EduSmart
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EMPLOYER INFORMATION GUIDE

Build an AI-ready workforce that can improve real work.

A practical guide to the EduSmart AI Workplace Transformation Program, the BSB50120 Diploma of Business (Digital Transformation), and how employers can build capability in one employee, a team or a larger cohort.

The employer question

AI tools are moving into everyday work. The bigger question is whether your people can use them well, improve work with them, apply sound judgement, support change and show the value created.

Practical learning. Real improvement. Evidence that matters.

AI adoption is a people, process and work problem, not just a technology problem.

Giving employees access to AI tools can be useful. It does not automatically create an AI-ready workforce. Organisations also need people who can recognise where AI is useful, apply human judgement, improve workflows, manage risk, support colleagues through change and connect new ways of working to business priorities.

For many employers, the challenge is not a lack of technology. It is uneven capability. Some employees experiment confidently, others avoid the tools, managers are unsure where AI should or should not be used, and useful ideas do not always become reliable workplace improvements.

> **The capability gap**
> The technology may be available. The capability to use it well may not be.

What an AI-ready workforce increasingly needs

- Practical AI capability, not just awareness of tools.
- Critical thinking and human judgement when AI supports work.
- The ability to identify repeated work, friction and improvement opportunities.
- Confidence using data, digital systems, workflows and automation.
- Responsible use of AI, including privacy, cyber security, accuracy and escalation.
- Managers and internal champions who can support adoption and change.
- A practical way to measure what improved and what should happen next.

Start by understanding the need

Employers do not need to diagnose the perfect training category before speaking with EduSmart. The AI Workforce Readiness Check provides a quick, self-reported view across seven workforce-readiness areas and helps identify strengths, pressure points and practical priorities.

> **AI Workforce Readiness Check**
> 17 questions. About 3–4 minutes. A seven-area readiness profile, strongest capability area, biggest workforce gap and practical priorities for what to strengthen next.

Build capability through experience, then prove what people can do.

EduSmart combines practical workplace learning with a nationally recognised qualification. Employees develop and apply capability through the AI Workplace Transformation Program while completing the BSB50120 Diploma of Business (Digital Transformation) as part of the same connected Learning Journey.

The Diploma is awarded only when all applicable training and assessment requirements are successfully completed.

1. Foundations

Employees build practical AI, digital productivity, responsible-use and workplace-improvement foundations.

2. Immersive Workplace Learning

Employees step into Next Horizon, EduSmart's simulated Australian organisation, and work through realistic business challenges, systems, stakeholders and decisions.

3. Connected Projects

Capability is developed across digital, operations, client success, people, risk, finance and Head Office integration.

Learn, practise and prove through Next Horizon

Next Horizon gives employees a controlled environment in which to investigate problems, test ideas, make decisions and build evidence. Confidential operational information is not required for the core program.

The value comes when employees can recognise similar opportunities in their own workplace and transfer the capability back into real work. Employer-sponsored learners do this at the end of each department through a short My Workplace application (see page 5).

One practical improvement method

5D	Purpose
Discover	What is happening now?
Define	What is the real need?
Design	What could work better?
Deliver	How will we put it into practice?
Develop	What did we learn, and what happens next?

FUTURE READY SKILLS

More than AI training.

The 16 Future Ready Skills, applied across 12 capability areas, form the capability framework behind the Learning Journey.

Short AI training can explain a tool. EduSmart develops the broader human, digital and business capabilities people need to make technology useful inside real work.

AI & DIGITAL	PROTECT & GOVERN
AI Skills	**Cyber Security**
Data Literacy	**Critical Thinking**
Digital Skills	**Analytical Thinking**
Automation & Workflows	**Systems Thinking**

PEOPLE & CHANGE	VALUE & IMPROVEMENT
Communication & Influence	**Creative Problem Solving**
Collaboration	**Learning Agility**
Leadership & Change	**Business Value**
Adaptability & Resilience	**Continuous Improvement**

What employees may learn to do

- Review a current process or workflow
- Identify repeated administration and wasted effort
- Map a better way of working
- Build or test an AI-supported workflow
- Use CRM and automation tools
- Improve a customer or service experience
- Analyse data and performance information
- Improve recruitment or onboarding
- Create practical AI or digital guidance
- Identify cyber, privacy and governance risks
- Compare improvement options
- Consider cost, value and implementation effort
- Support adoption and communication
- Prepare recommendations for management
- Measure before-and-after value
- Present workplace improvement findings

APPLY IT BACK AT WORK

Learn in Next Horizon. Apply it back to your workplace.

During each Next Horizon department, employer-sponsored learners apply the same improvement thinking to the part of their own workplace they reasonably know. This may be their role, team, department, a process they work in, or another area within their influence. They are not expected to review the whole organisation.

At the end of each department they complete a short My Workplace application and save a worthwhile opportunity to a continuing Workplace Opportunity Record. They identify opportunities worth investigating. They are not asked to implement a solution, complete an organisation-wide audit or make a final technology recommendation. They should use high-level, approved or de-identified information, and are not required to upload confidential client, employee or commercially sensitive data.

The same questions in every department

1. What could be worth looking at in my workplace?
2. What am I seeing in my workplace?
3. What tools or systems do we already have?
4. Could one of them already help?
5. Does this actually need AI?
6. What should stay human?
7. What would need to be checked before any change?
8. Who would need to be involved or approve it?
9. What should I add to my Workplace Opportunity Record?

