

AI Training and Capability Development

Service Definition

1. Service overview

AI Training and Capability Development provides structured training and learning support to help public sector organisations build understanding, skills and confidence in working with AI-enabled tools and services. The service supports organisational readiness, responsible use and informed decision-making through role-appropriate training and capability development.

2. How the service works

The service is delivered as a planned training and capability development engagement aligned to the buyer's objectives and audience needs.

Typical activities include:

- Training needs assessment based on roles and responsibilities
- Design of role-based AI training content
- Delivery of AI fundamentals and awareness sessions
- Responsible and ethical AI training
- User-focused training workshops
- Technical briefings for relevant teams
- Scenario-based learning activities
- Knowledge transfer and discussion sessions
- Provision of training materials and guidance

Training is typically delivered remotely through workshops or sessions. Buyers are expected to provide participant access, learning objectives and organisational context.



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3. Skills and experience

The service is delivered by practitioners with experience in digital capability development, training and AI-related advisory work.

Roles involved may include:

- AI trainer
- Transformation or capability consultant
- Technical specialist
- Delivery or engagement lead

The team applies adult learning principles and public sector-appropriate approaches to capability building.

4. Relevant experience

The supplier has the ability to deliver training and capability development activities for public sector and regulated organisations, including the ability to:

- Delivering digital and AI technology training programmes
- Supporting teams to understand new and emerging technologies
- Building organisational capability through structured learning

This experience is designed to support improved understanding, reduced skills gaps and increased confidence in adopting new technologies.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation phase to confirm objectives, audiences, delivery format and schedules. Buyers provide participant details, organisational context and access to learning platforms where required.

Offboarding

At completion, all agreed training materials and guidance are provided to the buyer. A close-out session confirms delivery, learning outcomes and any follow-up recommendations.

6. Service constraints

The service provides training and capability development only. It does not include formal qualifications, accreditation or certification. Training content is tailored to agreed objectives and audiences. Delivery depends on participant availability and engagement. Technical depth is limited to the agreed scope and does not include system development or hands-on implementation. Delivery is typically remote unless otherwise agreed.

7. Service management and support

A named delivery or engagement lead manages the service and acts as the primary point of contact. Progress is managed through agreed schedules and check-ins. Any delivery issues or risks are communicated to the buyer promptly. Ongoing training support beyond the agreed engagement is not included.

8. Technical and operational requirements (if applicable)

Not applicable.

9. Hosting, data and security

The service does not include hosting. Any information provided by the buyer is used solely for training delivery and handled in line with agreed confidentiality and data protection requirements. No long-term data storage is required.

10. Exit, data return and deletion

On exit, buyer-owned materials and training outputs are returned. Any copies held by the supplier are deleted in accordance with agreed retention and confidentiality arrangements. No ongoing support is provided beyond the agreed offboarding activities.



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