

mAint Learn:

A new generation Learning, Development and Competency Platform.

Work Package 4



Prepared for:



20 APRIL 2026
WWW.SCOTAI.TECH

Project Overview

The UK has set an ambitious target of achieving net zero by 2050 and decarbonised power by 2030. Repurposing the NTS for hydrogen, hydrogen blends and carbon transportation will play a key role in achieving this.

The gas networks need to be prepared to operate and safely manage the transportation of all three molecules, therefore upskilling and training the current workforce (and the workforce of the future) is a fundamental step to ensuring the facilitation of the energy transition.

National Gas would therefore like to explore how AI can be used to accurately and efficiently produce training materials and create a more effective training experience.

Work Package 1 **Overview**

WP 1 key deliverables are:

- Determine customer and end user problem statement, key challenges, current workflow and desired short-medium term outcome.
- Understand current behaviour pattern, tools being used, preferences and ensure ScotAi team clearly understands the core problem needing to be solved through the LMS solution under development

WP1 Requirements Capture

Section 2 Requirements Capture & Specification WP1

20 January: Nick Thomas (CTO) and Moray Melhuish (CCO) visit National Gas (NG) in Warwick, to meet Helen Blundell and the NG L&D team (Hannah Rider, Sadra Mir, James Dowey) and Innovation Engineer Usama Varia. Also in attendance are NG consultants, Metyis.

Training Requirement: Summary and Findings

Item	Finding	Impact
1	L&D Team often find out late that policies have changed.	N/A: Strengthens need for interpretive AI to support L&D to update training.
2	Policies are extremely technical.	N/A: mAint is designed for interpretation of technical materials such as policies.
3	Standards are 'owned' by Tom Dooley & Luke Thompson	ACTION: Meeting with TD and LT would be useful.
4	Stakeholders are inconsistent	Note: System will need to be intuitive to enable use by unfamiliar stakeholders.
5	Feedback, review, signoff is complex: policy owner/ SME/Committee approves	Note: System will need to be intuitive to enable use by unfamiliar stakeholders.
6	As policies change, only the delta / impact needs to be updated. Questions: What are the changes, does it need to go into the training course, begin with the end result / student outcome in mind.	N/A: Strengthens need for interpretive AI to support L&D to update training.
7	Some training is skill (not knowledge) based	ACTION: ScotAi to consider capability for subjective capture of skills based on experience, demonstration and more

Milestone WP₁, Requirements Capture (RC)

L&D team: Summary and Findings

Item	Finding	Impact
1	AI is seen as a threat within part of the L&D team, particularly in response to avoiding post-training skills fade by making AWP's intuitive & available onsite using mAint. The benefits were recognised but "That would be my job gone".	ACTION SCOTAI: We need to be cognisant of our messaging: it is recognised that the updating of ~500 policies to accommodate H₂ in the network, and the knock-on effect on L&D&Competence will be difficult to accommodate unless either the L&D team is expanded significantly, or a tool like mAint Learn is adopted. Support with Change Management may be required.
2	One policy change could impact multiple training courses; all training needs to be maintained and periodically updated.	N/A: Strengthens need for interpretive AI to support L&D to update training ready for human signoff.
3	L&D team likes to subcontract training development to consultancies (Callidus and Corus); they have a good relationship. They would continue to outsource the work unless there is a suitable tool.	mAint would undoubtedly reduce the need for NG to outsource training development.

Milestone WP1, Requirements Capture (RC)

Existing Systems: Summary and Findings

Item	Finding	Impact
1	System needs to identify who needs trained, when someone was trained, when someone needs to be trained (scheduling tool)	Noted & agreed
2	It will be essential to incorporate Competency functionality within mAint Learn.	Noted & agreed
3	Alpha, Beta, Gold system used for roll out.	Noted
4	Export SCORM package would be useful (that's how outsourced packages are received).	Noted
5	Existing L&D systems can be used to create E-Learning assessments, but they are not semi-automated as in mAint; assessments are manually created in existing NG software systems.	Noted

Continued...

