:
  - Saving time
  - Reducing effort
  - Replacing humans
3. AI output should be:
  - Reviewed before use
  - Shared directly without checking
  - Trusted blindly

### Reflection Activity

Think about one routine task in your daily work where:

- Gen AI already helps you, or
- Gen AI could reduce your effort

Write or discuss your answer with your peers

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Skill Council for Persons with Disability

### Did You Know?

- Many workplaces use AI to improve efficiency.
- AI can make mistakes if prompts are unclear.
- Human supervision is always necessary.
- Responsible AI use improves work quality.

Productivity tools are helpers, not decision-makers.

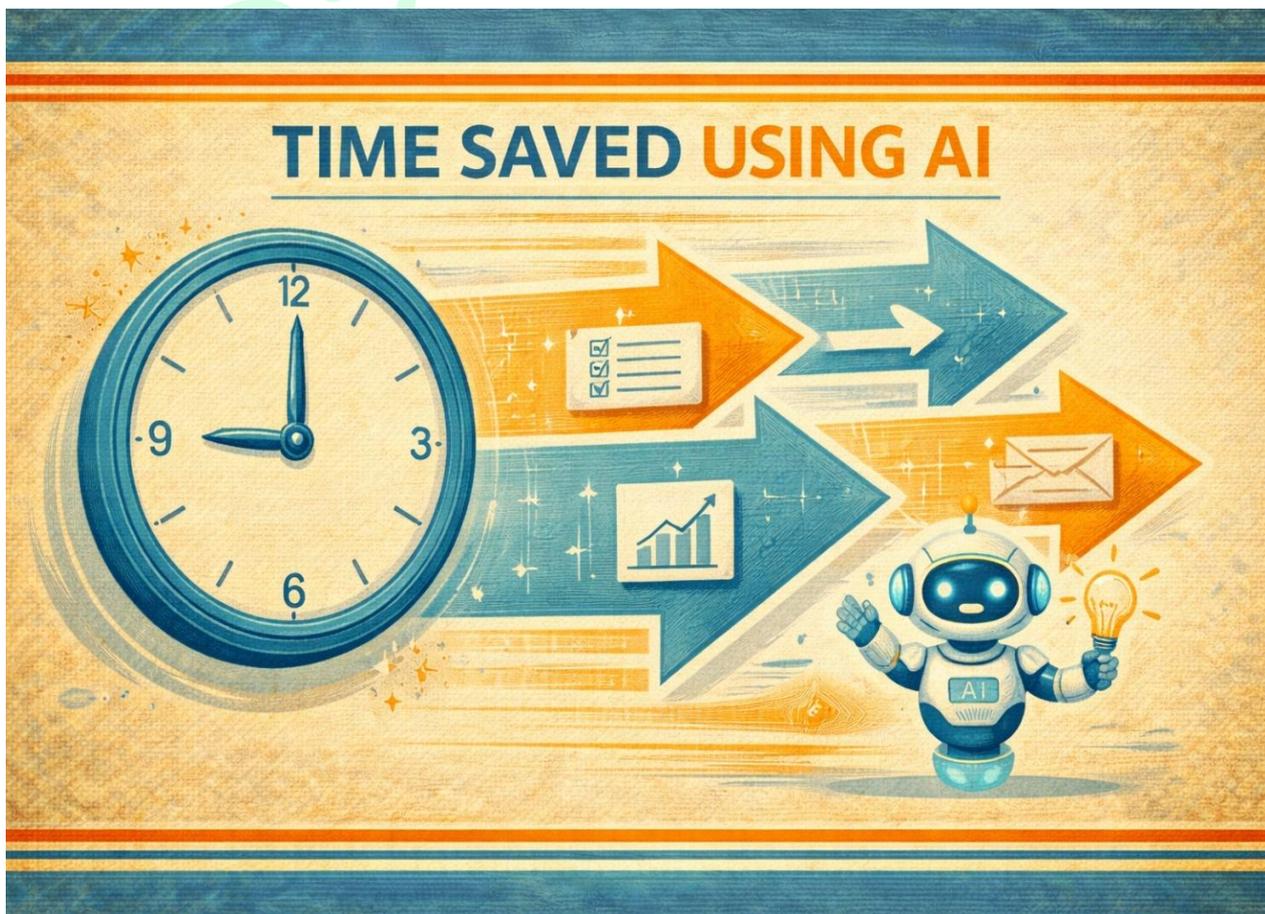
### What I learnt today

Put a ✓ if you know this topic well.

1. I understand what routine workplace tasks are.
2. I understand how Gen AI supports routine work.
3. I understand the role of Machine Learning in routine automation.
4. I know the importance of reviewing AI output.
5. I can use Gen AI responsibly to improve productivity.

### Assistive Tools, Devices & Applications discussed in this lesson

- **Gen AI tools:** Chat-based AI tools for drafting and organizing content
- **Accessibility tools:** Speech-to-text, screen readers
- **Devices:** Smartphones, laptops, tablets
- **Work tools:** Email applications, document editors



## Chapter 5.3: Gen AI for Professional Communication & Collaboration

In this lesson, you will learn:

1. What **professional communication** means
2. How **Generative Artificial Intelligence (Gen AI)** supports communication
3. How to write better **prompts** for clear results
4. How to use Gen AI responsibly while collaborating

### Thinking Box

Think about this:

- Have you ever struggled to write a polite email?
- Have you ever been unsure about the tone of a message?
- Have you worked in a team where clear communication was important?

👉 Professional communication helps people work **together smoothly**.

