

Supporting responsible AI adoption in a safety-critical environment

National awarding
and certification
organisation

Setting the scene

eCom is working with a national awarding and certification organisation operating within a highly regulated, safety-critical sector delivering digital assessments at scale. Our digital assessment platform, eNetAssess, is playing a key role in supporting question management, assessment creation, and the delivery of a wide range of assessments.

As part of its ongoing commitment to innovation and efficiency, the organisation began exploring how AI could support elements of the assessment creation process.

The Challenge

While AI-powered question authoring offered clear potential benefits, the organisation recognised the importance of maintaining visibility and control over its use.

Operating within a regulated environment meant accountability, governance and oversight remained essential.

The organisation wanted to understand:

- How frequently AI was being used
- How many AI credits were being consumed
- How AI use was evolving over time





The Solution

To support these requirements, the organisation adopted eCom's AI-powered question authoring tool, iQ, within eNetAssess. iQ enables authorised users to generate high-quality draft assessment questions more efficiently, reducing the time required to create assessment content while maintaining subject matter expert review and approval.

Alongside iQ, eCom developed a dedicated AI dashboard providing real-time visibility into AI credit usage. The dashboard shows how many credits have been used and how many

remain, helping the organisation monitor adoption and make informed decisions about future AI investment.

The Benefits

The organisation now benefits from:

- Faster creation of draft assessment content
- Greater visibility into AI usage
- Improved understanding of AI credit consumption
- More informed decision-making around AI adoption
- Continued governance and oversight within a regulated environment

- Confidence that professional judgement remains central to the assessment process

By combining AI-assisted question authoring with clear visibility into AI usage, the organisation is able to benefit from innovation while maintaining the accountability and control required within a high-stakes assessment environment.



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