Milestone WP1, Requirements Capture (RC)

Existing Systems: Summary and Findings

Item	Finding	Impact
6	2x LMS/CMS systems are in use, including Skillstation and Success Factors. 2x systems is considered 1x too many. They do not have the features / functionality / efficiency benefits / dashboarding capability of the proposed mAint Learn system. Skillstation is "not great".	Noted; mAint Learn will replicate the valued functionality while adding efficiency.
7	Migrating away from either 1 of the above LMS systems could be disruptive to operations. Even considering partial migration, there is a significant business need to accelerate the creation of training content for inclusion in incumbent solutions	mAint Learn will add capability to allow course definition and training content to be exported from Learn for import into other LMS systems.
8	Significant limitations exist in the current ability to analyse changes in policies across different revisions	mAint Learn will incorporate current 'Doc Audit' capability that will allow comparisons between policies for analysis of changes, in addition to identification of errors, conflicts and inconsistent information in material.
9	Articulate is used for mandatory E-Learning, and Rise which includes some AI capability.	Noted; mAint Learn will replicate the valued functionality while adding efficiency.
10	NG currently uses CoPilot for generic AI. The 'owner' within NG is Tim Steele.	Meeting required to benchmark the delta between CoPilot and mAint for analysis of policy documents.

Milestone WP₁, Requirements Capture (RC)

Next Steps & Action Summary

Item	Step	Rationale
A	Meeting with Tom Dooley & Luke Thompson	Better understanding of the standards they own will result in a better L&D platform.
B	Further meeting with Hannah Rider and James Davey required	Time was limited; additional time useful to delve into concerns and requirements.
C	Existing Systems Review	ScotAi to review functionality and undertake gap analysis
D	Change Management	NG to consider CM support in the event of adoption (ScotAi can support).
E	Meeting with Tim Steele	TS is 'owner' of Copilot. Useful to demonstrate benefits of advanced, interpretive AI such as mAint (security, accuracy, utility).

Note: Due to the timescale, software development is well progressed but is being updated with findings from the RC.

Success Criteria

WP1 Success Criteria Outline

1. Successfully demonstrated consumption of provided policy document using mAint Prism data processing pipeline, retrieval and inferencing of information to 100% compliance from Policy document (including from figures, tables and text, document was partially embedded with scanned content)
2. Conducted workshop and client interviews. Successfully determined key immediate pain-point to be addressed within Learn system. Identified need to create key feature to allow export of any created content for consumption in other LMS systems currently in use. Key focus on the instructor journey for reviewing changes in policy documents and creation training content based on changes to documentation

WP1 Outline of Project Success Criteria

- Learning Management and Content Delivery systems for early visibility of policy changes to reduce reliance on manual monitoring and training content generation. Reduce manual effort in change detection, content creation and delivery.
- Reduce reliance on manual interpretation and disruption of SME time for clarifications.
- Improve traceability between Policy changes – existing training material, early identification of training requirements if any, support with creation of training needs
- Allow speed, accurate creation of training content for deployment in other training software.

Data Inventory and Mapping

Data Inventory Mapping and Interface Development

The ScotAi team determined the data inventory requirements needed to enable the user to upload Policy documents, create roles, competencies and learning pathways in the Learn software interface. Policy documents would be processed and analysed for changes. This information would then be assessed against roles and responsibilities to create meaningful L&D content.

All storage and processing of files and data will be on ScotAi secure cloud-based architecture across Azure, AWS and Self (ScotAi) hosted Ai Models for data processing and parsing on secure VM's with MFA and Role Based access controls.

mAint Prism engine will be leveraged for accurate data processing and parsing. mAint Serve secure architecture will be leveraged for serving of Ai models of all inferencing operations within the Learn system.

Screenshots provided of User Interface to highlight planned data inventory system are provided below.