### What is Professional Communication?

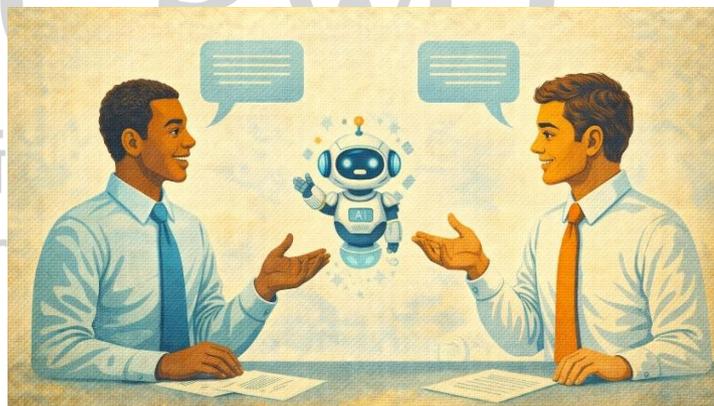
**Professional communication means:**

- Sharing information clearly
- Using polite and respectful language
- Communicating in a structured manner
- Maintaining appropriate tone

**Professional communication is important in:**

- Offices and workplaces
- Training and learning environments
- Teamwork and collaboration

Clear communication avoids misunderstandings.



### How Gen AI Supports Professional Communication

**Gen AI helps by:**

- Suggesting polite language
- Improving grammar and clarity
- Structuring messages properly
- Adjusting tone (formal or simple)
- Summarizing long discussions

Gen AI supports communication.  
It does not replace human judgement.

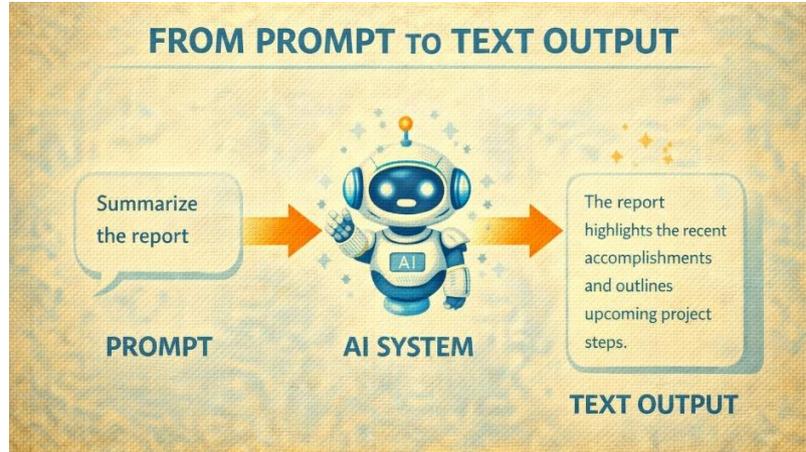
### How Gen AI Generates Responses

Gen AI uses **Machine Learning** to learn patterns from millions of examples.

**When you type a prompt, it:**

- Reads your instruction
- Identify patterns
- Predicts the next word step by step

If the instruction is unclear, the prediction may also be unclear. This is why **clear prompts are important.**



### What is a Prompt?

A **Prompt** is the instruction given to a Gen AI tool.

**Good prompts are:**

- Clear
- Specific
- Structured

**Bad prompts are:**

- Short and vague
- Missing context
- Unclear about expected output

**Example:**

Weak Prompt:

“Write email.”

**Better Prompt:**

“Act as a professional HR manager. Draft a polite email informing a candidate about interview selection. Keep the tone formal and under 150 words.”

Specific prompts improve quality.



## Simple Prompt Methods

To improve your prompts, you can follow simple structures.

### 1 Role – Task – Format (RTF)

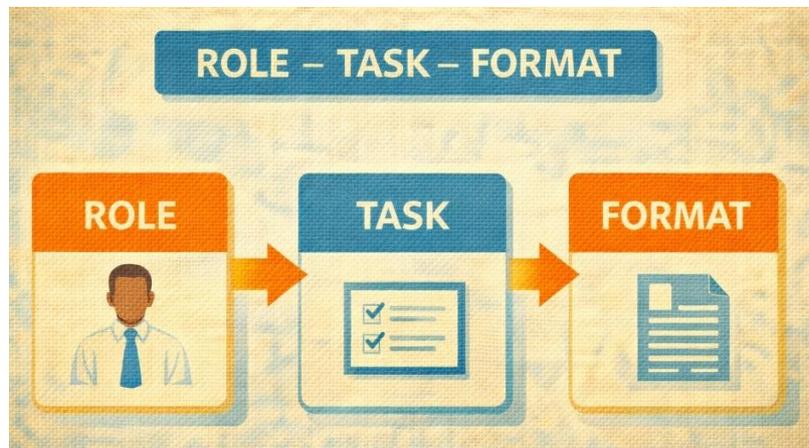
**Role** – Who should AI act as?

**Task** – What should AI do?

**Format** – How should the answer look?

**Example:**

“Act as a team leader. Draft a meeting reminder email. Provide the answer in bullet points.”



### 2 Task – Action – Goal (TAG)

**Task** – What is the situation?

**Action** – What should AI do?

**Goal** – What result do you want?

**Example:**

“Rewrite this message politely to improve team coordination and avoid confusion.”



### 3 Before – After – Bridge (BAB)

**Before** – What is the current problem?

**After** – What result do you want?

**Bridge** – Ask AI how to move from before to after.

#### Example:

“Our team communication is unclear. We want clear weekly updates. Suggest steps to improve communication.”



These simple methods help you write better prompts.

### Gen AI for Collaboration

**Collaboration** means working together.

**Gen AI helps collaboration by:**

- Summarizing discussions
- Drafting group messages
- Organizing shared ideas
- Improving clarity

**Gen AI helps teams:**

- Stay organized
- Reduce misunderstandings
- Save time

Clear communication improves teamwork.



### Maintaining Professionalism while Using Gen AI

**Always remember:**

- AI suggestions are not final
- Human responsibility remains
- Professional tone is important

**Avoid:**

- Copying AI output without review
- Sharing confidential information
- Using informal tone in formal situations

Professional behavior reflects your values.

## Gen AI and Accessibility in Communication

Gen AI improves **inclusive communication**.