Progress you can discuss along the way

Employers do not need to wait until the end of the program. Short progress updates are generated from the learner's continuing Workplace Opportunity Record, and the learner can share each one with their manager or sponsor through My Career Hub.

After Digital + Operations	After Client Success + People	After Risk + Finance
Early digital, workflow and system opportunities.	Customer, communication, workforce and capability opportunities.	Risk, controls, value, cost, capacity and priority considerations.

The final review at Next Horizon's Head Office

At Head Office, the learner brings their strongest 3 to 5 opportunities together in a concise Workplace AI and Improvement Opportunity Review. It covers existing tools that may help, where AI may or may not be needed, what should stay human, what needs checking, who should be involved next and suggested Now / Next / Later priorities. It is a learning and workplace-improvement output, not an organisation-wide audit, formal consulting engagement, final procurement recommendation, implementation approval or proof that business outcomes have already been achieved. The learner can share it with their manager through My Career Hub.

EVIDENCE EMPLOYERS CAN SEE

More than a completion record.

Employees build evidence throughout the Learning Journey. This gives managers something more useful than attendance alone: practical work and capability evidence they can discuss with the employee.

The evidence can include

- Future Ready Skills record
- Practical project evidence
- AI and automation work
- Business reports and presentations
- Workflow and process improvements
- Workplace Value Scorecards and value evidence
- Four evidence-backed Digital Achievement Badges
- Career Success & Impact Portfolio
- Records in My Career Hub
- A continuing Workplace Opportunity Record (employer-sponsored learners)
- A final Workplace AI and Improvement Opportunity Review (employer-sponsored learners)

Four Digital Achievement Badges

01	02
AI Workplace Practitioner	**AI & Automation Practitioner**
03	04
Digital Improvement Practitioner	**Digital Transformation Professional**

Badges are linked to demonstrated skills and practical evidence. They are not issued simply for attending sessions or watching lessons.

> **Career Success & Impact Portfolio + My Career Hub**
> Learners bring their strongest practical evidence, verified Future Ready Skills, Digital Achievement Badges and career profile together so it is easier to show what they can do. These sit alongside the nationally recognised Diploma and do not replace it.

WORKPLACE VALUE

Use existing systems better. Measure improvement, do not assume it.

Not every project produces a large financial return. The important capability is learning to ask what improved, what evidence supports the conclusion, what value was created or protected, and what should happen next.

Use what you already have first. Employees are taught to investigate worthwhile opportunities and check whether existing systems, workflows, automation or included AI features can solve the problem before recommending another product. The right answer may be better use of current tools, a process change, or no AI at all.

Productivity & capacity	Service & quality	Risk & decisions
Reduced administration, less repeated work, better use of time and increased capacity.	Stronger follow-up, clearer processes, improved customer or employee experience and better consistency.	Better information, stronger controls, more confident responsible AI use and clearer decision-making.

What employers can look for

- time saved or capacity released
- cost reduced or avoided
- quality or service improved
- customer or employee experience strengthened
- risk reduced or controls improved
- better use of data and information
- stronger adoption of new ways of working
- clearer evidence for investment and next-step decisions

> **No guaranteed outcomes**
> EduSmart does not promise a particular productivity gain, financial return, promotion or employment outcome. Results should be measured and supported by evidence.

Flexible delivery around working life

The Learning Journey is online and designed for working people. Learners combine self-paced learning, practical projects, embedded support and live learning opportunities. The emphasis is on maintaining progress without requiring employees to step away from work for long blocks of classroom training.

For employers, the practical consideration is not only time away from work. It is whether the learning builds capability that can be transferred back into the organisation.

HOW TO GET STARTED

Choose the right people, team or cohort, and begin from your current workforce readiness.

You may already know who needs development, or you may still be deciding where the best starting point is. The first cohort does not need to be the largest group. It should be the group with a clear business reason to develop the capability now.

Useful starting groups can include

- project managers and project coordinators
- operations and business managers
- HR and people professionals
- supervisors and team leaders
- internal AI, digital or workplace-improvement champions
- administration and business-support staff
- client-facing or customer-service teams
- experienced employees with valuable role knowledge whose digital and AI capability now needs to grow

A practical path from interest to the right first cohort

1. AI Workforce Readiness Check
Use the short diagnostic to identify strengths, gaps and practical priorities.

2. Discovery Call
Talk through the business need, workforce pressure and what you want people to be better able to do.

3. Workforce Capability & Cohort Diagnostic
Look more closely at your priorities, the roles that touch the most work, where work could genuinely improve, who will sponsor the learners and what improvement would look like.

4. First Cohort Recommendation
Identify a sensible starting group and the business case for beginning there.

5. Employer Proposal
Confirm the recommended approach, participants, delivery and next steps.

6. Cohort Enrolment & Onboarding
Employees enter the Learning Journey and complete the required enrolment and onboarding.

7. Sponsor / Progress Check
Review participation, workplace progress updates and any issues requiring support.

8. Pilot Review & Next Opportunity
Review what was learned, what value is emerging and whether to expand or target another group.

> **Prefer to start smaller?**
> You can support one employee through the Program, begin with a small team or internal champion group, or discuss a larger workforce cohort.

Talk to EduSmart about your workforce

Tell us what you want your people to be better able to do. We can help you explore a practical starting point without requiring you to have the training solution worked out in advance.

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