

● Sample report for Example Organisation Ltd

AI Education

Learning needs by role, a programme for each audience, how completion is assessed, and the badges awarded on completion.



“Knowing what to ask AI is useful. Knowing when not to trust the answer is a professional skill.”

Prepared for
Example Organisation Ltd
a fictional organisation

Prepared by
AI Assist
part of Cloud Assist Group

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sample edition

Engagement
AI Education
programme and pilot report

About this sample. This is what the report from an AI Education programme looks like. Example Organisation Ltd is fictional: a UK employer of about 2,400 people across six UK sites, with a small team in Dublin. Its people, figures, findings and badge records are invented to show the format, and the badge designs are illustrative. A real report is built from your own people, roles, tools and rules.

1 Summary

Keen to use AI, and ready to learn to use it well

Example Organisation's people already use AI, mostly for drafting and mostly without guidance, and their confidence runs ahead of their skill. We designed one programme with three tracks, piloted it with 36 people and awarded 31 AI Education badges on completion. The programme is ready to roll out from January 2027.

31 of 36

AI Education badges awarded in the pilot
Illustrative. The other five are working towards theirs, with feedback and another attempt.

People in scope Illustrative**42**

leaders

1,180in HR and
business
teams, wave
one**28**

specialists

Four things leaders should know

- 1 Confidence runs ahead of skill.** People who said they felt confident with AI were no more likely to spot a wrong answer in the baseline exercise. Practice closes that gap; information alone doesn't.
- 2 People want rules they can follow.** Most of the risky use we saw came from not knowing what was allowed. Every track now teaches the same one-page guide.
- 3 One rule needs a decision first.** Nobody can say whether personal AI accounts may be used for work. Leaders should decide before the teams' track rolls out.
- 4 The pilot worked, with changes.** We shortened the leaders' module on regulation and added a second practice lab for teams.

How we found the learning needs Illustrative**22**conversations,
board to front line**318**baseline exercises
on real tasks**6**teams observed at
work**4**policies and
guides reviewed**1**inventory of AI
tools in use

The programme at a glance

Track	Who	Modules	Assessed by	Badge on completion
Leaders	Executive team and senior managers	1, 2, 5, 6	Decision scenario	AI Education: Leaders
HR and business teams	People who use AI in their daily work; wave one is HR, customer service and finance	1, 2, 3, 4	Observed task	AI Education: HR and Business Teams
Specialists	AI champions, and IT, data, risk and procurement colleagues	1, 2, 3, 6, 7, 8	Case review	AI Education: Specialists

Badges, awarded on completion. Everyone who completes a track earns an AI Education badge, so they can show what they have learned. The badge record on page 5 shows the organisation who has completed what, by audience.

2 Learning needs

Confidence runs ahead of skill

We asked people how confident they feel using AI, then gave them a short exercise on a task from their own work. Each exercise held one planted error, and one request containing personal data that shouldn't go into a public AI tool. All figures are illustrative.



Share of each audience in the baseline exercise. "Teams" means HR and business teams.

What each audience needs

Audience	What we found	What they need from the programme
Leaders	Strong support for AI that gives people time back. An uneven grasp of its limits, and no shared view of which uses need approval.	Enough understanding to set direction, approve or decline AI uses with reasons, and lead the change.
HR and business teams	Public AI tools used for drafting in four of six teams. Few check sources. Several people pasted personal data into the exercise without noticing.	Everyday habits with the approved tool: clear requests, checking the output, keeping personal data out, and knowing who to ask.
Specialists	IT and data colleagues are confident with the tools, less so with testing for unfair outcomes and recording decisions. There are no AI champions yet.	Skills to assess tools and suppliers, test output, record decisions and support colleagues as AI champions.
Everyone	Nobody could find the AI guidance, because there isn't any yet. People asked for something short.	One shared set of rules, on one page: what you can use AI for, what to check first and what you must not do.

What training alone won't fix

Three findings need a decision or a fix, not a course. We've kept them out of the programme and put them in the next steps on page 5.

An unclear rule on personal AI accounts

People can't follow a rule that hasn't been made. Leaders should decide it before the teams' track rolls out.

Out-of-date service guides

AI answers drawn from old guides will be wrong however carefully people check. The guides need an owner and a review.

Uneven access to the approved tool

Two teams don't have the approved assistant in their licence tier, so they use public tools instead.

3 The programme

One programme, three tracks, built on the same rules

Every track starts with the same two modules, so everyone shares one language and one set of rules. Each track then adds what its audience needs to know, do and decide, and ends in a practical assessment and a badge.

Leaders

Executive team and senior managers
(42, illustrative)

Aim

Set direction, approve or decline AI uses with reasons, and lead the change honestly.

Modules

1, 2, 5 and 6

Format

Two workshops, then a decision scenario with an assessor.

Badge

AI Education: Leaders

HR and business teams

People who use AI in their daily work
(1,180 in wave one, illustrative)

Aim

Use the approved tool well, check what it produces, and know when to stop and ask.

Modules

1, 2, 3 and 4

Format

An introduction, two practice labs on their own tasks, then an observed task.