Work Package 2 **Overview**

WP 2 key deliverables:

- Design and build basic model - **Complete**
- Train model using provided documentation - **Complete**
- Validate logic and capabilities - **Complete**

Acceptance Criteria

- A working prototype that is capable of producing accurate training materials and assessments from policy documentation – **Complete**

Work Package Requirements:

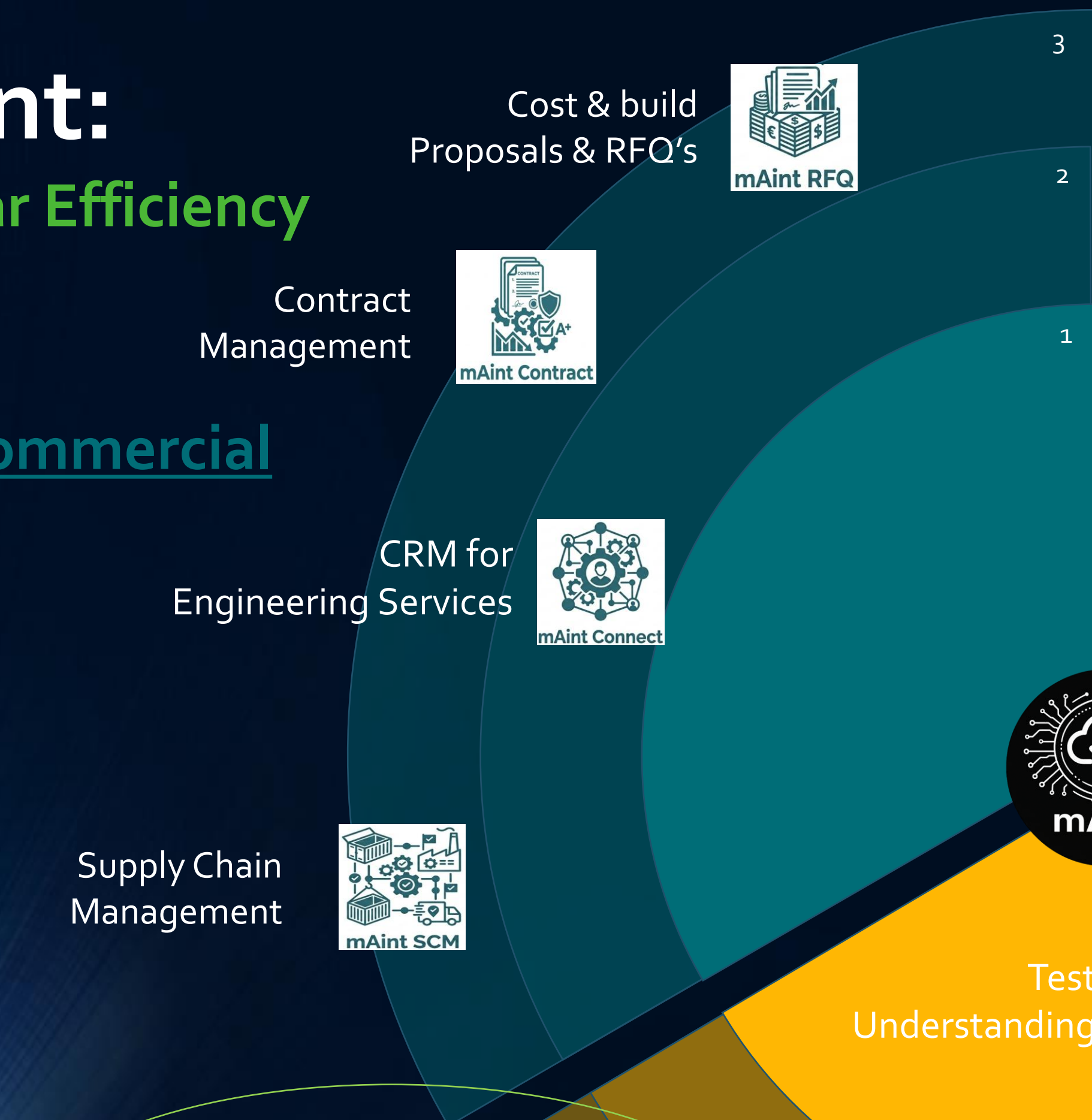
- Prototype AI model
- Model architecture documentation
- Training summary

