



AI literacy for Social Work

Because Social workers deserve
better than generic prompts and
outputs.

HOW WE GOT HERE: TESSA TOOLS

BUILT FROM PRACTICE, NOT TECHNOLOGY

TESSA Tools was built by people who actually do this work.

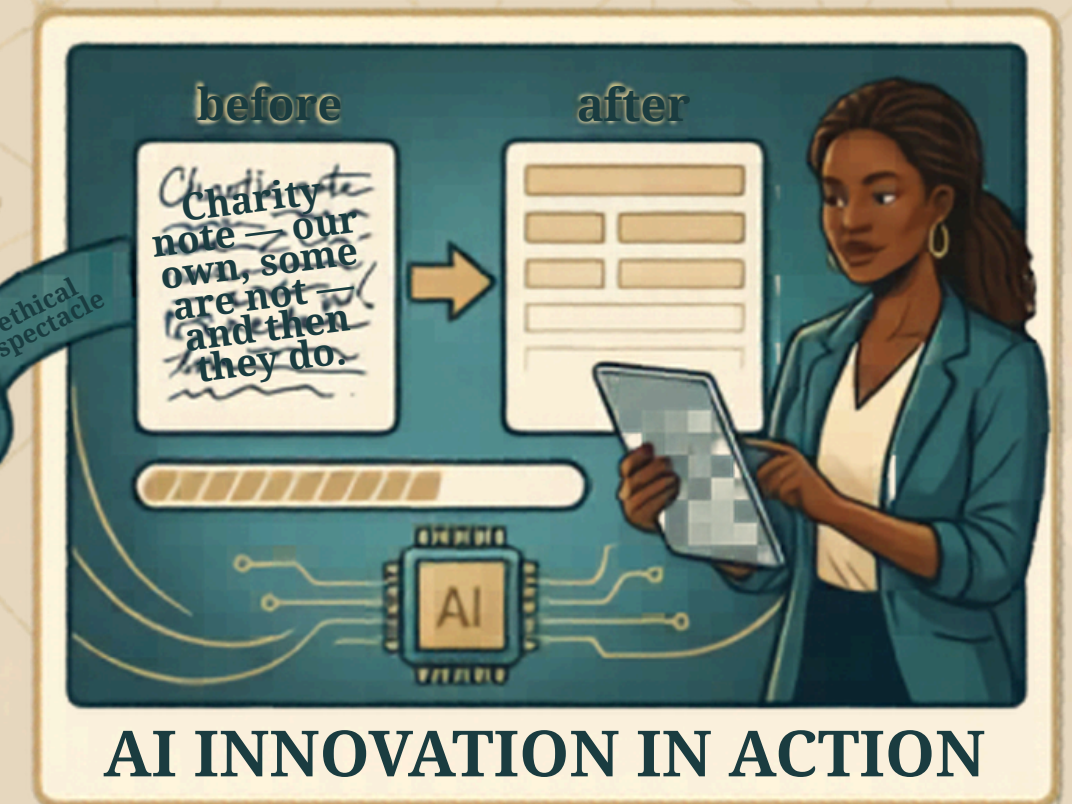


Expert knowledge in language and structure is leveraged to build robust, ethical case notes.

We did not start from tech. We started from practice.



Frontline social work practice and doctoral research in ethical AI Education



A practicing social worker who innovated beyond her training, using AI memory to format complex case notes while ensuring narrative context is preserved without repeated instructions.

THE MANDATE WITHOUT THE MANUAL



THE UK MANDATE

Prime Minister Announced:
AI to transform social care.



THE TRAINING GAP

But **NO** practical training
or guidance followed.



SOCIAL WORKER'S DILEMMA

Told to use AI with
NO specific methods for
complex services.



THE RESULT:

AI can add to workloads
rather than reducing them.

The Problem Social Workers Face



1. GENERIC & ROBOTIC OUTPUTS

Generic prompts produce generic, robotic outputs that strip out the voices of both the social worker and the service user



2. AI HALLUCINATIONS

AI can hallucinate and produce unreliable content without proper guidance

FACT



3. THE 'WORK SLOP' FIX-IT LOOP

Workers can spend hours fixing AI-generated 'work slop' rather than saving time

4. IMPACT ON CORE WORK

This affects case notes, assessments, chronologies, and court reports, some of the the core written outputs of social work



FOUNDATIONAL AI EDUCATION

THE TOKEN

We write words, the AI converts our words to numbers called tokens



MEMORY

How it recalls previous formatting and past instructions.

Crucially, *why do these concepts matter to what social workers do every day?*

- Ensuring context is maintained in complex client case management
- Optimizing data handling for efficient reporting

Understanding how AI works is the foundation for using it well.

WHAT MAKES US DIFFERENT: EMBEDDED ONBOARDING

THE STANDALONE CHALLENGE



Standalone sessions have a shelf life.

Staff leave and take knowledge with them.



New staff start with nothing.

THE TESSA SOLUTION



AI Training in Yearly Onboarding that counts as CPD .



Every New Starter Gets It.

Annual Refresh: Content updated content is refreshed with updated questions and new videos.



TESSA
— TRAINING —

What We Teach: Practical Skills & Critical Thinking



1. Create, embed, and adapt prompts across different AI systems.



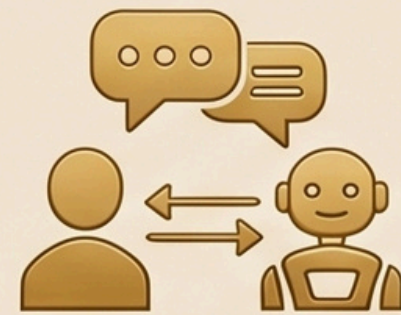
2. Be self-sufficient and not platform-dependent.



3. Work with free tools — no expensive upgrades.



4. CRITICAL AI USE: Always ask, “What did you leave out?”



5. Foster a two-way conversation, not one-click acceptance.



OUR IMPACT & KEY BENEFITS



A workforce that **understands AI**, not just uses it.



Practitioners maintain their **professional voice** and the voice of **service users**.



Training that **does not disappear** when staff move on.



A **sustainable, embedded approach** rather than a one-off session that fades.



Self-sufficient teams who can adapt as technology changes.



BESPOKE & CONSULTING SERVICES



Custom Training Modules

Modules tailored for specific social care sectors and niche fields like child safeguarding, mental health, or duty teams.



AI Governance Training

Comprehensive training for organisations to navigate complex AI policy, legal, and ethical frameworks.



Specialist AI Concepts

Deep-dive explanations of advanced AI, machine learning, and data ethics within the social care context.



On-Site Consulting

Expert guidance to establish frameworks, systems, and complete organisational integration of AI.



**Please click on the links to try the
Demo or contact me**

AI Training Onboarding *Free* Demo:

TESSA Tools:
tessa-tools.org

TESSA Research:
tessa-tools.org/research

TESSA Training:
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