

— PEOPLE AND SKILLS

AI literacy

Programs per role, from basic understanding for everyone to depth for the people who assess and design AI. Documented and maintained, in line with Article 4 of the AI Act.

04

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Since 2 February 2025, Article 4 of the AI Act requires organizations to ensure a sufficient level of AI literacy among staff who work with AI. Apart from that obligation, it is the precondition for everything else you want to do with AI: people who understand what the technology can do use it better and ask sharper questions about it.

Organizing, documenting and maintaining AI literacy per role: an inventory, a program with four levels, training with School of Data Science and documentation for Article 4 of the AI Act.

WHAT YOU GET

- Inventory of roles, AI systems and the required level per role
- Program with four levels of depth
- Training delivered by School of Data Science instructors
- Working agreements per team for the daily use of AI tools
- Register and documentation for Article 4 of the AI Act
- Maintenance: onboarding, a check for new tools and an annual review

OUR APPROACH IN FIVE SERVICES

01

AI-readiness scan

02

AI strategy & roadmap

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AI implementation

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AI literacy

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AI governance

What AI literacy means

The law describes AI literacy as the skills, knowledge and understanding needed to deploy AI systems in an informed way and to recognize their opportunities and risks. The required level depends on context: the employee's role, the systems they work with and the people affected by the outputs. To us it means that an employee can do four things, in increasing depth.

Understand	Know how a language model or another AI system arrives at its answers, why it can sound convincing and still be wrong, and which rules the organization applies. This level is for everyone.
Apply	Use the tools the organization has well: formulate a task, give context, know which data may go in and check the output before it goes out the door. For everyone who works with AI.
Assess	Be able to vet applications and vendors on risk, quality and compliance, organize human oversight and decide on deployment. For management, HR, procurement, compliance and information security.
Design	Build applications, assess data and models and draw up the technical documentation the law requires. For IT, data and innovation.

Which level of AI literacy does each role need?

Indicative.

Role	Understand	Apply	Assess	Design
Board and executives	Required	Basic	Required: Decide on deployment, risk and investment.	Not needed
Managers and team leads	Required	Advanced	Required: Assess applications in their own process and organize oversight.	Not needed
HR, compliance and procurement	Required	Advanced	Required: Vet vendors and high-risk applications.	Basic
Knowledge workers	Required	Required: Daily use: formulate tasks, check outputs.	Basic	Not needed
Operational staff	Required	Advanced	Not needed	Not needed
IT, data and innovation	Required	Required	Required	Required: Develop applications, assess data and models.

Our approach

We start with an inventory: which roles work with which AI systems, formally and informally, and which level of knowledge does that require? Often an organization turns out to use more AI than the board knows, because vendors have switched on AI features in existing software. The inventory ties in with the AI register from our governance service. Those who already have one save time here.

Program per role	Based on the inventory we compose a program: a short basic module for the whole organization, practical workshops per team with their own cases and work material, and in-depth training for the roles that assess or design AI.
Delivery with School of Data Science	The training is given by School of Data Science instructors who work with the technology every day. The training AI literacy and the training AI for management teams and boards form the basis. Where needed we add the Copilot series or tailored sessions for a specific role.
Working agreements	Every practical workshop closes with agreements the team makes itself: which tools for which work, which data may and may not go in and how outputs are checked. Those agreements are short, concrete and the team's own. That is why they are kept.
Recording	We record the required level per role, the training each employee has completed and how the organization keeps this up to date. That way you can demonstrate that Article 4 is met, without a certificate the law does not ask for.
Who it is for	Boards and management teams that want to know where to begin, organizations that get stuck after a number of pilots, executives preparing for the obligations of the AI Act and organizations that want to build an AI roadmap on an honest foundation.

What it delivers

Besides the training itself you get an overview the organization can maintain on its own: which role needs which level, where everyone stands and what has to happen each year to keep it that way.

DELIVERABLE

The AI literacy program

One overview with which the organization organizes, demonstrates and maintains AI literacy.

A 10- to 15-page program document, a register per role and employee, and an annual review.

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| 01 | Inventory | Roles, AI systems and the required level per role. |
| 02 | Program | Modules per level, formats and planning per team. |
| 03 | Working agreements | Per team: which tools, which data and how outputs are checked. |
| 04 | Register | Who has completed which training and when. |
| 05 | Maintenance | Onboarding, new tools and the annual review. |
| 06 | Substantiation for Article 4 | How the whole meets the obligation, ready for a regulator. |

The overview is both the evidence for a supervisor and the starting point for the rest of your AI roadmap. Staff who understand what AI can do come up with better ideas and recognize risks earlier. How to meet the obligation per role, and which mistakes organizations make along the way, is explained in the article [AI literacy has been an obligation since 2025. Here is how to approach it.](#)

Keeping it up after the program

AI literacy is not a one-off. Tools change, staff come and go and the law is being worked out in guidelines. That is why we agree at the start how the organization keeps the level up.

New staff	The basic module becomes part of onboarding, so that nobody works with AI without knowing the rules.
New tools	For every new application or newly enabled AI feature, we assess which roles need extra knowledge, and that knowledge is arranged before the tool goes into use.
Annual review	Once a year the overview per role is updated, the working agreements per team are revisited and the program is adjusted to what has changed.

The result

Staff who use AI purposefully and safely, managers who can assess applications and an organization that demonstrably meets Article 4 of the AI Act. And a foundation for every next step of your AI roadmap: people who know what they are doing.

Duration	The inventory and program design usually take four to six weeks. Delivery of the training follows in the months after that, at a pace that suits the organization.
Who it is for	Organizations that want to meet the AI Act obligation properly, management teams that want to make better decisions about AI themselves and teams that work with AI tools and want to get more out of them.

Book an AI-readiness scan

A free one-hour conversation, prepared on the basis of questionnaires your employees complete beforehand. You get an honest picture of where your organization stands, where the opportunities are and what a sensible first step is.

synaura.nl/en/services/ai-readiness

OUR APPROACH IN FIVE SERVICES

01 · AI-readiness scan

A free one-hour conversation about how ready your organization is for AI, with a report within a week: opportunities, risks and a concrete starting point.

02 · AI strategy & roadmap

An AI strategy with real choices, an opportunity assessment of your operations and a roadmap that puts opportunities, risks, people, processes and technology in the right order.

03 · AI implementation

Redesign of work processes with the people who do the work, vendor-independent set-up of tooling and guidance of the rollout until the new process is in place and the results are measurable.

04 · AI literacy

05 · AI governance

A light and workable governance framework for AI: an AI register, a policy people actually read, clear roles, AI Act compliance per system and a vendor check, fitted to how your organization decides.

CONTACT

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synaura.nl/en/services/ai-literacy

FURTHER READING

AI literacy has been an obligation since 2025.
Here is how to approach it.

synaura.nl/en/insights/ai-literacy-has-been-an-obligation-since-2025

What the EU AI Act means for organizations

synaura.nl/en/insights/what-the-eu-ai-act-means-for-organizations