

[Your logo]

Right-click › Change Picture

AI literacy staff training: reading copy

Catch-up copies include explanations and selected case questions. Trainer diagnoses, model answers and proposed rules are excluded; feedback follows the learner's attempt. Read slides 1–29 and the cases selected by your trainer. Complete the fictional exercise and the arranged check, then receive feedback.

This reading copy reproduces the text of the training slides in slide order, without the trainer-only material. Use the fictional practice cards on slides 10, 12 and 15; ask your trainer for feedback after trying them.

AI Literacy Staff Training Pack

[Company name] · [Trainer name] · [Date]

Content source: 29 core slides and eight hidden scenario slides. The core session is 45 minutes; the separate check takes 10 minutes.

Slide 1 · AI literacy at [Company name]

AI Literacy Staff Training Pack

[Your logo]

AI literacy at [Company name]

Rehearse, as a table exercise, the AI mistakes your team could make with its own tools, in one 45-minute session.

[Company name] · [Trainer name] · [Date]

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AI disclosure: this template was prepared with the assistance of AI tools and was checked against the Official Journal text before release; it was not generated for your organisation.

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Slide 2 · What you will practise

What you will practise
[Your logo]

01 Know tool strengths and limits.	02 Choose permitted data.
03 Check outputs.	04 Recognise disclosure questions and report problems.

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By the end, you can name what our tools are good and bad at, decide what data can go where, and check an output before use. You will also recognise when to ask about AI disclosure and whom to tell when something goes wrong.

Slide 3 · Your starting point

Your starting point
[Your logo]

01 Answer the five baseline questions.	02 “Unsure” is useful.	03 Keep your answers for the debrief.
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Slide 4 · Our AI tools

Our AI tools

[Your logo]

Tool	[AI tool name].
Task	[Permitted use].
Data	[Allowed data].
Written approval	[Approval reference].

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Slide 5 · What AI does

What AI does

[Your logo]

AI systems use patterns in information to produce outputs such as predictions, recommendations or generated content.

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AI is a broad name for systems that produce outputs from inputs. A spam filter, a recommendation service and a text assistant do different jobs. Today we focus on everyday workplace tools. An AI feature can also be inside software we already use.

Slide 6 · How text generation works



How text generation works

[Your logo]

A text model predicts likely next pieces of text from the prompt and its learned patterns.

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The system generates text from patterns learned during training and the context it receives. Some tools also search or retrieve documents. Fluent wording does not mean the tool has checked the world. A prompt can improve relevance, but cannot guarantee truth.

Slide 7 · Useful starting points



Useful starting points

[Your logo]

AI can help draft, rephrase and organise suitable material.

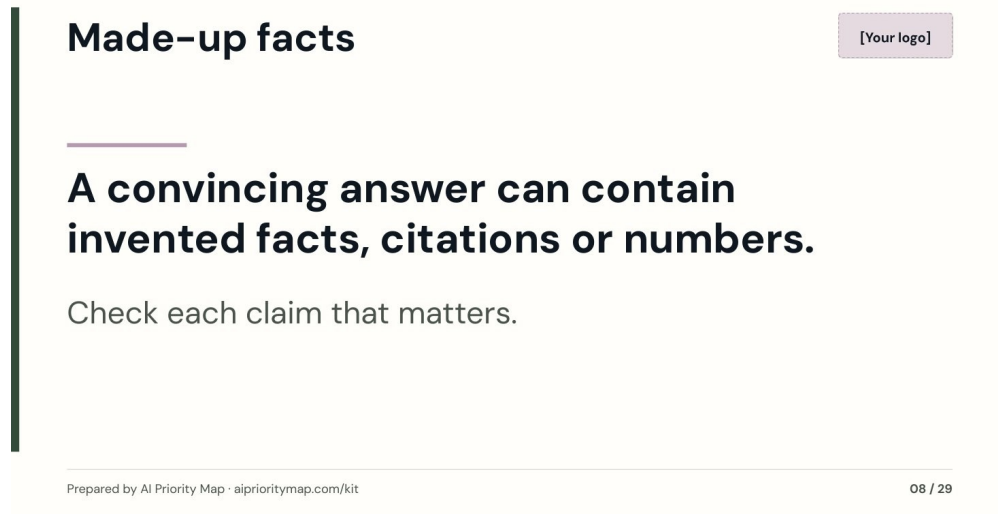
Choose tasks you can check.