**It helps by:**

- Supporting speech-to-text
- Simplifying language
- Structuring messages clearly
- Supporting captions and summaries

**Examples:**

- A person with hearing impairment uses captions and AI summaries.
- A person with locomotor disability uses speech-to-text with Gen AI.
- A person with cognitive difficulty uses Gen AI to simplify messages.



Inclusive communication supports teamwork.

### Real-life Example

Mehul works in a team.

He finds it difficult to write formal emails.

He uses a **Gen AI tool** to draft messages.

**He then:**

- Reviews the tone
- Corrects small errors
- Adds personal details

**Because of Gen AI:**

- His emails are clearer
- Team coordination improves
- He saves time

Gen AI supports Mehul's communication.

He remains responsible for final messages.



### Best Practices for Prompt Writing

**Follow these practices:**

- Provide clear instructions
- Mention the tone (formal or simple)
- Specify length if needed
- Review and edit the output
- Refine your prompt if results are unclear

Better prompts produce better communication.

## Practice Activity

### With guidance:

- Ask Gen AI to draft a professional email.
- Improve the prompt using Role–Task–Format.
- Rewrite a message in a more polite tone.
- Compare both outputs.

Observe how structured prompts improve clarity.

### Activity Time!

Tick (✓) the correct answers:

1. Professional communication should be:
  - Clear and respectful
  - Casual always
  - Unstructured
2. A good prompt should be:
  - Specific
  - Vague
  - One word only
3. AI-generated communication should be:
  - Reviewed before sending
  - Sent directly
  - Trusted blindly

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### Reflection Activity

Think about a situation where:

- Clear communication helped teamwork, or
- Poor communication created confusion

How can Gen AI help improve that situation?

Write or discuss with your peers \_\_\_\_\_

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## Did You Know?

- AI tools can sometimes generate incorrect information.
- Tone depends on how you write the prompt.
- Humans must verify important messages.
- Prompt writing is an important digital skill.

Communication is a key workplace skill.

### What I learnt today

Put a ✓ if you know this topic well.

1. I understand professional communication.
2. I understand how Gen AI supports communication.
3. I can write better prompts using simple structures.
4. I know the importance of reviewing AI output.
5. I can use Gen AI responsibly in teamwork.

## Assistive Tools, Devices & Applications discussed in this lesson

- **Gen AI tools:** Chat-based AI tools
- **Communication tools:** Email clients, workplace chat applications
- **Accessibility tools:** Speech-to-text, captions, screen readers
- **Devices:** Smartphones, laptops, tablets



# Module 6: GEN AI-ENABLED CAREER DEVELOPMENT & EMPLOYABILITY



Job Search



Skills & Training



Opportunities

## Chapter 6.1: Job Roles Supported by Gen AI

### In this lesson, you will learn:

1. What employability and job roles mean
2. How Generative AI (Gen AI) supports different job roles
3. Why Gen AI is a support tool and not a replacement for human work

### Thinking Box

Think about this:

- Are you worried that AI may replace jobs?
- Do you think technology can help people work better?
- Can humans and AI work **together**?

👉 Gen AI works best when **humans and technology support each other**.

### What is Employability?

#### Employability means having:

- The skills needed for a job
- The ability to work independently
- The confidence to use tools and technology
- The readiness to learn new skills

Employability is not only about knowledge.

It is also about **adapting to change**.

#### Understanding Job Roles

##### A job role refers to:

- The type of work a person does
- The responsibilities involved
- The skills required to perform tasks

Different job roles need different skills. Gen AI supports many job roles by **assisting routine and support tasks**.

#### How Gen AI Supports Job Roles

##### Gen AI supports job roles by:

- Helping with writing and communication
- Organizing information
- Supporting learning and task planning



### Gen AI does not:

- Take decisions independently
- Replace human judgement
- Replace responsibility

Humans always remain in control.



### Examples of Job Roles Supported by Gen AI

Let us understand some common job roles where Gen AI acts as a **support tool**.

#### 1. Administrative and Office Support Roles

##### Gen AI can help with:

- Drafting emails
- Preparing simple reports
- Organizing information

##### Examples:

- Office Assistant
- Data Support Executive
- Administrative Assistant

Gen AI reduces effort and saves time.

#### 2. Customer Support and Service Roles

##### Gen AI can help by:

- Suggesting responses
- Summarizing customer queries
- Improving communication clarity

##### Examples:

- Customer Support Executive
- Help Desk Assistant

Humans handle emotions and final responses.

#### 3. Content and Communication Support Roles

##### Gen AI can assist with:

- Drafting content
- Simplifying language
- Improving structure

##### Examples:

- Content Assistant



- Documentation Support
- Communication Executive

Human creativity and judgement remain essential.

#### 4. Learning and Training Support Roles

##### Gen AI helps by:

- Explaining concepts
- Creating summaries
- Supporting learning materials

##### Examples:

- Training Assistant
- Learning Support Staff

Gen AI supports learning, not teaching independently.

#### Gen AI as an Assistive Tool for PwD in Job Roles

##### Gen AI improves employability for Persons with Disabilities by:

- Reducing physical effort
- Supporting communication
- Simplifying tasks

##### Examples

- A person with locomotor disability uses speech-to-text with Gen AI
- A person with visual impairment uses screen readers with AI summaries
- A person with cognitive difficulty uses Gen AI for task clarity



Gen AI helps create **equal work opportunities**.

#### Why Gen AI Does Not Replace Humans

##### Gen AI cannot:

- Understand emotions
- Make ethical decisions
- Take responsibility

##### Humans provide:

- Judgement
- Creativity
- Empathy
- Accountability

Jobs change with technology, but **humans remain essential**.

