

COMPLIANCE WORKING RECORD

AI literacy programme: AI literacy measures and evidence

European Union. Rule pack eu-ai-literacy-2026-08-02.1. Assessment dated 5 August 2026.

Document control

Field	Value
Organisation	Northbridge Digital Services Ltd
Document type	AI literacy evidence review
Document reference	northbridge-digital-services-ltd-ai-literacy-programme-evidence-review
Jurisdiction	European Union
Version	1.2
Status	Ready for accountable review
Classification	Internal governance record
Prepared by	AI governance lead
Prepared on	5 August 2026
Rule pack	eu-ai-literacy-2026-08-02.1
Sources reviewed	2 August 2026
Generated	7 August 2026

Sample notice

Fictional sample for inspection only. Replace every organisation, system, role, risk, measure, evidence, decision and review detail before operational use.

Programme record

Field	Value
Organisation	Northbridge Digital Services Ltd
Programme	AI literacy programme

Field	Value
Version	1.2
Approver	Technology and Risk Committee
Approval decision	Approved with conditions
Approval date	1 August 2026
Approval evidence	TRC-2026-08-01, minute 6.2
Approval conditions or reasons	Complete the scheduled technical assurance briefing by 20 August 2026 and retain attendance evidence before the programme is treated as fully implemented.
Role	both
Accountable owner	AI governance lead
Assessment date	5 August 2026
Review owner	AI governance lead
Next review	5 November 2026

Programme design

Objectives: People understand the AI systems they use, apply the recorded safeguards, maintain meaningful human review and escalate unreliable, discriminatory, confidential or otherwise harmful outputs.

Accessibility and participation: Materials are available as accessible HTML, tagged PDF and facilitated sessions. People can request translated material, extra time or another reasonable adjustment through the learning team.

Assessment and effectiveness: Scenario exercises, short knowledge checks and sampled work reviews test practical understanding. The programme owner reviews incidents, escalations and quality findings by audience.

Feedback and improvement: Questions and suspected gaps are recorded in the governance service desk. The AI governance lead assigns an owner, records the decision and tracks any programme change to closure.

Evidence retention: Approved programme versions, source materials, participation evidence, assessments, committee decisions and review records are held in the governance repository for six years, subject to the corporate retention schedule.

Systems and people in scope

Systems: SupportFlow customer assistant version 3.8 and DocumentRoute classifier version 2.4..

People: Customer-support agents, product managers, quality reviewers, platform engineers and contracted support reviewers who operate or use the systems on the organisation's behalf..

Recorded measures

Measure	Audience	Systems	Status
Customer-support AI use and escalation workshop	Customer-support agents and contracted reviewers	SupportFlow customer assistant version 3.8	delivered
Technical assurance and monitoring briefing	Platform engineers, product managers and quality reviewers	SupportFlow version 3.8 and DocumentRoute version 2.4	scheduled

Measure	Delivery or scheduled date	Owner	Coverage
Customer-support AI use and escalation workshop	28 July 2026	Customer operations learning lead	System purpose and limits, hallucination, confidentiality, discrimination, accessible communication, human review, prohibited uses and escalation.
Technical assurance and monitoring briefing	20 August 2026	Machine learning assurance lead	Model limitations, test evidence, monitoring thresholds, incident response, transparency controls, human oversight and change approval.

Measure	Materials reference	Participation reference
Customer-support AI use and escalation workshop	LMS-AI-SUPPORT-2026-03, facilitator pack version 2.1	LMS-COMPLETION-2026-07-28 and workshop attendance register
Technical assurance and monitoring briefing	AIG-BRIEF-2026-08, approved agenda and technical assurance workbook	

Review status

Field	Value
Status	Ready for accountable review
Unresolved programme items	0
Unresolved delivery evidence	0
Unresolved review items	0

Field	Value
Evidence identified	17
Missing	0
Uncertain	0

Programme design: Version and approval owner

Commission AI literacy Q&A, documentation section. The programme has a controlled version and a named person or body responsible for approval.

Result: Evidence identified. A controlled programme version and accountable approval decision were recorded.

Recorded details: Version 1.2; Approver: Technology and Risk Committee; Decision: Approved with conditions; Decision date: 2026-08-01; Approval evidence: TRC-2026-08-01, minute 6.2; Conditions or reasons: Complete the scheduled technical assurance briefing by 20 August 2026 and retain attendance evidence before the programme is treated as fully implemented..

