

# AI Literacy Roles, Responsibilities, and Handoffs

- **Purpose:** clarify who does what across the AI literacy lifecycle
- **Scope:** L&D, educators, HR, IT, and governance as co-owners
- **Why now:** EU AI Act enforcement began 2 August 2026
- **Core vocabulary:** role, responsibility, accountability, handoff, RACI, decision rights
- **Roadmap:** concepts → stakeholder landscape → role map → handoffs → governance → measurement → 90-day plan



# Why Role Clarity Is the Real Bottleneck

PEOPLE  
CLARITY  
BETTER LEARNING



Adoption has outrun AI judgment: training teaches tool familiarity, not verification



Without shared ownership, efforts fragment into duplicate playbooks and inconsistent messaging



Handoff failures show up as duplicated training, compliance gaps, learner confusion, rework



EU AI Act Article 4: no mandated literacy level — design burden sits with your operating model



Design principle: every AI literacy activity has exactly one accountable owner



# Core Concepts: Literacy, Accountability, and Handoffs

People.  
Skills.  
Better Work  
Together.

## AI literacy



AI literacy: knowledge, skills, attitudes to understand, critique, and use AI ethically — not just tool use

## AI fluency and role-based levels



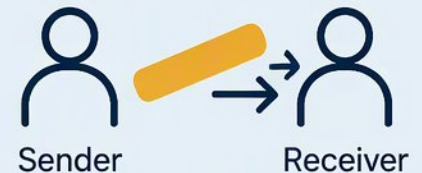
AI fluency and role-based levels (L1/L2/L3) set training depth by role

## Accountability vs. responsibility



Accountability owns the outcome (one person); responsibility executes (many)

## Handoff



Handoff = transfer of deliverable, decision, or risk with named sender, receiver, acceptance criteria