## Real-life Example

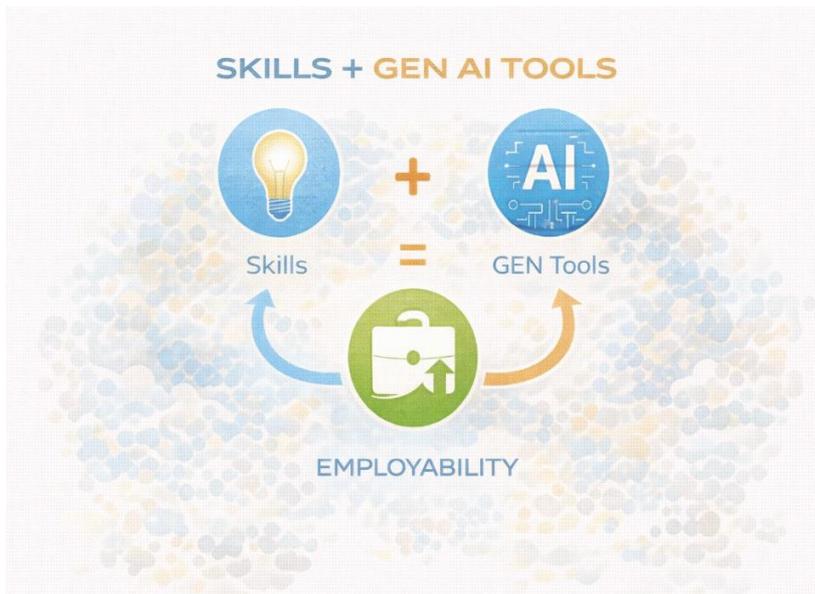
Pooja works in an office role.

- She uses Gen AI to draft emails.
- She reviews and edits the content.
- She communicates confidently with her team.

## Because of Gen AI:

- Pooja works efficiently
- Her skills improve
- She remains in control

Gen AI supports Pooja's role, not replaces it.



## Preparing for AI-Supported Job Roles

### To prepare for such roles:

- Learn basic digital skills
  - Practice using Gen AI tools responsibly
  - Build communication skills
  - Be open to learning
- Adaptability is a key employability skill.

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## Activity Time!

Tick (✓) the correct answers:

1. Gen AI supports job roles by:
  - Assisting with tasks
  - Replacing humans
  - Making decisions
2. Humans are responsible for:
  - Final decisions
  - Judgement
  - Following AI blindly
3. Employability means:
  - Being ready to work and learn
  - Knowing only one skill
  - Avoiding technology

## Reflection Activity

### Think about this:

- Which job role interests you?
- How can Gen AI support you in that role?

Write or discuss your answer \_\_\_\_\_

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### Did You Know?

- Many jobs now use AI tools
- Learning to use AI improves employability
- Technology creates new opportunities

Being future-ready means **learning continuously**.

## What I learnt today

Put a ✓ if you know this topic well.

1. I understand what employability means.
2. I can identify job roles supported by Gen AI.
3. I understand that Gen AI supports, not replaces humans.
4. I know how AI can help PwD in jobs.

## Assistive Tools, Devices & Applications discussed in this lesson

- **Gen AI tools:** Chat-based AI tools for writing and support
- **Accessibility tools:** Speech-to-text, screen readers
- **Devices:** Smartphones, laptops, tablets
- **Work tools:** Email clients, document editors



## Chapter 6.2: Resume Preparation & Job Applications using Gen AI

### In this lesson, you will learn:

1. What a résumé and job application are
2. How Generative AI (Gen AI) can help prepare résumés and job applications
3. How to use Gen AI responsibly while applying for jobs

### Thinking Box

Think about this:

- Have you ever felt unsure about how to write a résumé?
- Do you find job application forms confusing or difficult?
- Would you like help in presenting your skills clearly?

👉 Gen AI can help you **prepare and organize** job application documents.

### What is a Resume?

A resume is a document that shows:

- Your skills
- Your education
- Your experience
- Your strengths

A resume helps employers understand:

- Who you are
- What you can do
- Why you are suitable for a job

A good resume should be:

- Clear
- Honest
- Well-structured



### What is a Job Application?

A job application includes:

- Submitting your resume
- Filling application forms
- Writing cover letters or emails

Job applications are often the **first step** towards employment.

Clear and accurate applications improve your chances.

### How Gen AI Helps with Resume Preparation

Gen AI can help by:

- Creating a basic resume structure

- Suggesting professional language
- Improving clarity and grammar
- Organizing information

Gen AI does **not know your life experiences**.

You must provide correct information.

### Examples of resume sections Gen AI can help with

- Profile summary
- Skills section
- Work responsibilities
- Simple cover letters

Gen AI helps you **start**, but you must **review and personalize**.



Create a professional one-page resume for a fresher applying for the position of Sales Executive.

The candidate has completed 12th standard and a diploma in Marketing.

Include the following sections:

- "Career Objective (focused on sales and customer service)"
- "Educational Qualification"
- "Skills (communication, convincing ability, customer handling, basic computer knowledge, MS Excel, teamwork)"
- "Internship or Training (if any – include a 2-month internship at a retail store)"
- "Achievements (school/college level)"
- "Personal Details (Name, Phone, Email, Address)"

Keep the language simple, professional, and suitable for a fresher with no full-time experience.

Format it properly with clear headings and bullet points.

### Using Gen AI for Job Applications

#### Gen AI can assist with:

- Writing application emails
- Drafting cover letters
- Preparing responses for application questions

#### This helps users:

- Save time
- Reduce stress
- Communicate professionally

Always ensure the information is **true and accurate**.



## Gen AI as an Assistive Tool for PwD

### Gen AI supports Persons with Disabilities by:

- Reducing typing effort
- Helping structure content
- Simplifying language

### Examples

- A person with locomotor disability uses speech-to-text with Gen AI
- A person with cognitive difficulty uses Gen AI to organize thoughts
- A person with visual impairment uses screen readers with AI-generated drafts



Gen AI improves **equal access to employment opportunities**.