WP2 Design

mAint:

Modular Efficiency

Commercial



Operations



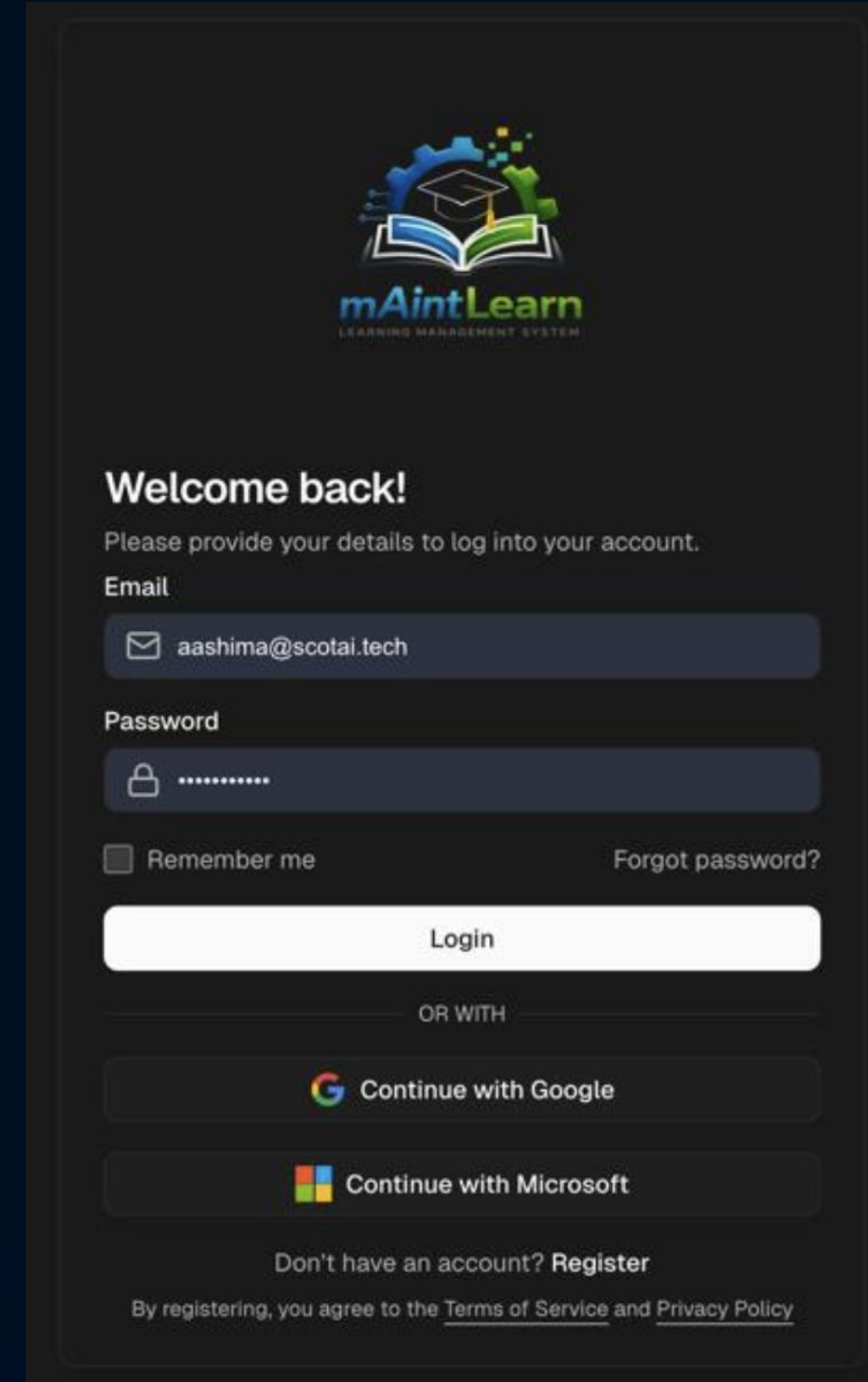
- Key:**
- 1: Existing mAint module
 - 2: Software delivered; will be integrated within mAint in next release
 - 3: Module under development