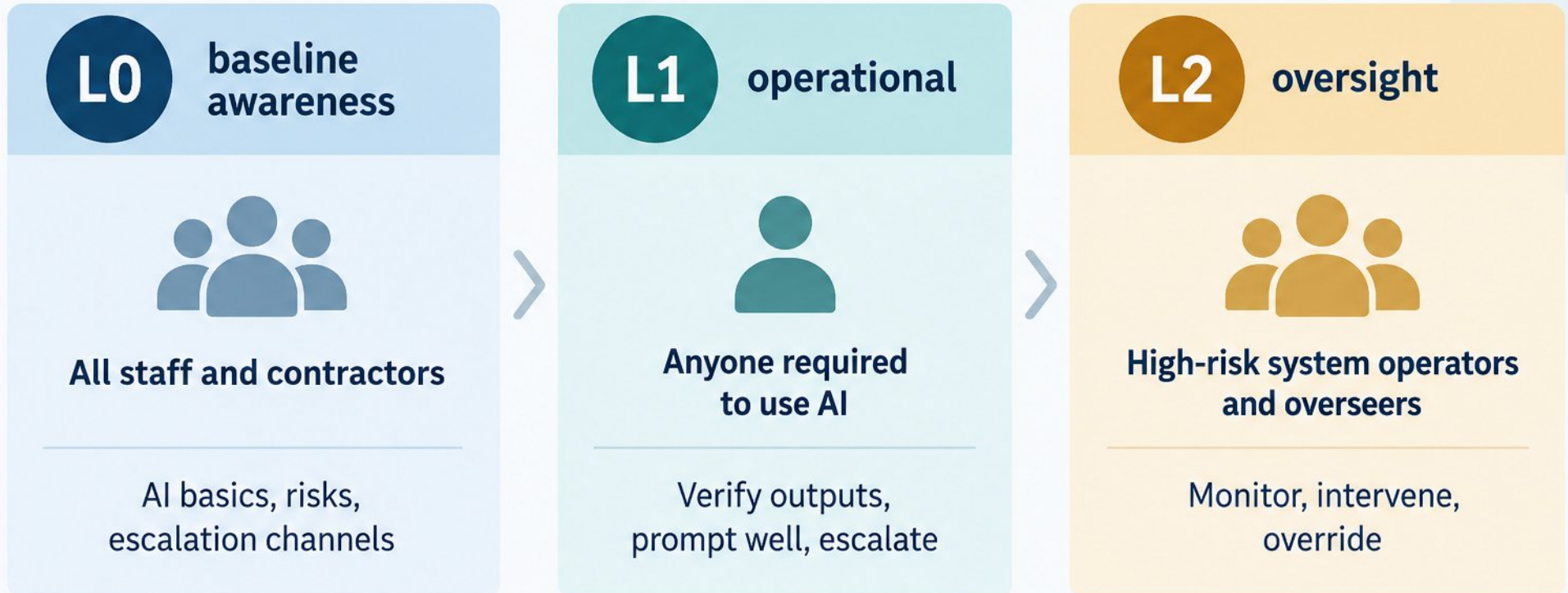


**AILit**  
(Engage, Create, Manage, Shape)

AILit (Engage, Create, Manage, Shape) is content; the RACI is the operating model that delivers it

# Definition Check: What Literacy Level Does Each Role Need?

Tier by consequence, not job title: L0 baseline, L1 operational, L2 oversight



## EU Article 4 minimums:

general AI understanding, provider vs. deployer role, risks, tailored training, legal/ethical framing



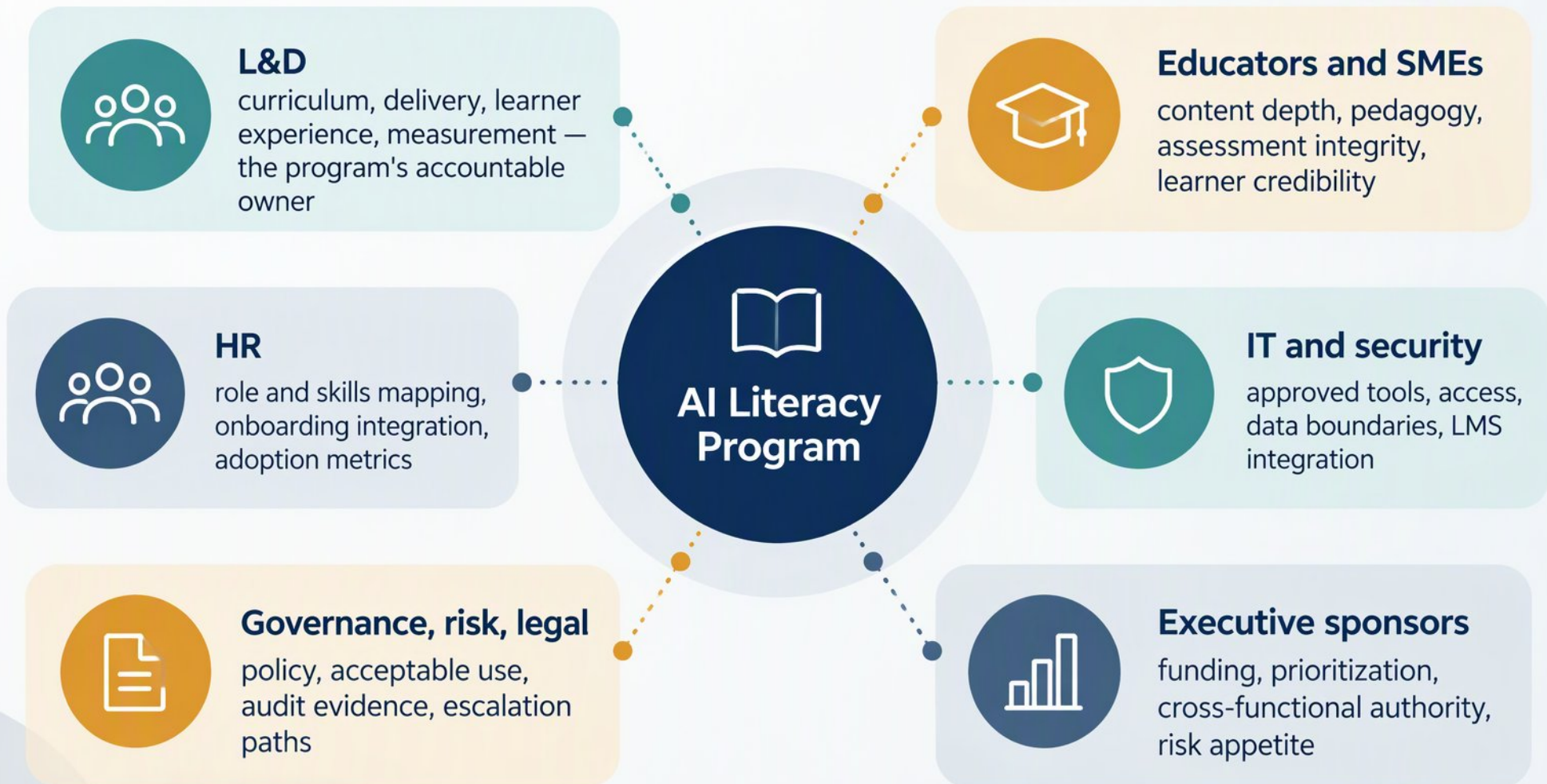
## Anti-pattern:

one course for everyone, measured by attendance



**Define decisions per role first; derive literacy depth and level owner**

# The Stakeholder Landscape



# Role Map: Who Owns What

| Roles              | Define strategy | Own comms | Build enablement | Manage risk | Implement tools |
|--------------------|-----------------|-----------|------------------|-------------|-----------------|
| L&D lead / CLO     | A               | •         | •                | •           | •               |
| Educators and SMEs | •               | •         | A                | •           | •               |
| IT / security      | •               | •         | •                | •           | A               |
| Governance / legal | •               | •         | •                | A           | •               |
| HR                 | •               | A         | •                | •           | •               |
| Shared             | •               | •         | •                | •           | •               |

- **Accountable owner:** L&D lead or CLO owns program delivery and AI literacy roadmap
- **Content authority:** educators and SMEs own accuracy, pedagogy, and assessment
- **Tool and data authority:** IT/security own approved tools, access, and settings
- **Policy authority:** governance/legal; **workforce authority:** HR for role targeting
- **Shared, not unowned:** communications, change management, champion networks, evaluation

# Building Your RACI Without the Dust

Clear roles. Stronger governance. Real progress.

| Activity              | Board | Sponsor | Governance lead | L&D | HR | IT | Legal | Product owner |                                         |
|-----------------------|-------|---------|-----------------|-----|----|----|-------|---------------|-----------------------------------------|
| AI literacy training  | I     | A       | C               | R   | C  | I  | I     | C             | Maintenance heir: assign the whole team |
| AI policy development | C     | A       | R               | C   | C  | I  | C     | I             | Maintenance heir: assign the whole team |
| Incident response     | I     |         | R               | C   | C  | A  | C     | I             | Maintenance heir: assign the whole team |
| Tool approval         | A     | A       | C               | R   | I  | C  | C     | I             | Maintenance heir: assign the whole team |

No A: red flag in every control

Two As: red flag in every control

- 1 One **A** per activity; **R** does the work; **C** reviews; **I** only sees
- 2 No **A** or two **As**: red flag in every control
- 3 Scope to AI literacy and neighbors: training, policy, incidents, tool approval
- 4 Populate: board, sponsor, governance lead, L&D, HR, IT, legal, product owner
- 5 RACI assigns roles but not sequencing — pair with decision rights
- 6 Every program needs a maintenance heir: assign the whole team

# Critical Handoff Points Across the Program Lifecycle

Shared ownership. Smoother transitions. Stronger outcomes.



Collaboration moves learning forward.

# Designing Reliable Handoffs

Clear People  
Shared Context  
Stronger Outcomes



Entry and exit criteria for every handoff; complete only on receiver acceptance



Standard artifacts: content briefs, review logs, sign-off records, version history



Set review SLAs so governance is not the silent bottleneck



Name a handoff lead, backup, and escalation path; 24–48 hour query window



One source of truth for status and decisions; test handoffs in the pilot



Capture invisible context: verbal decisions, failed approaches, stakeholder sensitivities

# Governance, Risk, and Compliance Interfaces



- Map each AI literacy obligation to evidence: records, curricula, approvals
- Review gates: accuracy, bias, privacy, acceptable use, sign-off
- No certificate needed — internal training records demonstrate measures
- Article 26: separate training and sign-off for high-risk system oversight
- Define escalation paths; review annually and on change triggers