## Responsible Use of Gen AI in Job Applications

### Follow these important rules:

- Do not give false information
- Do not copy content blindly
- Review all AI-generated content
- Ensure the resume reflects **you**, not just AI

Employers value **honesty and clarity**.



### Common Mistakes to Avoid

#### Avoid:

- Submitting AI-generated resumes without editing
- Using generic content for all jobs
- Sharing personal data carelessly

Your resume should represent **your real skills**.

## Real-life Example

Aakash is applying for a job.

- He uses Gen AI to draft a resume.
- He adds his real skills and experience.
- He checks accuracy and tone before submitting.

### Because of Gen AI:

- Aakash feels confident
- His resume looks professional
- He remains truthful and responsible

### Step-by-step: Using Gen AI for a Resume

1. List your skills and experience
2. Ask Gen AI to organize the content
3. Review and personalize the draft
4. Check for accuracy and clarity
5. Submit confidently

Gen AI supports you, but **you own your resume.**

#### Activity Time!

Tick (✓) the correct answers:

1. A résumé should be:
  - Honest and clear
  - Exaggerated
  - Copied blindly
2. Gen AI helps by:
  - Organizing content
  - Improving language
  - Adding fake experience
3. Job applications should be:
  - Personalized
  - Same for all jobs
  - Submitted without review

#### Practice Activity

With guidance:

- List your skills and education
- Use a Gen AI tool to draft a resume section
- Review and correct the content

Notice how Gen AI helps but still needs **your input** \_\_\_\_\_

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## Did You Know?

- Employers can identify generic resumes
- Honest applications build trust
- AI is a helper, not a substitute

Your career journey is **your responsibility**.

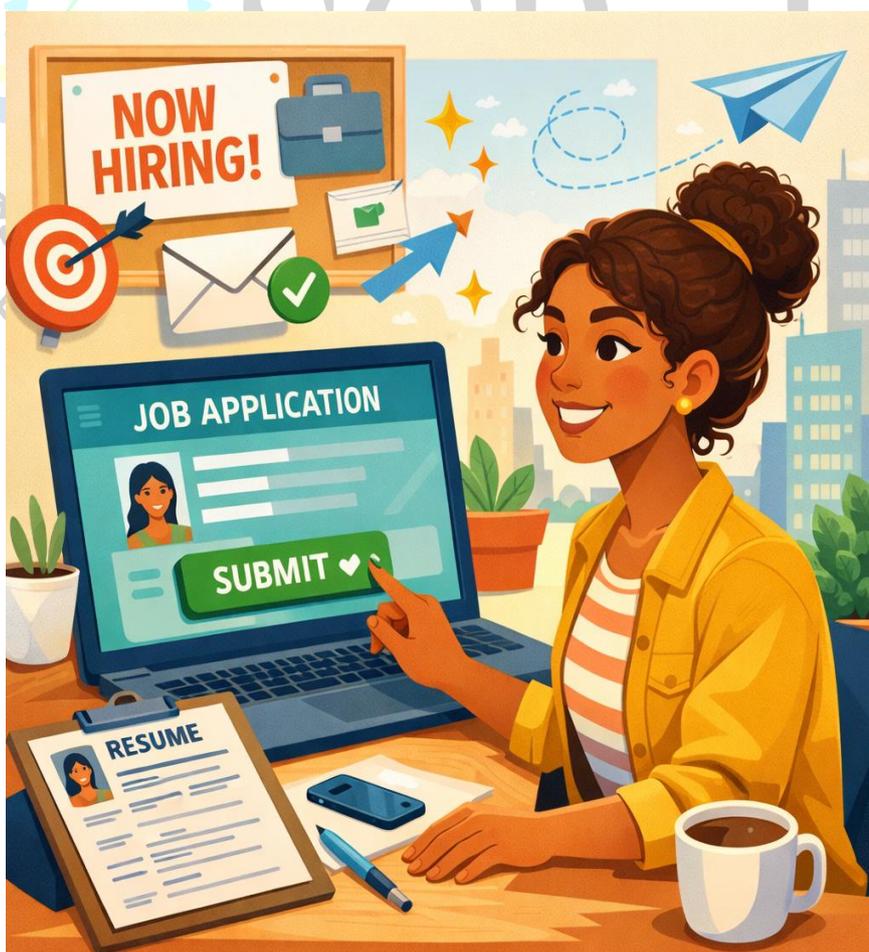
### What I learnt today

Put a ✓ if you know this topic well.

1. I understand what a résumé is.
2. I can use Gen AI to prepare a résumé.
3. I can use Gen AI responsibly for job applications.
4. I know the importance of honesty and review.

### Assistive Tools, Devices & Applications discussed in this lesson

- **Gen AI tools:** Chat-based AI tools for resume drafting
- **Accessibility tools:** Speech-to-text, screen readers
- **Devices:** Smartphones, laptops, tablets
- **Job tools:** Email clients, online job portals, document editors



## Chapter 6.3: Continuous Learning & Skill Upgradation using Gen AI

### In this lesson, you will learn:

1. What continuous learning and skill upgradation mean
2. How Generative AI (Gen AI) supports self-learning and upskilling
3. How to use Gen AI responsibly for lifelong learning

### Thinking Box

Think about this:

- Do skills remain the same throughout life?
- Do new tools and technologies keep changing the way we work?
- How can we continue learning even after finishing a course?

👉 Continuous learning helps us **stay relevant and confident**.

### What is Continuous Learning?

**Continuous learning means:**

- Learning new skills regularly
- Improving existing skills
- Adapting to changes in technology and work

Learning does not stop after school or training. It continues throughout life.



### What is Skill Upgradation?

**Skill upgradation means:**

- Improving your current skills
- Learning new tools and methods
- Becoming better at what you already do

**Skill upgradation helps people:**

- Perform better at work
- Take new opportunities
- Stay employable

### Role of Gen AI in Continuous Learning

**Gen AI supports learning by:**

- Explaining concepts in simple language
- Answering questions anytime
- Providing summaries and examples
- Supporting practice and revision

Gen AI acts as a **learning assistant**, not a teacher.