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Try a first outline, alternative wording or a summary of material permitted for that tool. Give the purpose, audience and constraints. For example: 'Draft a polite reminder from these fictional details. Do not invent dates.' Keep the source beside the result.

Slide 8 · Made-up facts



Made-up facts

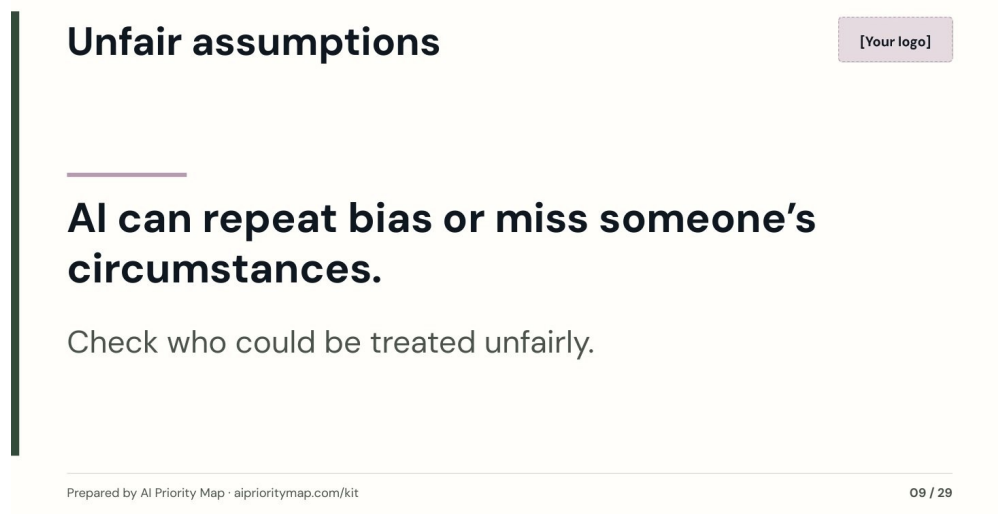
A convincing answer can contain invented facts, citations or numbers.

Check each claim that matters.

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A chatbot may invent a report or calculate a quote incorrectly. 'It gave a link' is not enough: open the link and check that the source supports the statement.

Slide 9 · Unfair assumptions



Unfair assumptions

AI can repeat bias or miss someone's circumstances.

Check who could be treated unfairly.

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Patterns in training data or a badly framed prompt can create unfair suggestions. A model may treat a career break as lack of commitment. That misses context.

Slide 10 · Sources and dates

Sources and dates

Check the original source and its date.

Find and correct the error.

Fictional source card
March £18/unit; June approved £20/unit, effective today.

AI quote
40 units, £720 before tax.

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Some tools cannot see today's price list. Others can retrieve information but still select an old version. Ask which source was used, then check it yourself.

Slide 11 · Protecting data

Protecting data

Before prompting, decide whether this tool may receive this information.

SECTION 01

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The first decision happens before you paste, upload, connect or record. Approval needs to cover the data and purpose.

Slide 12 · Information to keep out

Information to keep out [Your logo]

Never enter passwords or security secrets. Personal and confidential data need explicit permission for the tool and task.

Rewrite without identifying details.