Evidence reference: TRC-2026-08-01, minute 6.2.

Programme design: Programme objectives

Commission AI literacy Q&A, compliance section. The programme states the practical knowledge, behaviour and escalation outcomes it is intended to support.

Result: Evidence identified. The programme control is recorded in the generated editable programme.

Recorded details: People understand the AI systems they use, apply the recorded safeguards, maintain meaningful human review and escalate unreliable, discriminatory, confidential or otherwise harmful outputs..

Evidence reference: AI literacy programme 1.2.

Scope: People operating or using AI

Article 4(1). Staff and other people operating or using AI systems on the organisation's behalf are identified.

Result: Evidence identified. The factor and a specific supporting evidence reference were recorded.

Recorded details: Customer-support agents, product managers, quality reviewers, platform engineers and contracted support reviewers who operate or use the systems on the organisation's behalf..

Evidence reference: AI-PEOPLE-REGISTER-2026-Q3.

Tailoring factors: Technical knowledge and experience

Article 4(1). Measures take account of the technical knowledge and experience of in-scope people.

Result: Evidence identified. The factor and a specific supporting evidence reference were recorded.

Recorded details: The needs analysis separates occasional users, operational reviewers and technical teams. It records differing familiarity with generative outputs, confidence scores, prompt design and monitoring tools..

Evidence reference: AI-LEARNING-NEEDS-2026-02.

Tailoring factors: Education and training

Article 4(1). Measures take account of the education and training of in-scope people.

Result: Evidence identified. The factor and a specific supporting evidence reference were recorded.

Recorded details: Prior induction, privacy and information-security learning is mapped by role. The programme records additional AI-specific learning for each audience and refresher requirements for contractors..

Evidence reference: LEARNING-MATRIX-2026-Q3.

Tailoring factors: Context of use

Article 4(1). Measures take account of the context in which the AI systems are used.

Result: Evidence identified. The factor and a specific supporting evidence reference were recorded.

Recorded details: SupportFlow drafts responses that must be reviewed by an agent. DocumentRoute proposes internal routing labels and does not make final customer or employment decisions..

Evidence reference: AIS-004 and AIS-009 system inventory records.

Tailoring factors: People and groups affected

Article 4(1). Measures take account of the persons or groups on whom the AI systems are to be used.

Result: Evidence identified. The factor and a specific supporting evidence reference were recorded.

Recorded details: Customers may receive assistant-supported responses. Workers may be affected by routing and quality-review processes. The impact record identifies children, people with accessibility needs and people using translated support as groups requiring additional care..

Evidence reference: AI-IMPACT-REGISTER-2026-07.

Measures: General AI understanding

Commission AI literacy Q&A, compliance section. The recorded measures cover practical AI understanding, including relevant opportunities, risks and possible harm.

Result: Evidence identified. Delivered or scheduled measures include recorded learning coverage and supporting materials.

Recorded details: System purpose and limits, hallucination, confidentiality, discrimination, accessible communication, human review, prohibited uses and escalation. | Model limitations, test evidence, monitoring thresholds, incident response, transparency controls, human oversight and change approval..

Evidence reference: LMS-AI-SUPPORT-2026-03, facilitator pack version 2.1 | AIG-BRIEF-2026-08, approved agenda and technical assurance workbook.

Measures: Provider or deployer role

Commission AI literacy Q&A, compliance section. The organisation's provider or deployer role is recorded and linked to the systems in scope.

Result: Evidence identified. The factor and a specific supporting evidence reference were recorded.

Recorded details: both; systems: SupportFlow customer assistant version 3.8 and DocumentRoute classifier version 2.4..

Evidence reference: AI-ROLE-ASSESSMENT-2026-04.

Measures: Risk-aware content

Commission AI literacy Q&A, compliance section. The measures are based on the risks associated with the AI systems in scope.

Result: Evidence identified. The factor and a specific supporting evidence reference were recorded.

Recorded details: The programme addresses hallucination, automation bias, confidentiality, discriminatory output, inaccessible content, model drift, inappropriate reliance and failure to escalate uncertainty..

Evidence reference: AI-RISK-REGISTER-2026-Q3.

