

AI Awareness, Responsible Use and Practical Application Training

Service Definition

1. Service overview

AI Awareness, Responsible Use and Practical Application Training is a structured training and knowledge transfer service designed to build understanding of artificial intelligence, it's appropriate use and associated risks. It supports public sector organisations that need to improve awareness, confidence and capability when using AI in day-to-day work.

2. How the service works

The service is delivered through planned training sessions aligned to agreed objectives and audience needs.

Typical delivery activities include:

- Onboarding to confirm training scope, objectives and attendees
- Review of organisational context and intended AI use
- Delivery of AI fundamentals and common terminology
- Overview of current AI capabilities and limitations
- Guidance on responsible and ethical use of AI
- Discussion of risks, bias, transparency and accountability
- Overview of data protection, governance and policy considerations
- Practical examples of appropriate AI applications
- Scenario-based discussions and exercises
- Provision of supporting training materials

Training is typically delivered remotely and scheduled to suit buyer availability.



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3. Skills and experience

The service is delivered by practitioners with experience in digital technology, AI use in organisational contexts and risk-aware training delivery.

Roles typically involved include:

- Delivery or training lead
- AI specialist
- Governance, risk or data specialist

The team applies established training approaches suitable for public sector teams and operational environments.

4. Relevant experience

The supplier has the ability to deliver AI awareness and responsible use training for public sector and regulated organisations.

Typical examples include:

- Training to support safe adoption of AI tools
- Workshops addressing AI risks, governance and data protection
- Practical sessions exploring appropriate AI use cases

These engagements result in improved understanding of AI opportunities and constraints and more informed use within teams.

5. Onboarding and offboarding

Onboarding

The service begins with mobilisation to confirm training objectives, scope, attendees and scheduling. The buyer provides information on team roles, intended AI use and any relevant policies or guidance.

Offboarding

At completion, all training materials and agreed outputs are provided to the buyer. A close-out session may be held to review learning outcomes and confirm any follow-up actions.

6. Service constraints

The service provides training and knowledge transfer only and does not include AI system design, configuration or implementation. Training effectiveness depends on attendee participation and existing knowledge levels. Sessions are time-boxed and typically delivered remotely. Content reflects current AI tools, guidance and regulatory context and may require updating as technologies or policies change.

7. Service management and support

Delivery is managed by a named delivery lead responsible for coordination, scheduling and communication. Progress is reviewed during delivery to ensure training objectives are met. Ongoing support after training delivery is not included.

8. Technical and operational requirements (if applicable)

Buyer involvement may include providing access to collaboration tools for remote training and any relevant internal guidance or policies. No specialist buyer-provided technical infrastructure is required.

9. Hosting, data and security

The service does not include hosting or operation of systems. Any buyer-provided information is used solely for training purposes and handled in line with agreed confidentiality requirements. No long-term data storage is required.

10. Exit, data return and deletion

At the end of the service, all buyer-owned materials and training outputs are returned. Any copies held for delivery purposes are deleted in line with agreed confidentiality arrangements. No ongoing access or transition support is provided beyond close-out activities.



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