Fictional prompt card

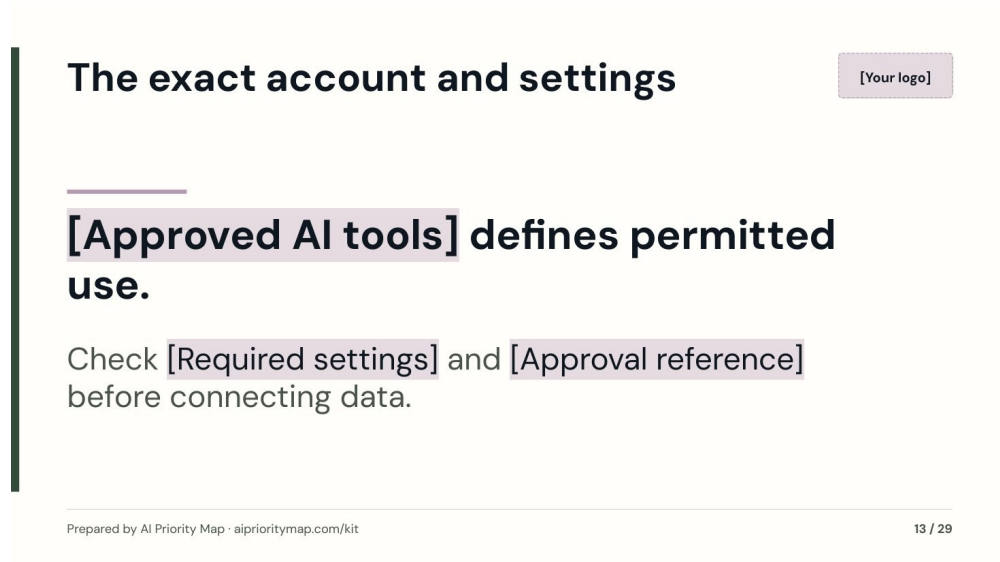
"Write to Jo Example, 12 Sample Street, order 123, about a delayed parcel."

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Our rule keeps passwords, access tokens and security secrets out of AI prompts. Customer records, staff details, contracts and unpublished figures need a specific permission check.

Legal orientation: personal data processing needs a lawful basis and care, including minimisation and security. Our internal permission is not itself a GDPR lawful basis.

Slide 13 · The exact account and settings



The exact account and settings

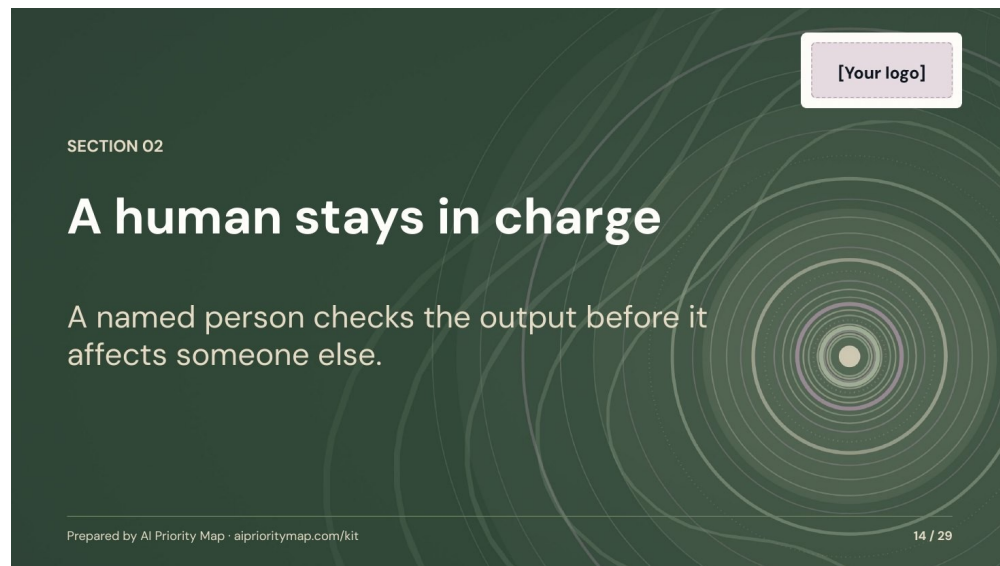
[Approved AI tools] defines permitted use.

Check [Required settings] and [Approval reference] before connecting data.

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The same product may offer different personal and work accounts. A subscription or a privacy switch alone does not authorise company data use.

Slide 14 · A human stays in charge



SECTION 02

A human stays in charge

A named person checks the output before it affects someone else.

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AI can help prepare the work. Our process still needs a person who can understand and check it.