### Using Gen AI for Self-learning

Gen AI can help learners:

- Understand difficult topics
- Revise lessons
- Learn at their own pace

Examples

- Asking Gen AI to explain a concept
- Asking for examples or summaries
- Practicing questions and answers

Learners control **what, when, and how** they learn.



### Gen AI and Micro-learning

Micro-learning means learning:

- Small topics
- Short lessons
- One concept at a time

Gen AI is very useful for micro-learning because it:

- Gives quick explanations
- Breaks content into simple parts
- Supports short learning sessions

Micro-learning makes learning less stressful.

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Persons with Disability

### Gen AI for Skill Development in the Workplace

Gen AI helps workers:

- Learn new tools
- Improve communication skills
- Understand new processes

Examples

- Learning new software features
- Improving writing or communication
- Understanding workplace guidelines

Gen AI supports **on-the-job learning**.



## Gen AI and Accessibility in Learning

### Gen AI supports inclusive learning by:

- Reducing reading and writing effort
- Simplifying complex language
- Supporting different learning speeds

### Examples

- A learner with visual impairment uses screen readers with AI summaries
- A learner with cognitive difficulty uses Gen AI for simplified explanations
- A learner with locomotor disability uses speech-to-text with Gen AI

Gen AI helps learners learn **independently and confidently**.



## Responsible Use of Gen AI for Learning

### Follow these good practices:

- Use Gen AI to support understanding, not to avoid learning
- Cross-check important information
- Practice skills independently
- Keep learning goals clear

Learning is most effective when **humans remain engaged**.

## Real-life Example

Sneha wants to improve her skills.

- She uses Gen AI to understand new topics.
- She practices regularly.
- She applies what she learns at work.

### Because of Gen AI:

- Sneha learns faster
- Her confidence increases
- Her skills improve

Gen AI supports Sneha's learning journey.

## Planning Your Learning Journey with Gen AI

### You can use Gen AI to:

- Identify skills to learn
- Plan learning steps
- Track progress

Learning plans help maintain **focus and motivation**.



### Activity Time!

Tick (✓) the correct answers:

1. Continuous learning means:
  - Learning throughout life
  - Learning only once
  - Avoiding new skills
2. Gen AI supports learning by:
  - Explaining concepts
  - Supporting practice
  - Replacing effort
3. Skill upgradation helps by:
  - Improving employability
  - Limiting growth
  - Avoiding change

### Reflection Activity

Think about this:

- What skill would you like to learn or improve?
- How can Gen AI help you learn that skill?

Write or discuss your answer \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Skill Council for Persons with Disability

### Did You Know?

- Skills need regular improvement
- Learning improves confidence
- Technology supports lifelong learning

Learning keeps you future ready.



### What I learnt today

Put a ✓ if you know this topic well.

1. I understand continuous learning.
2. I know how Gen AI supports skill upgradation.
3. I can use Gen AI responsibly for learning.
4. I know how to plan my learning journey.

### Assistive Tools, Devices & Applications discussed in this lesson

- **Gen AI tools:** Chat-based AI tools for explanations and practice
- **Accessibility tools:** Screen readers, speech-to-text
- **Devices:** Smartphones, laptops, tablets
- **Learning tools:** Online learning platforms, digital notes



Module 7:

# ENTREPRENEURSHIP OPPORTUNITIES using Gen AI



Business Ideas

Boost Productivity

Automate Tasks

## Chapter 7.1: Self-employment & Freelance Opportunities

### In this lesson, you will learn:

1. What self-employment and entrepreneurship mean
2. How Generative AI (Gen AI) enables freelance and micro-enterprise opportunities
3. How Gen AI supports independent income generation responsibly

### Thinking Box

Think about this:

- Do all people need to work in offices to earn income?
- Can skills and technology help people work independently?
- Can digital tools help start small businesses from home?

👉 Self-employment allows people to **create their own opportunities**.

### What is Self-employment?

#### Self-employment means:

- Working for yourself
- Using your skills to earn income
- Not depending on a single employer

#### Self-employed people may:

- Work from home
- Take freelance projects
- Run small businesses

#### Self-employment offers:

- Flexibility
- Independence
- Controlling overwork

### What is Entrepreneurship?

#### Entrepreneurship means:

- Starting and managing a business
- Offering products or services
- Solving problems for others

#### Entrepreneurs:

- Identify opportunities
- Use creativity and skills
- Take responsibility for decisions

Entrepreneurship can start **small and grow slowly**.



## How Gen AI Supports Self-employment

Gen AI helps individuals by:

- Generating ideas
- Supporting content creation
- Assisting communication
- Reducing effort and cost

Gen AI acts as a **business support assistant**, not a business owner.



## Examples of Gen AI-enabled Freelance Opportunities

Let us look at some opportunities where Gen AI can help.

### 1. Content and Writing Support Services

Gen AI can help with:

- Drafting content
- Rewriting text
- Summarizing information

Possible freelance roles:

- Content assistant
- Documentation support
- Simple writing services

Human review and creativity remain important.



## 2. Digital Communication and Support Services

### Gen AI helps with:

- Drafting emails
- Creating messages
- Supporting customer communication

### Possible roles:

- Virtual assistant
- Online support assistant

Gen AI improves speed and professionalism.



## 3. Accessibility and Support Services

### Person with Disabilities can use Gen AI to:

- Offer digital support services
- Provide accessibility-related assistance
- Support inclusive communication

### Examples:

- Captioning support
- Document simplification services

Gen AI enhances inclusion and opportunity.

## 4. Micro-business and Home-based Services

### Gen AI supports:

- Business ideas
- Promotion content
- Customer communication

### Examples:

- Small online services
- Home-based digital work

Micro-enterprises can start with **low investment**.