Measures: Measures delivered or scheduled

Commission AI literacy Q&A, compliance section. At least one measure is delivered or scheduled for an identified audience and date.

Result: Evidence identified. Every delivered or scheduled measure has a title, audience and date.

Recorded details: Customer-support agents and contracted reviewers | Platform engineers, product managers and quality reviewers.

Evidence reference: Customer-support AI use and escalation workshop: 2026-07-28 | Technical assurance and monitoring briefing: 2026-08-20.

Evidence: Measure evidence record

Commission AI literacy Q&A, documentation section. Each delivered or scheduled measure records its audience, date, owner, coverage and supporting material.

Result: Evidence identified. Every delivered or scheduled measure has the required internal record fields.

Recorded details: 2 complete measure records.

Evidence reference: LMS-AI-SUPPORT-2026-03, facilitator pack version 2.1 | LMS-COMPLETION-2026-07-28 and workshop attendance register | AIG-BRIEF-2026-08, approved agenda and technical assurance workbook.

Programme controls: Accessibility and participation

Commission AI literacy Q&A, compliance section. The programme records how people can access and participate in the measures, including adjustments where needed.

Result: Evidence identified. The programme control is recorded in the generated editable programme.

Recorded details: Materials are available as accessible HTML, tagged PDF and facilitated sessions. People can request translated material, extra time or another reasonable adjustment through the learning team..

Evidence reference: AI literacy programme 1.2.

Programme controls: Learning and effectiveness assessment

Commission AI literacy Q&A, documentation section. The programme records how understanding, practical application or measure effectiveness will be reviewed.

Result: Evidence identified. The programme control is recorded in the generated editable programme.

Recorded details: Scenario exercises, short knowledge checks and sampled work reviews test practical understanding. The programme owner reviews incidents, escalations and quality findings by audience..

Evidence reference: AI literacy programme 1.2.

Programme controls: Feedback and improvement route

Commission AI literacy Q&A, documentation section. People in scope have a recorded route to raise questions, report gaps and improve the measures.

Result: Evidence identified. The programme control is recorded in the generated editable programme.

Recorded details: Questions and suspected gaps are recorded in the governance service desk. The AI governance lead assigns an owner, records the decision and tracks any programme change to closure..

Evidence reference: AI literacy programme 1.2.

Programme controls: Evidence retention approach

Commission AI literacy Q&A, documentation section. The programme records which evidence will be retained, where it will be kept and how long it will be available.

Result: Evidence identified. The programme control is recorded in the generated editable programme.

Recorded details: Approved programme versions, source materials, participation evidence, assessments, committee decisions and review records are held in the governance repository for six years, subject to the corporate retention schedule..

Evidence reference: AI literacy programme 1.2.

Evidence: Review and update route

Commission AI literacy Q&A, compliance section. A named owner, review date and change triggers are recorded for updating the measures.

Result: Evidence identified. A review owner, next review date and change triggers were recorded.

Recorded details: New or materially changed systems, new use cases, incidents, monitoring findings, role changes, affected-group findings and changes to applicable official material..

Evidence reference: AI governance lead; 2026-11-05.

Unresolved gaps

- No unresolved record gaps were produced by this check.

Decision boundary

- Amended Article 4 does not require a specific literacy level, knowledge test, training format or certificate.
- This tool records measures and evidence. It does not decide whether the measures are appropriate for the organisation's systems, risks or affected people.
- The Commission says internal records may be kept, but Article 4 does not prescribe a certificate or standard evidence format.
- Examples in the Commission repository do not create a presumption of compliance.
- Separate training and human-oversight duties may apply to high-risk AI systems and are outside this pack.

Official sources

Source	Provision	Date	Link
EUR-Lex: Regulation (EU) 2026/1744 amending Regulation (EU) 2024/1689	Article 4(1)	2 August 2026	https://eur-lex.europa.eu/legal-content/EN/XT/?uri=CELEX%3A32026R1744
European Commission: AI literacy questions and answers	Article 4 practical guidance	2 August 2026	https://digital-strategy.ec.europa.eu/en/faqs/ai-literacy-questions-answers
European Commission: Repository of AI literacy practices		2 August 2026	https://digital-strategy.ec.europa.eu/en/policies/repository-ai-literacy-practices