Slide 15 · Before you send or act

Before you send or act

Check accuracy, context, fairness and recipients.

What needs correcting or confirming?

Fictional quotation card
June approved price, effective today: £20/unit; 40 units; no discount; before tax; delivery unspecified.

AI draft
"40 units at £18: £720 before tax; delivery tomorrow."

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Check what a person will rely on: dates, numbers, promises and advice. Read the original, not just the AI summary. Check missing conditions and the intended audience.

Slide 16 · When people need to know

When people need to know

Pause before sharing realistic AI media or public-interest text.

Check disclosure with **[AI contact]**.

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We check disclosure before publishing. A label cannot fix a false claim or missing permission.

Legal orientation: Article 50 applies since 2 August 2026.

Under Article 50(3), deployers using emotion recognition or biometric categorisation must inform exposed people of the system's operation. A specified law-enforcement exception exists. Disclosure does not permit a prohibited use.

Under Article 50(4), deployers must disclose deep fake image, audio or video content. Evidently artistic or fictional works have an adapted disclosure rule. A specified law-enforcement exception exists.

Under Article 50(4), deployers must disclose AI-generated or manipulated text published to inform the public on matters of public interest, unless an exception applies. One exception requires human review or editorial control and a natural or legal person holding editorial responsibility for the publication. Routine AI-written text is not automatically covered by this public-interest-text rule.

Article 50(5) requires clear, distinguishable and accessible information by first interaction or exposure.

Slide 17 · Rights and third-party material

Rights and third-party material

[Your logo]

Check permissions before uploading contracts or publishing images.

An AI tool's output is not a rights clearance.

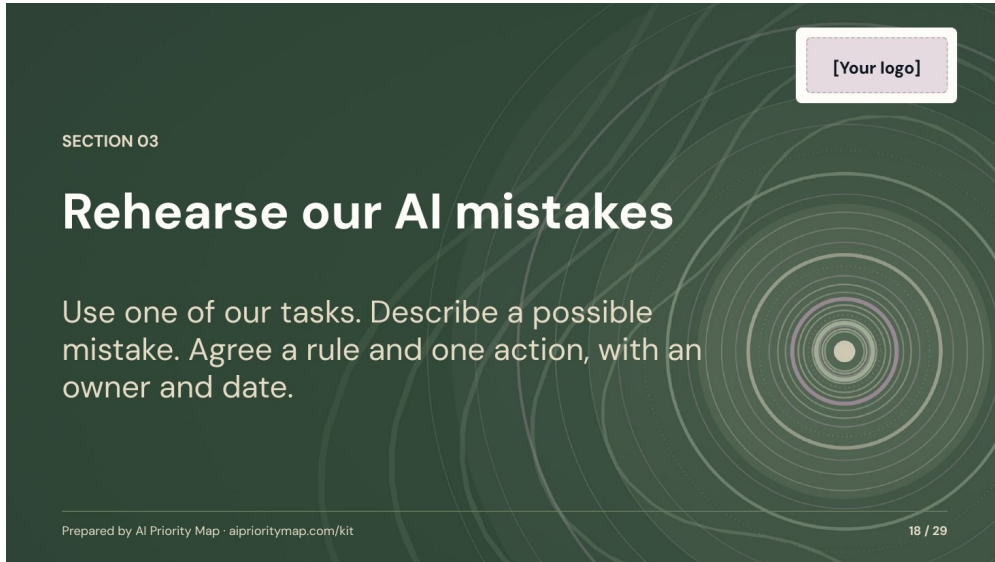
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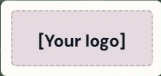
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Do not upload a supplier's confidential contract into a new tool just to save time. Check the company's permission and the agreement first. For images, review licences, brand elements and depictions of real people.

Legal orientation: AI generation does not remove third-party copyright. Reproduction or public communication may need permission unless an applicable exception covers the use.