Badge

AI Education: HR and Business Teams

Specialists

AI champions, and IT, data, risk and procurement colleagues (28, illustrative)

Aim

Assess tools and suppliers, test output, record decisions and support colleagues.

Modules

1, 2, 3, 6, 7 and 8

Format

Three workshops, a supplier case review and a champion briefing.

Badge

AI Education: Specialists

What each module covers

#	Module	What it covers	Leaders	Teams	Specialists
1	AI in plain English	What generative AI is, how it produces answers, why it can sound sure and still be wrong, and where it helps most.	Core	Core	Core
2	Our rules for AI	Approved tools, the one-page guide (can, check first, must not), personal and sensitive data, and who to ask.	Core	Core	Core
3	Checking the output	Sources, facts and figures, weak or invented answers, and unfair wording or outcomes.	–	Core	Core
4	AI in your own work	Practice labs on approved tasks from each team: drafting, summarising, searching guides and preparing data, using approved material only.	–	Core	–
5	Leading with AI	Where AI fits the strategy, the impact on people and roles, leading the change honestly, and what to measure.	Core	–	–
6	Deciding on AI uses	Approve, adapt or decline: purpose, data, risk, higher-risk uses such as recruitment screening, and keeping a record of the decision.	Core	–	Core
7	Assessing tools and suppliers	Questions for suppliers, data terms, and testing output quality and fairness before and after go-live.	–	–	Core
8	Supporting colleagues	The AI champion role: coaching, collecting questions, spotting risky use and raising concerns.	–	–	Core

Modules 1 and 2 are the same for everyone; the examples and practice tasks change by audience. The EU AI Act's AI literacy duty (Article 4, applying since 2 February 2025) asks for learning suited to people's roles and the context they use AI in. It doesn't ask for a certificate.

4 Completion and badges

Assessed on real tasks, badged on completion

A badge is awarded when someone completes their track: the modules, a practical assessment with feedback, and a practice review once they're back at work. Attending alone doesn't earn one.

Track	Practical assessment	Completed when
Leaders	Decision scenario: approve, adapt or decline a proposed AI use, and explain why to an assessor.	Modules done, the scenario passed, and one real AI use reviewed with their team.
HR and business teams	Observed task: a real task done with the approved tool, including finding a planted error and handling a request with personal data.	Modules done, the observed task passed, and the practice review returned.
Specialists	Case review: assess a tool or supplier against the rules, test a sample of its output and record a decision.	Modules done, the case review passed, and the champion briefing attended.

Fair by design. Reasonable adjustments are agreed in advance. Anyone who doesn't pass first time gets feedback and another attempt. Results are used to award badges and improve the programme, never in performance ratings.

The badges

Sample designs

**AI Education: Leaders**

Shows the holder's name, the track, the date earned and the topics covered: modules 1, 2, 5 and 6.

**AI Education: HR and Business Teams**

Shows the holder's name, the track, the date earned and the topics covered: modules 1 to 4.

**AI Education: Specialists**

Shows the holder's name, the track, the date earned and the topics covered: modules 1, 2, 3, 6, 7 and 8.

Sample badge record: pilot cohort

Extract

Learner	Role	Track	Assessment	Badge awarded
L-007	Chief Operating Officer	Leaders	Decision scenario passed	18 September 2026
L-012	HR Director	Leaders	Decision scenario passed	18 September 2026
L-148	Customer service team lead	HR and business teams	Observed task passed	2 October 2026
L-233	HR adviser	HR and business teams	Observed task passed at second attempt, after feedback	9 October 2026
L-402	Data analyst, AI champion	Specialists	Case review passed	7 October 2026
L-417	Procurement lead	Specialists	Feedback given; second attempt booked	Working towards

Pilot: 36 started, 31 badges awarded, 5 working towards theirs. Learner numbers replace names in this extract. All entries are illustrative.

Next steps

- 1** **Decide** the rule on personal AI accounts.
- 2** **Fix** access: approved tool for the two teams without it, and an owner for the service guides.
- 3** **Roll out** the teams' track to wave one from January 2027.
- 4** **Appoint** and badge 12 AI champions before wave two.

5 About AI Assist

AI that works for people

AI Assist helps organisations use AI where it genuinely helps, and tells them honestly when it won't. Simple, ethical AI that puts people first. No hype. No jargon. Just clarity.

“Sometimes the answer is better process. Sometimes it's smarter use of existing tools. And sometimes, yes, it's AI. Our job is to tell you which, honestly.”

Learning that sticks

We teach on real tasks with the tools you already have or have approved, and check that it worked.

Ethics as standard

Every engagement includes ethical assessment, bias testing, governance and transparency.

Plain English, always

If your finance director can't follow the recommendation, we haven't done our job.

How AI Education runs



Our services

- AI Readiness Assessment
- Ethical AI Strategy
- **AI Education** (this report)
- Compliance & Risk Management
- Custom AI Solutions
- Schools AI Readiness
- Sovereign AI for Small Businesses and Medium Enterprises

Part of Cloud Assist Group



Book a discovery call

No pitch. No pressure. Just 30 minutes to understand your challenge and explore whether we can help.

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