## Why Gen AI is Helpful for PwD Entrepreneurs

### Gen AI helps PwD by:

- Reducing physical effort
- Supporting communication
- Enabling remote work

### This creates:

- Equal opportunities
- Financial independence
- Confidence

Gen AI supports **ability, not disability**.



## Responsible Use of Gen AI in Self-employment

### Follow these principles:

- Be honest about services offered
- Review all AI-generated content
- Protect client data and privacy
- Use AI ethically

Trust is essential in business.

## Real-life Example

Sita wants to work independently.

- She uses Gen AI to draft content.
- She offers digital support services online.
- She reviews and customizes every output.

### Because of Gen AI:

- Sita earns income
- She works from home
- She feels independent and confident

Gen AI supports Sita's business journey.

## Identifying Your Own Opportunity

### Ask yourself:

- What skills do I have?
- What support does Gen AI provide?
- What services can I offer?

Small steps can lead to **sustainable income**.



### Activity Time!

Tick (✓) the correct answers:

1. Self-employment means:
  - Working independently
  - Working only in offices
  - Depending on one employer
2. Gen AI supports entrepreneurs by:
  - Reducing effort
  - Supporting communication
  - Making business decisions
3. Micro-businesses can:
  - Start small
  - Require high investment
  - Avoid responsibility

### Reflection Activity

Think about this:

- What service could you offer using your skills?
- How can Gen AI help you start small?

Write or discuss your answer \_\_\_\_\_

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### Did You Know?

- Many businesses start small
- Digital tools reduce entry barriers
- Responsible use builds trust

Entrepreneurship is about **initiative and learning**.



## Chapter 7.2: Market Research, Branding & Customer Engagement

### In this lesson, you will learn:

1. What market research, branding, and customer engagement mean
2. How Generative AI (Gen AI) supports small businesses and freelancers
3. How to use Gen AI responsibly for business growth and customer trust

### Thinking Box

Think about this:

- How do businesses know what customers want?
- How do customers recognize a business?
- How do businesses communicate with customers regularly?

👉 Market research, branding, and customer engagement help businesses **connect with people**.

### What is Market Research?

#### Market research means:

- Understanding customer needs
- Knowing what products or services people want
- Learning about competitors and trends

#### Market research helps businesses:

- Make better decisions
- Avoid guesswork
- Improve products and services

Even small businesses need basic market research.



### How Gen AI Helps with Market Research

#### Gen AI can help by:

- Summarizing online information
- Identifying common customer questions
- Suggesting trends and ideas

#### Examples of Gen AI use:

- Asking AI to list customer needs
- Summarizing reviews and feedback
- Generating simple surveys or questions

Gen AI provides **support**, not final business decisions.

## What is Branding?

### Branding means:

- How a business looks and sounds
- How customers remember the business
- The message a business communicates

### Branding includes:

- Business name
- Logo and colors
- Tone of communication
- Values and promises

Strong branding builds **trust and recognition**.



## Using Gen AI for Branding

### Gen AI helps branding by:

- Suggesting brand names
- Helping write taglines
- Creating brand messages
- Maintaining consistent tone

Gen AI does not replace creativity. It **supports ideas and structure**.

## What is Customer Engagement?

### Customer engagement means:

- Communicating with customers
- Responding to questions
- Building relationships

### Engaged customers:

- Trust the business
- Return again
- Recommend services to others

Good engagement builds long-term success.



## Using Gen AI for Customer Engagement

### Gen AI helps by:

- Drafting customer messages
- Creating responses for common queries
- Maintaining polite and professional tone

### Examples:

- Replying to customer emails
- Writing social media messages
- Sending updates or reminders

Human review ensures quality and trust.

### Gen AI and Accessibility in Business Communication

Gen AI supports inclusive business practices by:

- Simplifying language
- Supporting speech-to-text
- Helping draft clear messages

This helps entrepreneurs:

- Communicate confidently
- Reach more customers
- Include diverse audiences

Inclusive communication improves reach.



### Real-life Example

Rahul runs a small digital service.

- He uses Gen AI to understand customer needs.
- He creates simple branding messages.
- He drafts customer replies using Gen AI and reviews them.

Because of Gen AI:

- Rahul understands his market better
- His business looks professional
- Customers feel engaged

Gen AI supports Rahul's growth journey.



### Responsible Use of Gen AI in Business

Follow these principles:

- Do not mislead customers
- Protect customer data
- Review AI-generated content
- Be honest and transparent

Trust is the foundation of business.

### Activity Time!

Tick (✓) the correct answers:

1. Market research helps businesses to:
  - Understand customer needs
  - Guess randomly
  - Ignore feedback
2. Branding helps businesses by:
  - Creating recognition
  - Confusing customers
  - Avoiding communication
3. Customer engagement means:
  - Communicating and building relationships
  - Selling without interaction
  - Ignoring customers

### Reflection Activity

Think about this:

- What message would you like your business to share?
- How can Gen AI help you communicate better with customers?

Write or discuss your answer \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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### Did You Know?

- Small businesses can grow with good communication
- Branding builds trust
- Responsible use of AI improves reputation

Customer trust leads to success.



### What I learnt today

Put a ✓ if you know this topic well.

1. I understand market research.
2. I know how Gen AI supports branding.
3. I can use Gen AI for customer engagement.
4. I understand responsible AI use in business.

### Assistive Tools, Devices & Applications discussed in this lesson

- **Gen AI tools:** Chat-based AI tools for research, branding, and messaging
- **Accessibility tools:** Speech-to-text, screen readers
- **Devices:** Smartphones, laptops, tablets
- **Business tools:** Email, messaging apps, social media platforms



## Chapter 7.3: Legal, Financial & Ethical Responsibilities

### In this lesson, you will learn:

1. What legal, financial, and ethical responsibilities mean for entrepreneurs
2. Why these responsibilities are important when using Gen AI for business
3. How to run AI-enabled self-employment activities responsibly and sustainably

### Thinking Box

Think about this:

- What happens if a business does not follow rules?
- How can customers trust a business?
- How can small businesses grow safely and honestly?