Slide 18 · Rehearse our AI mistakes





SECTION 03

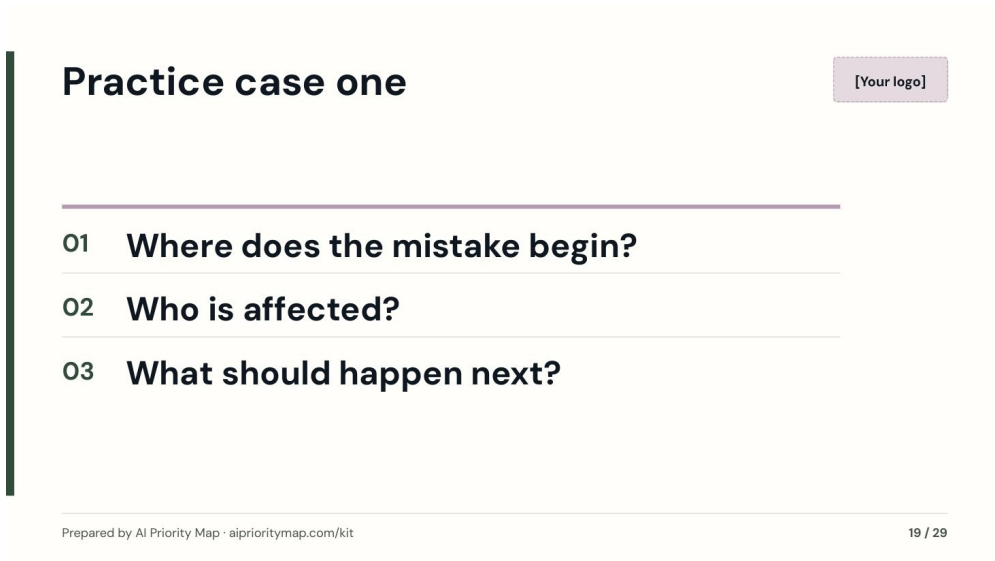
Rehearse our AI mistakes

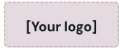
Use one of our tasks. Describe a possible mistake. Agree a rule and one action, with an owner and date.

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Slide 19 · Practice case one





Practice case one

- 01 Where does the mistake begin?
- 02 Who is affected?
- 03 What should happen next?

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Slide 20 · Practice case two

Practice case two

[Your logo]

Try the rule on a second mistake.

What needs changing before it works for our team?

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Slide 21 · The rule we will use

The rule we will use

[Your logo]

01

Write one workable rule.

02

Give one action an owner and a date.

03

Put your personal action on the card.

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Slide 22 · Our rules in context

[Your logo]

SECTION 04

Our rules in context

Our organisation decides how we use AI. Legal questions go to the named owner.

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Our rules need to fit our tools, people and tasks. The next few slides give a legal signpost. They do not classify every system.

Slide 23 · Our organisation's role

[Your logo]

Our organisation's role

Provider and deployer describe organisations under the Act.

Sales, HR and IT are staff roles.

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Legal orientation: a deployer uses an AI system under its authority, apart from personal non-professional use.

A provider develops, or has developed, an AI system and places it on the market or puts it into service under its own name or trademark. Payment is not essential to this definition.

The Act treats prohibited practices, high-risk uses and specified transparency uses differently. Intended use matters.

This pack focuses on organisations using AI tools. If we develop or commission a system under our name, [Plan owner] must arrange a separate role review. Our staff role matrix answers a different question: which practice does each team need?

Slide 24 · Article 4: AI literacy

Article 4

Article 4: AI literacy

“shall take measures to support the development of AI literacy”
“does not require providers or deployers to guarantee any specific level of AI literacy”
Article 4 does not require a certificate.

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This training is one measure our organisation can choose. It needs to fit our work and the people affected.

The duty applies to providers and deployers within the AI Act's scope. Article 4 has applied since 2 February 2025. The replacement wording applies from 27 July 2026.

Article 4 does not require a certificate. The Commission says organisations can keep an internal record of training.

“This obligation does not require providers or deployers to guarantee any specific level of AI literacy of any individual.”

Providers and deployers of AI systems shall take measures to support the development of AI literacy of their staff and other persons dealing with the operation and use of AI systems on their behalf, taking into

account their technical knowledge, experience, education and training and the context the AI systems are to be used in, and considering the persons or groups of persons on whom the AI systems are to be used. This obligation does not require providers or deployers to guarantee any specific level of AI literacy of any individual.

