

COURSE AGENDA

Robotic Process Automation (RPA)

A professional training programme focused on automation, digital transformation and emerging technologies

15 Hours Duration	eLearning Primary format	English Language
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Primary format	eLearning course delivered through the digital learning platform
Available on request	Live trainer-led online delivery or in-house classroom training
Contact us	Request a tailored quote for your organisation

About Us

This course is delivered by a team with strong expertise in cybersecurity, digital resilience, emerging technologies and secure digital transformation. Our work is grounded in internationally recognised standards, European regulatory requirements and practical experience supporting organisations operating in complex, regulated and technology-driven environments.

INFOSEC CENTER holds ISO/IEC 27001 certification for information security management and, reflecting a structured and responsible approach to cybersecurity, data protection, governance and AI-enabled technologies. The organisation is also recognised as an **EASA-approved** training provider for specialised aviation cybersecurity training, aligned with European aviation safety and information security requirements.

Our innovation capacity has been recognised through the **Impact Stars distinction** at the **Deloitte Technology Fast 50**, awarded for the innovation delivered by our Machine Learning platform. This reflects our commitment to practical, high-impact technology solutions that combine advanced digital capabilities with real business and societal value.

We are actively connected to European digital innovation networks, including the **European DIGITAL SME Alliance** and the **BSC AI Factory Incubation Program**, contributing to secure, competitive and responsible digital transformation across Europe.

Our broader innovation platform, **FACTORY X.0**, supports the secure transformation of industrial and digital ecosystems by integrating cybersecurity, automation, artificial intelligence, industrial digitalisation and advanced technology adoption, with a focus on resilience, compliance and sustainable innovation.

We support organisations in understanding cyber risk, strengthening digital infrastructure, improving governance, preparing for regulatory compliance and building a stronger security culture across aviation, industry, education, public services and digital business.

Why This Course Matters

Automation is no longer a future trend. It is an active force reshaping how organisations operate, how work is structured and what skills professionals need. Robotic Process Automation occupies a central position in this shift: it is practical, rapidly deployable and increasingly expected in modern digital workplaces.

Yet the adoption of automation carries real responsibilities. Implementing RPA without due attention to security, governance and operational impact can introduce new risks, create compliance gaps or undermine the very efficiency gains it promises. A purely technical understanding of RPA is insufficient; professionals need to understand it in context.

This course addresses that gap directly. It is designed for learners who want not only to understand how automation works, but how it can be applied safely, sustainably and in alignment with European regulatory and ethical standards. The skills developed here are relevant across sectors, from finance and public services to healthcare, logistics and industry.

Participants will leave this course equipped to:

- Identify and evaluate automation opportunities within real organisational contexts
- Understand the technical foundations of leading RPA platforms
- Apply a structured implementation approach with appropriate security and compliance controls
- Engage with the ethical, governance and workforce dimensions of automation
- Prepare for professional certification with international recognition

Course Overview

Course Title	Robotic Process Automation (RPA)
Total Duration	15 Hours
Primary Delivery Format	eLearning course delivered through the digital learning platform
Optional Delivery Formats	Available on request as live trainer-led online delivery or in-house classroom training
Target Audience	Professionals seeking to understand, implement and govern automation in digital environments
Prerequisites	No prior programming experience required; basic digital literacy assumed
Language	English

Planning & Delivery Options

The standard version of this programme is structured as an eLearning course, allowing participants to progress through the agenda in a flexible and accessible format. This option is suitable for organisations that need scalable delivery, consistent learning materials and clear assessment through the digital platform.

At the client's request, the same course agenda can also be delivered with a live trainer, either online or in an in-house classroom format. These options are recommended when the organisation wants direct interaction with the trainer, applied discussions based on internal workflows or a more guided learning experience.

For organisational enrolment, adapted delivery or group implementation, please request a tailored quote.

Learning Approach

The learning approach is built on four pillars:

01 Conceptual Clarity

Each module opens with clear explanations of core concepts before moving to application. Learners build a solid understanding of what RPA is, how it works and why it matters before engaging with practical tools.

02 Applied Learning

Case studies, scenario-based exercises and tool walkthroughs anchor abstract concepts in realistic professional contexts, building skills that transfer directly to the workplace.

03 Security & Governance Integration

Cybersecurity considerations, compliance requirements and governance principles are embedded throughout the course, because responsible automation demands this awareness at every stage.

04 Progressive Assessment

Each module includes a knowledge check through the eLearning platform. A final comprehensive assessment consolidates learning across all modules and supports preparation for GSDC certification.

Detailed Course Agenda

Module 01 Introduction & In-Depth Understanding of RPA

Learning Objectives

- Become familiar with core RPA terminology and develop a clear conceptual understanding of what robotic process automation is and how it functions.
- Understand the architectural principles of RPA systems, including how software robots interact with digital applications and workflows.
- Identify the types of processes that are suitable for automation and apply the key criteria for process selection.
- Explore the primary benefits of RPA, including improved accuracy, reduced manual effort, time savings and productivity gains, alongside a balanced assessment of its limitations.
- Understand the challenges associated with RPA adoption to ensure learners can approach implementation with realistic expectations.

Tools & Methodology

eLearning modules, optional live trainer-led sessions.

Assessment: Knowledge test via the eLearning platform.

