Taught by Humans - Service Definition

1. Overview

Taught by Humans is a cloud-based platform that helps regulated organisations adopt AI and data tools safely, responsibly and effectively.

It combines guided learning, usable AI tools, and secure knowledge hosting in a single subscription service. The platform is designed for teams working in government, law, finance and other high-compliance sectors.

Delivered as Software as a Service (SaaS), Taught by Humans supports public sector teams to develop capability, increase productivity and maintain oversight of how AI is used across the organisation.

2. Service Packages

Learn

- Personalised AI and data learning content
- Assessments, certification and skills tracking
- Web-based access for individual professionals
- £200/user/year or £20/month
- Volume discounts available

Use

- All LEARN features
- AI tools (e.g. policy builder, privacy checker, proposal writer)
- Upload up to 100 documents to power private chatbots
- Manager dashboards and usage insights
- £500/user/year or £50/month
- Optional onboarding and admin support

Create

- Unlimited users and documents
- Custom workflows and AI assistants
- Organisational knowledge hosting

- Branding, permissions, advanced dashboards
- **Onboarding, admin support and platform configuration included**
- From £25,000/year

All plans are subject to a Fair Usage Policy.

3. Key Features

- Accessible, browser-based platform (no installation needed)
- AI tools designed for regulated industries
- Integrated learning and compliance tracking
- Document upload with private chatbot assistants
- Manager dashboards for visibility and control
- Optional onboarding, support, and training
- Certified under UK Cyber Essentials

4. Use Cases

Taught by Humans supports a range of public sector use cases, including:

Onboarding and Induction

Build structured learning pathways for new staff, with AI-powered guidance, assessments and chatbot access to key documents.

AI and Data Capability Building

Upskill civil servants and frontline workers with practical AI tools, contextualised learning content and compliance support.

Process Optimisation

Streamline internal processes like policy writing, survey generation and knowledge sharing using secure AI workflows.

Safe, Guided AI Adoption

Roll out AI tools in a compliant, auditable and user-friendly way — with governance controls, dashboards and guided usage.

Examples include:

- Onboarding probation officers (live pilot with Ministry of Justice)
- Training programmes for employees, including AI skills and tech transformation projects
- Safe, guided AI workflows for routine tasks
- Centralised knowledge access (for desk or remote workers)

5. Getting Started

Learn and Use

- Users self-onboard through a guided interface
- Support documentation available online
- Optional onboarding session available for teams

Create

- Full onboarding delivered by our team
- Includes admin training, content setup and custom workflows

Trial access is available for LEARN and USE (7-30 days). A demo version of CREATE can be arranged on request.

6. Offboarding and Data Export

When a contract ends:

- Users may request a full data export
- Formats: CSV, PDF, JSON where applicable
- Data retained up to 12 months after inactivity
- Full offboarding process included in standard terms

7. Support and SLAs

Support

- Email/ticketing support available

- Onboarding support included with Create
- Web chat and phone support not currently offered

Availability

- Target 99.5% uptime (9-5 Monday - Friday, outside of planned maintenance)
- Service status communicated by email
- Dependencies on subprocessors (e.g. Cloudflare) are disclosed

8. Security and Compliance

- Certified under UK Cyber Essentials
- Data stored in EU and UK regions only
- Subprocessors: Supabase, Vercel, OpenAI
- Data encrypted at rest and in transit (TLS 1.2+)
- No personal data is used to train external AI systems
- Fair usage policy prevents resource overuse. This includes limits on document uploads and chatbot usage to ensure consistent performance across all users.

9. Accessibility

- Designed to meet WCAG 2.2 AA accessibility standards
- Tested with assistive tech users (via MoJ pilot)
- Supports screen readers and keyboard navigation
- Passes automated accessibility tests (Lighthouse, Axe)
- Simple, high-contrast layouts and structured headings
- Documentation available in accessible HTML format. Alternative formats (e.g. PDF/A or ODF) available on request.

10. What’s Not Included

The following are not included by default:

- Phone support
- On-premise or self-hosted deployments
- Custom branding (except on Create plans)
- Unlimited document uploads on Learn or Use
- Third-party AI training or model fine-tuning