The Agentic Learning Operating Model

NIIT

CHIEF LEARNING OFFICER / HEAD OF CAPABILITY

AI & CAPABILITY COUNCIL

Cross-enterprise governance body

- ✓ Capability priorities
- ✓ Agent portfolio decisions
- ✓ AI-spend allocation
- ✓ Ethics & risk posture
- ✓ Business–learning alignment
- ✓ Vendor-model choices
- ✓ Decision rights enforcement

DUAL INPUT LAYER

03 · SIGNAL ENGINE

Evidence becomes real for the first time.

- ✓ Reads every coach & sim interaction
- ✓ Surfaces hesitation, hedging & cognitive reserve
- ✓ Feeds the capability ledger
- ✓ Replaces the completion dashboard
- ✓ Bidirectional feed to AI & Capability Council

ORCHESTRATION LAYER — Human-governed, agent-run

STRATEGY & ARCHITECTURE

- ✓ AI Orchestrator
- ✓ Learning Experience Architects
- ✓ Skills Intelligence Lead
- ✓ Performance Consultants
- ✓ Agent Governance Lead
- ✓ Knowledge Ecosystem Manager

PLATFORM & OPERATIONS

- ✓ Learning Ecosystem Architect
- ✓ Model-ops engineer
- ✓ Data pipelines & guardrails
- ✓ MLR-aware deployment
- ✓ Observability & evaluation
- ✓ Vendor / model governance

SIMULATION ENGINE — Deliberate practice at scale

Diagnostic	Prototype	Calibration	In-session	Continuous

AGENT SWARM — Machine-run, human-overseen

Content generation & assembly	Curation & knowledge graph	Needs sensing (work-signal)	Evidence & telemetry	Coaching & nudges

Commercial	R&D / Medical	Manufacturing / QA	Corporate Functions

HYPER-AWARE AI COACH

Single learner interface

- ✓ Reads performance data
- ✓ Reads human signals
- ✓ Reads motivation model
- ✓ Reads org-support signals
- ✓ Adaptive learning path
- ✓ Micro-interventions
- ✓ Readiness scoring (GxP)
- ✓ Agent task delegation

BUSINESS CONSUMERS — Capability outcomes in the flow of work (not course requests)