Slide 25 · Uses needing an immediate pause

Uses needing an immediate pause

[Your logo]

01	02	03
Stop workplace emotion scoring.	Escalate hiring tools.	Check the dated legal orientation before any such use.

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A manager wanting a quick experiment is not a reason to skip review. Staff should stop and ask, not try to make a legal classification.

Orientation: Article 5's existing prohibitions apply since 2 February 2025. Workplace emotion inference from biometric data is prohibited except for medical or safety reasons.

The added prohibitions on non-consensual intimate material and AI-generated child sexual abuse material apply from 2 December 2026, with the conditions in Article 5(1a)–(1b). This is a signpost, not a complete legal test.

AI recruitment filtering and candidate evaluation are listed in Annex III point 4(a), subject to Article 6(2)–(3). Relevant Annex III high-risk duties, including Article 26 deployer duties, apply from 2 December 2027, subject to transitional provisions.

Our company rule is to escalate these proposed uses before a trial. Future application dates are not permission to ignore other rules today.

Slide 26 · Our AI-use rules

Our AI-use rules

[Your logo]

Our rules	[Policy location].
Tool permissions	[Approved AI tools].
Questions and new tools	[AI contact].

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No confidential or personal data in a tool that is not approved in writing.

Check every output before using it.

Tell [AI contact] about any new tool, mistake or incident.

Slide 27 · When something goes wrong

When something goes wrong
[Your logo]

01 Stop the risky action.	02 Preserve useful details safely.	03 Tell [AI contact] through [Incident route].
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Stop and report promptly through [Incident route]: tool, account, time, data types and people affected. Share details safely; do not hide or spread an error. For a suspicious payment request, pause and verify through a known independent contact using the normal finance check.

Slide 28 · Revisit your starting point

Revisit your starting point
[Your logo]

01 Revisit one baseline answer.	02 Note what changed.
03 Keep the desk strip for reminders.	04 Complete the separate internal knowledge check.

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Quiz A has 12 questions, one best answer each. We allow 10 minutes; our suggested mark is 10 of 12, subject to [Company name]'s choice. Everyone receives item-level feedback. Further practice comes before a later Quiz B.

The AI Act sets no pass mark or check duration. These are product choices, not legal thresholds.

Slide 29 · Sources and next steps

[Your logo]

Sources and next steps

Keep your action card.

Sources: 12_Sources-and-Currency-Sheet.

Current as of 27 September 2026.

Contact: [AI contact].

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Bank · B1: The citation that does not exist

[Your logo]

B1: The citation that does not exist

A chatbot supplies a report citation for a customer reply. Nobody can find the report.

Scenario bank · B1 · Customer service / all

- 01 What would you check before replying?
- 02 What can you tell the customer while the claim is unverified?
- 03 Who can confirm the product information?

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Bank · B1

Situation: A customer asks whether a product meets an industry standard. An approved chatbot drafts a confident reply and cites a report. The report cannot be found.

Discussion questions:

1. What would you check before replying?
2. What can you tell the customer while the claim is unverified?
3. Who can confirm the product information?

Bank · B2: The customer list in the prompt

B2: The customer list in the prompt

A salesperson pastes customer names, addresses and order history into a personal chatbot account.

Scenario bank · B2 · Sales / all

[Your logo]

01 Which data made this prompt risky?

02 How could you do the task with less or fictional data?

03 What should happen now that the upload has happened?

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Bank · B2

Situation: A salesperson pastes an export with customer names, emails, addresses and order history into a personal chatbot account to draft renewal messages.

Discussion questions:

1. Which data made this prompt risky?
2. How could you do the task with less or fictional data?
3. What should happen now that the upload has happened?

Legal orientation: personal data processing needs a lawful basis, data minimisation and appropriate security.

Bank · B3: The endorsement nobody gave

[Your logo]

B3: The endorsement nobody gave

Marketing queues a realistic AI image of a real person endorsing a product they never endorsed.