👉 Responsibility is as important as **skills and tools**.

### What are Responsibilities in Entrepreneurship?

**Responsibilities** are duties that a person must follow while running a business.

**For entrepreneurs, responsibilities include:**

- Following laws
- Managing money properly
- Acting honestly and ethically

Even small businesses and freelancers have responsibilities.



### Legal Responsibilities

**Legal responsibilities** mean following rules and laws related to business activities.

**Examples include:**

- Following basic business rules
- Respecting privacy and data protection
- Avoiding illegal or harmful activities

**When using Gen AI:**

- Do not misuse content
- Do not share others' data without permission
- Respect copyright and intellectual property

Legal awareness protects both the business and customers.



## Basic Legal Considerations for AI-enabled Businesses

### Entrepreneurs should:

- Use AI tools legally
- Follow platform rules
- Respect terms and conditions

### Avoid:

- Copying copyrighted content
- Misleading customers
- Using AI for harmful purposes

Following rules builds **trust and safety**.

## Financial Responsibilities

**Financial responsibilities** involve managing money carefully.

### This includes:

- Tracking income and expenses
- Setting fair prices
- Planning basic budgets

### For small businesses:

- Simple records are enough
- Transparency is important

Good financial habits support **business stability**.

## Managing Finances in AI-enabled Self-employment

### Gen AI can help with:

- Organizing expense lists
- Creating simple invoices
- Planning basic budgets

### However:

- Humans must check accuracy
- Financial decisions remain human responsibility

AI supports planning, not financial judgement.



## Ethical Responsibilities

**Ethics** means doing what is right and fair.

**Ethical responsibilities include:**

- Honesty in services
- Respecting customer privacy
- Transparent communication

**When using Gen AI:**

- Do not pretend AI work is fully human if it is not
- Do not mislead customers
- Be clear about services offered

Ethics builds long-term trust.



## Ethical Use of Gen AI in Business

**Responsible Gen AI use means:**

- Reviewing AI-generated content
- Avoiding false claims
- Using AI as a support tool

Ethical behavior protects reputation and relationships.

## Why Responsibilities Matter in Entrepreneurship

**Responsibilities help:**

- Protect customers
- Build credibility
- Avoid legal and financial problems
- Create sustainable businesses

Trust is the foundation of success.

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## Real-life Example

Anjali runs a small digital service.

- She uses Gen AI to support her work.
- She protects customer data.
- She charges fairly and communicates clearly.

**Because Anjali follows responsibilities:**

- Customers trust her
- Her business grows steadily
- She avoids problems

Responsible behavior supports long-term success.



## Simple Checklist for Responsible AI-enabled Entrepreneurship

- ✓ Follow laws and platform rules
  - ✓ Protect customer data
  - ✓ Manage finances honestly
  - ✓ Review AI-generated content
  - ✓ Communicate transparently
- Small steps make a big difference.

### Activity Time!

Tick (✓) the correct answers:

1. Legal responsibility means:
  - Following rules and laws
  - Ignoring regulations
  - Copying content freely
2. Financial responsibility includes:
  - Tracking income and expenses
  - Spending without planning
  - Avoiding records
3. Ethical behavior means:
  - Being honest and fair
  - Misleading customers
  - Hiding information



### Reflection Activity

Think about this:

- How will you ensure honesty in your work?
- What responsibility is most important to you?

Write or discuss your answer \_\_\_\_\_

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## Did You Know?

- Trust takes time to build
- One mistake can harm reputation
- Responsible businesses grow sustainably

Good practices protect your future.

### What I learnt today

Put a ✓ if you know this topic well.

1. I understand legal responsibilities.
2. I understand financial responsibilities.
3. I understand ethical responsibilities.
4. I know how to use Gen AI responsibly in business.

## Assistive Tools, Devices & Applications discussed in this lesson

- **Gen AI tools:** Chat-based AI tools for planning and documentation
- **Accessibility tools:** Speech-to-text, screen readers
- **Devices:** Smartphones, laptops, tablets
- **Business tools:** Invoice apps, budgeting tools, email platforms



**RESPONSIBLE AI USE**

## QR Code – AI Platform & Applications

### i. Top 5 AI-powered Platforms and Android Applications to Support Content Writing

Company	Web	Android
 <p>ChatGPT</p>		
		
		
		
		

ii. Top 5 AI-powered Platforms and Android Applications to Support Text to Image Generation

Company	Web	Android
 ChatGPT		
 <b>Gemini</b>		
		
 <b>Adobe Firefly</b>		
		

iii. Top 5 AI-powered Platforms and Android Applications to Support Text to Video Generation

Company	Web	Android
 <p>ChatGPT</p>		
		
		
		
		

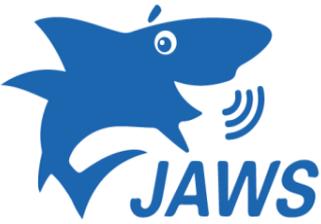
iv. Top 5 AI-powered Platforms and Android Applications to Support Text to Speech Generation

Company	Web	Android
 <p>AI Voice: Text to Speech TTS</p>		
<p>ElevenLabs</p>		
 <p>ChatGPT</p>		
 <p>MURF.AI</p>		
 <p>LoveVoice</p>		

v. Top AI-powered Platforms and Android Applications to Support Translation in Indian Language

Company	Web	Android
		
		
		
<p>Human-like AI</p> 		

vi. Top Platforms and Android Applications to Support Screen Readers

Company	Web	Android
 <p data-bbox="320 633 400 658">NVDA</p>		
		
 <p data-bbox="300 1227 421 1261">TalkBack</p>		
 <p data-bbox="300 1552 421 1585">Voiceover</p>		

vii. Top AI based Device & Android Applications to Scan Image to Speech / Text

Company	Web	Android
		
		
		

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