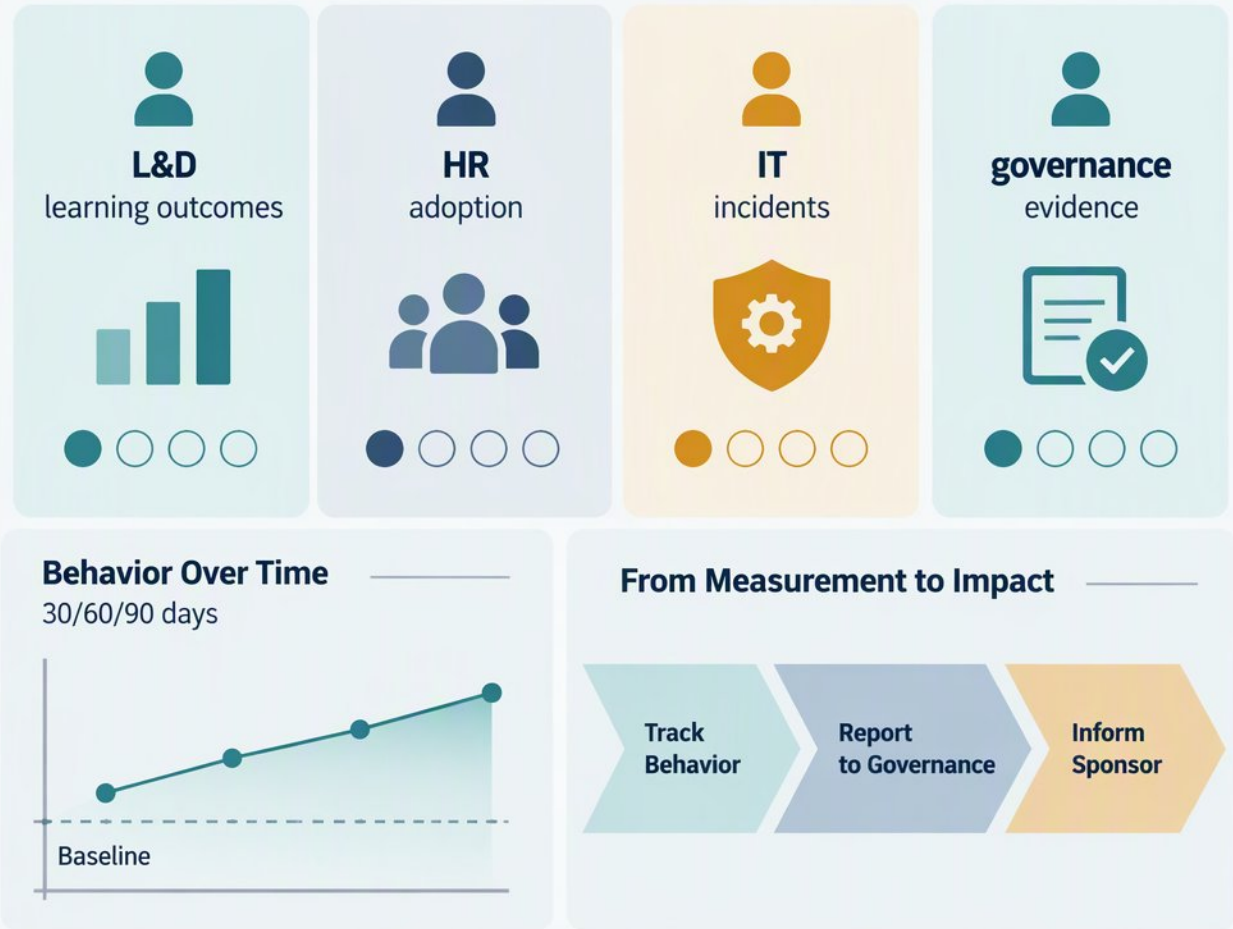
# Measurement: Shared Metrics, Named Owners