Scenario bank · B3 · Marketing

01 What could viewers believe happened?

02 Which permissions and rights need checking?

03 Would adding an AI label solve every problem?

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Bank · B3

Situation: Marketing creates a realistic AI image of a real local business owner holding its product. A colleague queues the image as a testimonial without asking that person.

Discussion questions:

1. What could viewers believe happened?
2. Which permissions and rights need checking?
3. Would adding an AI label solve every problem?

Legal orientation: Article 50(4) requires deployers to disclose deep fake image, audio or video content, subject to its exceptions. Article 50 applies since 2 August 2026.

Copyright remains a separate check.

Bank · B4: The free CV–screening trial

B4: The free CV–screening trial

[Your logo]

HR uses a free AI trial to rank real applicants before anyone reviews the tool.

Scenario bank · B4 · HR

01

What should stop before another CV is uploaded?

02

How would you review applicants already excluded?

03

What must the owner investigate before any future use?

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Bank · B4

Situation: An HR colleague uploads applicants' CVs to a free AI screening tool. The scores decide who gets an interview. The colleague assumes a trial needs no review.

Discussion questions:

1. What should stop before another CV is uploaded?
2. How would you review applicants already excluded?
3. What must the owner investigate before any future use?

Legal orientation: recruitment filtering and candidate evaluation appear in Annex III point 4(a). Classification depends on Article 6(2)–(3). Relevant Annex III high-risk duties apply from 2 December 2027, subject to transitional provisions.

Bank · B5: The webcam mood score

B5: The webcam mood score
[Your logo]

A manager enables webcam emotion scores for staff performance discussions.

Scenario bank · B5 · HR / managers

01

What should the manager stop?

02

Why is a mood score a poor basis for a performance discussion?

03

Would telling staff or asking them to agree resolve the issue?

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Bank · B5

Situation: A manager enables an AI meeting feature that infers staff emotions from faces and voices. A weekly “motivation” score will inform performance conversations.

Discussion questions:

1. What should the manager stop?
2. Why is a mood score a poor basis for a performance discussion?
3. Would telling staff or asking them to agree resolve the issue?

Bank · B6: The helpful unapproved extension

B6: The helpful unapproved extension

[Your logo]

A colleague uploads a confidential contract to a new AI extension with broad browser access.

Scenario bank · B6 · IT / operations

01

What should happen to the extension and upload now?

02

What would the tool review need to establish?

03

How could the colleague practise summarising safely?

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Bank · B6

Situation: An IT colleague installs a free AI browser extension to summarise supplier contracts. It requests access to all browser pages. The colleague uploads a confidential contract.

Discussion questions:

1. What should happen to the extension and upload now?
2. What would the tool review need to establish?
3. How could the colleague practise summarising safely?

Bank · B7: The contract summary becomes a promise

B7: The contract summary becomes a promise

[Your logo]

An unchecked AI contract summary promises free cancellation. The signed contract says otherwise.
Scenario bank · B7 · Managers / sales / finance

01 Which original document controls the check?

02 What should happen if the client already received the summary?

03 How would you prevent the same error in a price quotation?

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Bank · B7

Situation: An account manager sends an AI contract summary to a client. It says cancellation is free. The signed contract actually charges for cancellation after a stated date.

Discussion questions:

1. Which original document controls the check?
2. What should happen if the client already received the summary?
3. How would you prevent the same error in a price quotation?

Bank · B8: The health remark in the meeting notes

B8: The health remark in the meeting notes

[Your logo]

AI meeting notes include a health remark. A colleague forwards the whole summary to a customer.

Scenario bank · B8 · All / customer service

01 Which part of the notes should have triggered a pause?

02 How can useful actions be shared with the right audience?

03 Who should hear about the message already sent?

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Bank · B8

Situation: An AI meeting assistant includes a colleague's comment about medical treatment. Someone forwards the whole summary to a customer instead of checking the audience and content.

Discussion questions:

1. Which part of the notes should have triggered a pause?
2. How can useful actions be shared with the right audience?
3. Who should hear about the message already sent?

Legal orientation: health information is a special category of personal data. Article 9 adds conditions beyond the ordinary lawful-basis check.



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