Support

1. Solution Design

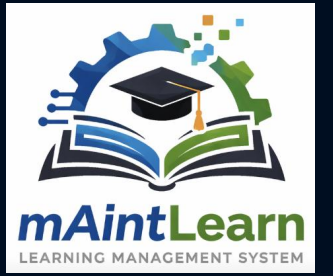
mAint Learn has been designed with busy technical trainers in mind to have a minimal learning curve and to aid in an accelerated process for creating training materials that lead to better training outcomes for staff and learners.

The prototype can be found here:
<https://platform.maint.world/>



The image shows a login interface for the mAintLearn Learning Management System. At the top is the logo, which features a stylized book with a graduation cap on top, surrounded by colorful dots. Below the logo, the text "mAintLearn" is displayed in a bold, sans-serif font, with "LEARNING MANAGEMENT SYSTEM" in a smaller font underneath. The main heading is "Welcome back!" followed by the instruction "Please provide your details to log into your account." The form includes an "Email" field with a placeholder email address "aashima@scotal.tech" and a "Password" field with a masked password ".....". There are checkboxes for "Remember me" and a link for "Forgot password?". A prominent "Login" button is centered below the password field. Below the login button, there is a section for social login with the text "OR WITH" and two buttons: "Continue with Google" and "Continue with Microsoft". At the bottom, there is a link for "Don't have an account? Register" and a footer note stating "By registering, you agree to the Terms of Service and Privacy Policy".

1. Upload Documentation to 'Knowledge Base'



Knowledge Base | M2

platform.maint.world

New Tab YouTube Maps Home - Restream Products Home Edit Site - Annet B... RENEWABLES PO... 17-PODCASTS - G... Exchange admin c...

All Bookmarks

Knowledge Base (1 file)

Documents

Processing Status

T_PL_ECP_1[12] c... PDF

Menu

- New folder
- Upload file
- Search
- Manage tags

1. Click on the 'Knowledge Base'

2. Click on 'Menu', then 'Upload File'

3. Once uploaded, documents appear in the Knowledge Base.

Note – mAint Learn has to process the documents before they can be used. They only need processed once, but please be patient – it's worth the wait!

Rows per page 20

Showing 1 to 1 of 1 items

ScotAi

2. File Structure, Tagging, Naming and Sharing...



Knowledge Base | M2

platform.maint.world

New Tab YouTube Maps Home - Restream Products Home Edit Site - Annet B... RENEWABLES PO... 17-PODCASTS - G... Exchange admin c...

All Bookmarks

Knowledge Base

Knowledge Base (1 folder · 2 files)

Menu

Documents

Processing Status

Equipment Inspec...
0 items

Frisch Double Off...
PDF

T_PL_ECP_1[12] c...
PDF

1. To help organise files, create a folder structure

Frisch Double Offset ...
PDF

Rename

Share

Move to folder

Tags

Delete

2. Click on the dots to rename, share or move a file. If you share a file in the system, the recipient won't have to process the file – it will arrive ready to use.

New folder

Upload file

Search

Manage tags

Tags

Manage your tags and organise files and folders.

New tag name

Nat Gas Policy

Color

#107C10

Icon

Cancel

Create

3. File tagging helps keep track of the documentation as your Knowledge Base grows.

CN

ScotAi

Rows per page 20

Showing 1 to 3 of 3 items

<

<

1

>

>

3. Document Viewer - Features



- 1. Content shows the original document, and the processed text
- 2. Intent summarises the purpose of the document
- 3. Instant comparison with this document and another document (such as a previous version)
- 4. Audit the document for errors and consistency

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Knowledge Base

Documents

Processing Status

←

Latest (v1)

T_PL_ECP_1[12] copy.pdf

Upload Version

1 / 12

[-]

[+]

[Find]

[Zoom In]

[Zoom Out]

[Previous]

[Next]

[Share]

