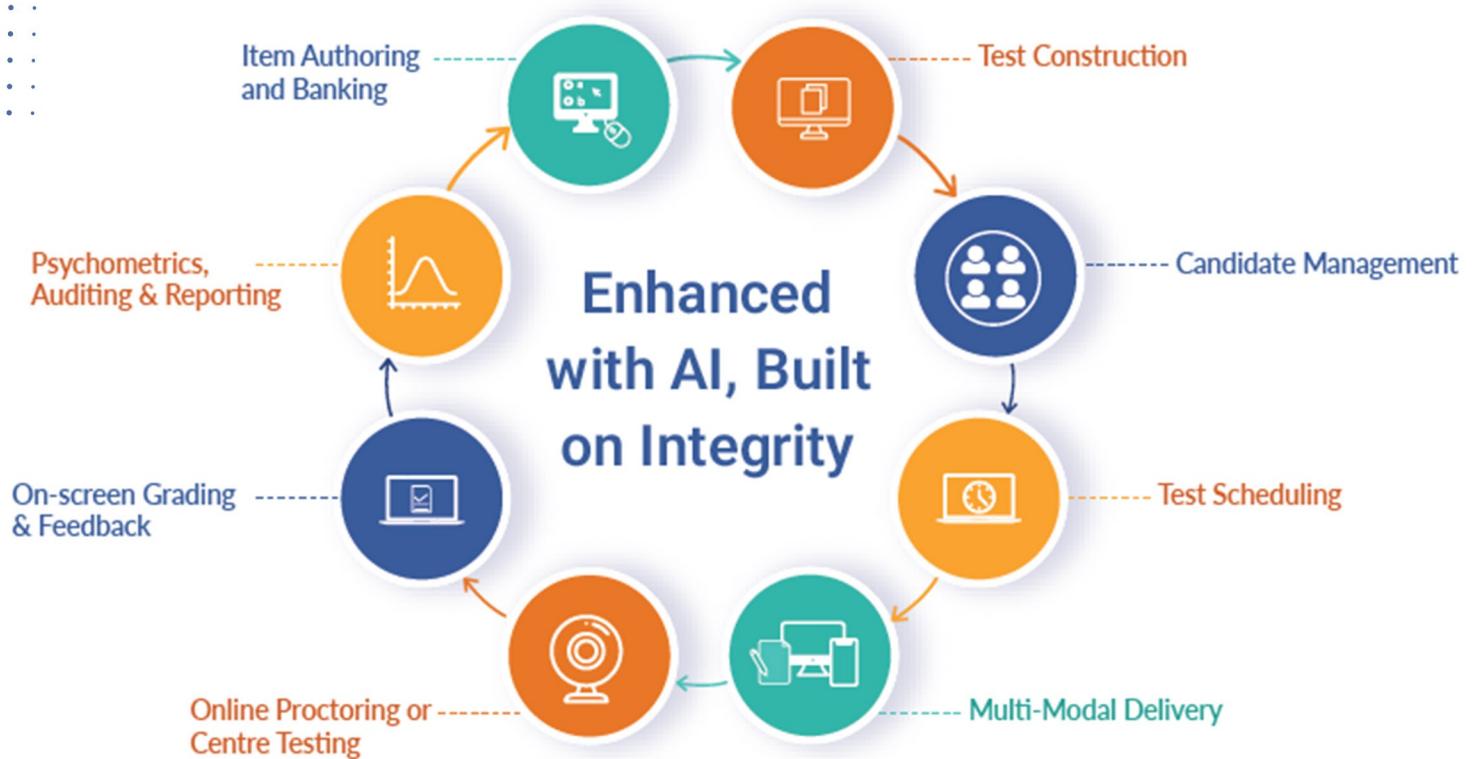


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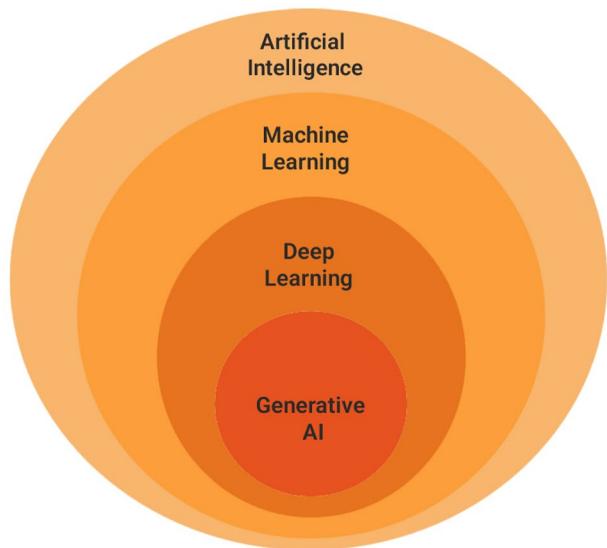
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# The Excelsoft Guide to AI



AI is revolutionising how UK awarding organisations design, deliver, and quality-assure assessments. Within AI, Machine Learning predicts outcomes & flags anomalies using past exam data, while Deep Learning, a subset of ML, recognises complex patterns like handwriting and speech. Generative AI now creates realistic practice questions, marking rationales and personalised feedback—boosting fairness, security, and engagement.

## Key Terms

**RAG (Retrieval Augmented Generation):** An approach to enhancing AI output quality by connecting it to your domain knowledge and question banks.

**Agent:** AI assistants that handle high-frequency assessment tasks like portfolio sampling and centre queries, freeing up expert staff for complex activities.

**LLM (Large Language Model):** The AI models such as ChatGPT and Gemini you use to undertake AI-based actions whilst considering data processing risks and GDPR compliance.

**Orchestration:** The process of organising multiple AI agents to work together across your business, coordinating everything from item generation to results processing.

**Fine-tuning:** The process by which you train an LLM specifically on your assessment data to learn your marking standards, question formats, and grading criteria.

**Zero Shot:** AI's capability to mark and provide feedback without specific training examples, enabling evaluation of innovative assessment formats.

Got an idea for smart AI wins with Micro-Apps?  
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