PEOPLE  
INSIGHTS  
PROGRESS  
TOGETHER

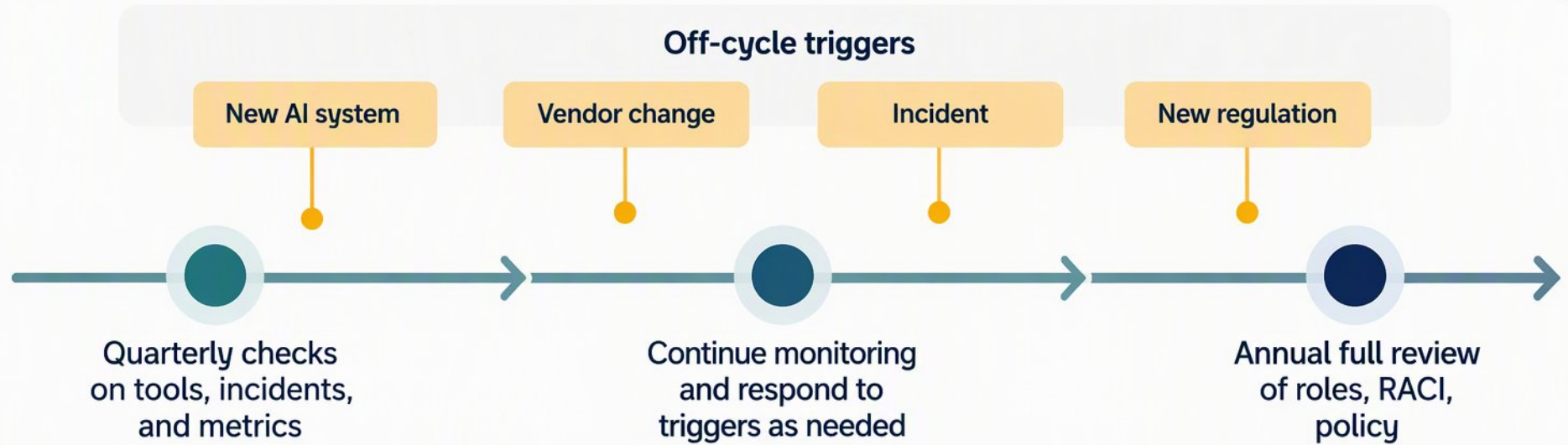
- 1 One named owner per metric:**  
L&D learning outcomes, HR adoption, IT incidents, governance evidence
- 2 Kirkpatrick adapted to AI:**  
reaction, applied learning, behavior at 30/60/90 days, workflow results
- 3 Track behavior, not attendance:**  
incident rate, approved-tool share, verification catch rate
- 4 Baseline before launch —**  
a current value without a baseline is uninterpretable
- 5 One cross-functional dashboard;**  
fixed reporting cadence to governance and sponsor

## Cross-Functional Metrics Dashboard

MEASURE ALIGN ACT



# Escalation Triggers and the Review Cadence



- Agree triggers in advance: low adoption, near-misses, content drift, stalled reviews
- Quarterly checks on tools, incidents, and metrics; annual full review of roles, RACI, policy
- Off-cycle triggers: new AI system, vendor change, incident, or new regulation
- Feed evaluation and audit findings back into curriculum and the RACI itself
- Governance owns risk acceptance and exceptions; L&D owns learning design within guardrails



## **Governance**

owns risk acceptance and exceptions



## **L&D**

owns learning design within guardrails

# Practice Lab: Diagnose a Broken Handoff

FIND THE GAP. REDESIGN THE FLOW. BUILD A STRONGER HANDOFF.



**Scenario:** governance updated the acceptable-use policy; L&D found out after launch



**Diagnosis:** which handoff failed, which artifact was missing, who was accountable



**Redesign in five minutes:** entry and exit criteria, checklist, named lead and backup, review SLA



**Variant exercise:** no accountable owner vs. two — what would you fix first?



**Debrief:** capture one reusable checklist item for the action planning slide



*Stronger handoffs  
create stronger learning:*

# Your Role Map and First 90 Days



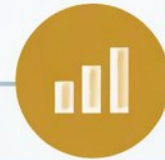
## Days 1–30

inventory AI tools and use cases; map roles to literacy tiers; draft a one-page role map with one accountable owner



## Days 31–60

run a pilot cohort, publish the approval matrix with review SLAs, launch role-based tracks with manager-first enablement



## Days 61–90

re-measure with the same instrument, produce a management report with before/after evidence, schedule the first governance review

## Commit this quarter



one standardized handoff artifact



one cross-functional alignment session



one agreed escalation trigger

## Before you leave

1

name your top three handoff risks, each with a handoff lead and backup

2

name your top three handoff risks, each with a handoff lead and backup

3

name your top three handoff risks, each with a handoff lead and backup

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