Module 02 RPA Technologies & Practical Applicability

Learning Objectives

- Explore the leading RPA platforms available in the market, including UiPath, Automation Anywhere, Blue Prism and comparable solutions.
- Analyse the core components of RPA technologies: software architecture, robot types, workflow design and user interface interaction mechanisms.
- Understand the criteria for evaluating and selecting an RPA technology appropriate to a given organisational context and use case.

- Examine how RPA technologies integrate with existing enterprise systems, applications and digital infrastructure.
- Address cybersecurity considerations in RPA deployments, including data protection controls, access management and information security requirements.
- Review practical examples of RPA application across different industry sectors and process types.

Tools & Methodology

eLearning modules, optional live trainer-led sessions, case studies.

Assessment: Knowledge test via the eLearning platform.

Module 03 Implementing RPA

Learning Objectives

- Identify and document automation opportunities by analysing processes for suitability based on volume, rule-based logic and exception rates.
- Evaluate and select an RPA solution aligned to the specific technical requirements and organisational context of the target environment.
- Plan and design the automation workflow, including detailed process mapping, exception handling logic and rule definition.
- Develop and validate RPA robots in a controlled testing environment, ensuring that automation behaviour meets defined requirements and quality standards.
- Deploy RPA robots to the production environment following structured testing, stakeholder validation and change management procedures.
- Establish monitoring frameworks and optimisation routines to maintain robot performance, reliability and alignment with evolving process requirements.

Tools & Methodology

eLearning modules, optional live trainer-led sessions, case studies.

Assessment: Knowledge test via the eLearning platform.

Module 04 RPA Maintenance & Optimisation

Learning Objectives

- Monitor RPA robot performance systematically, identifying exceptions, failure patterns and opportunities for process improvement.
- Maintain and update RPA robots in response to changes in underlying systems, business rules or regulatory requirements.
- Manage exception handling and error resolution to ensure continuity and reliability of automated processes.
- Apply security and compliance controls throughout the maintenance lifecycle, including access reviews, audit logging and change documentation.
- Reassess automation scope and redesign robots when process changes render existing automation ineffective or misaligned.
- Measure and communicate the return on investment of RPA initiatives using structured metrics, including time savings, error reduction and productivity impact.

Tools & Methodology

eLearning modules, optional live trainer-led sessions, case studies.

Assessment: Knowledge test via the eLearning platform.

Module 05 RPA & the Future of Work

Learning Objectives

- Examine how RPA is transforming labour markets and reshaping the structure of work, particularly in repetitive, rule-based roles.
- Explore the emerging roles and competencies required to work effectively alongside automation technologies in evolving digital organisations.
- Understand the strategic importance of continuous learning and skills development for professionals operating in increasingly automated environments.

- Analyse the potential of RPA to enhance remote and hybrid work models by improving the efficiency and reliability of distributed digital processes.
- Engage with the ethical dimensions of RPA, including transparency in automated decision-making, accountability for robot actions and the broader human impact of automation.
- Consider the longer-term trajectory of RPA and adjacent technologies, and their likely influence on the organisation of work over the next decade.

Tools & Methodology

eLearning modules, optional live trainer-led sessions, case studies.

Assessment: Knowledge test via the eLearning platform.

Module 06 Course Closing & Consolidation

Learning Objectives

- Consolidate understanding across all five modules through a structured review of core concepts, key frameworks and applied knowledge.
- Prepare for the final assessment by revisiting the most significant themes, tools and principles covered throughout the programme.
- Receive personalised trainer feedback on learning progress and areas for further professional development when the course is delivered with trainer support.

Tools & Methodology

Final online assessment, optional trainer review session, individual feedback where applicable.

Assessment & Certification

Assessment in this course is continuous, formative and cumulative. Rather than relying on a single high-stakes examination, the programme uses a layered approach that supports learning throughout and ensures that the final certification reflects a genuine command of the material.

Assessment Type	Description
Module Knowledge Checks	Each module is followed by a knowledge test delivered through the eLearning platform. These tests reinforce learning at the point of completion and allow learners to identify any gaps before progressing.
Final Assessment	A comprehensive online test covering all modules is completed at the end of the course. This assessment evaluates the learner's overall understanding and ability to apply key concepts across the programme.
Trainer Feedback	When trainer-led delivery is requested, live session interactions and final assessment performance can be reviewed by the course trainer, who provides structured feedback to support ongoing professional development.
Certificate of Completion	Participants who successfully complete the course and final assessment may receive a certificate of completion issued by INFOSEC CENTER, confirming participation and successful completion of the training programme.

Closing Note

Automation is not simply a technology choice. It is a professional decision with operational, organisational and ethical dimensions. The organisations that benefit most from RPA are those that approach it with clarity of purpose, sound governance and genuine attention to the people and processes involved.

This course has been designed with that understanding at its core. It aims to prepare learners not only to use RPA tools, but to deploy them responsibly, with the security awareness, compliance orientation and professional judgement that modern digital environments demand.

We hope this programme supports your development as a confident, capable and responsible professional in an increasingly automated world. The knowledge and perspective you build here will remain relevant far beyond any single tool or platform.

We wish you a productive and insightful learning experience.

Primary format: eLearning course

Live trainer-led and in-house delivery available on request

Request a quote: contact@edkore.com