[Download]

[Print]

[More]

T/PL/ECP/1

POLICY FOR

CORROSION CONTROL OF BURIED STEEL SYSTEMS

APRIL 2013

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Page 1

T/PL/ECP/1

POLICY FOR

CORROSION CONTROL OF BURIED STEEL SYSTEMS

APRIL 2013

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Page 2

CONTENTS

FOREWORD

DISCLAIMER

IV

MANDATORY AND NON-MANDATORY REQUIREMENTS

IV

INTRODUCTION

1

1. SCOPE

2. REFERENCES

T_PL_ECP_1[12] copy.pdf

PDF

7. Navigate through, annotate or print the original document

6. Generate a Mind Map (feature not yet released)

5. Chat with the document ("summarise the corrosion control options in 300 words")

4. Create and manage roles, manage role competencies and courses



Curriculum Planning | Learn

platform.maint.world/learn/curriculum-planning

New TabYouTubeMapsHome - RestreamProductsHomeEdit Site - Annet B...RENEWABLES PO...17-PODCASTS - G...All Bookmarks

m

mAint-learn

Dashboard

Roles

Courses

Assessment

Pathways

RolesCompetencies

Roles

Search roles...Create New Role

Offshore Client Representative

Offshore Operations · 0 competencies

Field Engineer - Gas Network

10 competencies

Field Engineer

Operations · 40 competencies

Field Engineer - Gas Network

NameField Engineer - Gas Network

Departmente.g. EngineeringLevele.g. L5

Competencies

Welding standards awareness and weld inspection (visual, NDT basics)

SCADA systems and remote monitoring interpretation

Leak detection methods and emergency isolation procedures

Corrosion management and cathodic protection systems

CancelSave changes

Field Engineer - Gas Network

Pressure control and regulation — PRSs, governors, relief valves

Gas quality monitoring and analysers

Valve operation and maintenance (ball, gate, control valves)

Pigging operations

+ Add competency

Courses

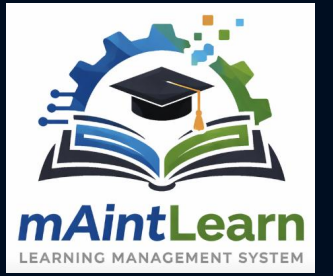
No courses. Add below.

+ Add course

CancelSave changes

1. Click on 'Roles'

5. Build a course



The screenshot displays the mMaint Learn platform interface. The top navigation bar includes a sidebar with icons for Dashboard, Roles, Courses, Assessment, and Pathways. The main content area is titled 'Course builder' and contains a 'Create course' button. A red circle highlights the 'Courses' link in the sidebar, with a callout stating: '1. Click on 'Courses''. Another red circle highlights the 'Catalog' and 'Published' tabs, with a callout stating: '2. Here you can access the catalogue of courses already created, or create a new course.' A third red circle highlights the 'Create course' button, with a callout stating: '3. Click 'Create course' and define the course you will create:'. A fourth red circle highlights the 'Resources' tab in the 'Create Course' modal, with a callout stating: '4. Select the documents mMaint should create the course from:'. The 'Create Course' modal is shown with the 'Basic Info' tab selected, displaying fields for Title, Description, Level, Duration (min), Delivery type, and Custom tags. The 'Resources' tab is also shown, displaying a list of documents to select from.

6. Using 'slots' to architect a course



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Dashboard

Roles

Courses

Assessment

Pathways

Courses > Intro to buried pipeline corrosion

Approve & publish course

Overview Outline Session plan Draft-lessons Lesson Outcomes Document linking External links

Edit mode: drop cards into slots; use the slot trash icon or Remove from slot in Properties to clear.

SOURCE

Selected tab

Lessons

+ Add More

Introduction to Buried Pipeline Corrosion
standard • 5 min

Types of Corrosion in Buried Pipelines
standard • 5 min

Corrosion Control Methods: Coatings
standard • 5 min

Cathodic Protection (CP) Systems
standard • 5 min

Monitoring and Maintenance of Corrosion Control Systems
standard • 5 min

Safety and Record Keeping in Corrosion Control
standard • 5 min

Slot 1 Slot 2 Slot 3 Slot 4

Drop here Drop here Drop here Drop here

+ Add slot

PROPERTIES

Select a node to edit settings.

1. Each lesson is comprised of 'slots' (to enable instructors to integrate practical time, discussion, etc)

2. mAint suggests what should be covered in the course based on the description provided when creating the course, and the Knowledge Base it has been given access to.

3. Drag and drop each component into a slot to integrate it into the course.

4. Slots can be added or deleted as required.

CN

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6. Track Progress, and Edit what is created



Track progress as you create your training course

Learn | M2

platform.maint.world/learn/courses/289794ca-0ea7-4565-b342-c78d2b6226de

New Tab YouTube Maps Home - Restream Products Home Edit Site - Annet B... RENEWABLES PO... 17-PODCASTS - G... All Bookmarks

mAint-learn

Dashboard Roles Learning Outcomes

Courses > Intro to buried pipeline corrosion

Overview ✓ Outline ✓ Session plan ✓ Draft-lessons ✓ Lesson Outcomes ○ Document linking ✓ External links ○

Module code · 28979

Generate Learning Outcomes

Generate lesson →

Approve & publish course

Sections

- Definition of corrosion
- Importance in natural gas tra...
- Course objectives

Introduction to Buried Pipeline Corrosion

Welcome to the 'Introduction to Buried Pipeline Corrosion' lesson. This session aims to provide a fundamental understanding of corrosion as it pertains to buried pipelines, focusing on its critical role in maintaining the safety and reliability of natural gas transmission systems.

Definition of Corrosion

Corrosion is the gradual degradation of materials, often metals, due to chemical reactions with their environment. In the context of pipelines, corrosion can lead to leaks and failures, posing significant safety risks.

Importance in Natural Gas Transmission

In natural gas transmission, buried pipelines are the backbone of the infrastructure. Ensuring these pipelines remain free from corrosion is vital for preventing leaks, ensuring safety, and maintaining system reliability. Corrosion can compromise the structural integrity of pipelines, leading to potential hazards.

Course Objectives

This course will cover the basics of corrosion, types affecting buried pipelines, and methods for controlling and preventing corrosion. By the end, you should understand how to identify corrosion types and implement strategies to mitigate their effects.

Source

T_PL_Et

Glos

Corrosi

material

reaction

Natural

process

gas thro

Learning Objectives

Define corrosion and its effects on materials

Explain the importance of corrosion control in natural gas pipelines

Outline the objectives of corrosion control methods

S. No	Learning objective	Skills Learned
LO1	Introduce corrosion basics.	Define corrosion Explain importance of control Outline objectives
LO2	Identify corrosion types.	Identify corrosion types Describe influencing factors Differentiate corrosion types
LO3	Explore coating standards.	Understand coating role Identify application standards Differentiate coating types
LO4	Introduce CP design.	Explain CP principles Identify CP criteria Understand CP benefits
LO5	Ensure system effectiveness.	Identify monitoring techniques Understand CP validation Describe maintenance activities
LO6	Emphasize safety and records.	Understand safety protocols Recognize record importance Identify key records

Corrosion in Buried

ifferent corrosion types

steel pipelines, including...

utline point(s)

Corrosion Control Methods: Coatings

Draft Standard

Overview of coating standards and types for buried steel systems, including factor...

3 section(s) · 3 outline point(s)

Cathodic Protection (CP) Systems

Draft Standard

Introduction to cathodic protection design, principles, and criteria for effective CP to...

3 section(s) · 3 outline point(s)

Monitoring and Maintenance of Corrosion Control...

Draft Standard

Explanation of monitoring, validation, routine maintenance of CP systems and...

3 section(s) · 3 outline point(s)

Safety and Record Keeping in Corrosion Control

Draft Standard

Overview of safety considerations during corrosion control activities and importanc...

3 section(s) · 3 outline point(s)

Click "View & Edit"

Introduction to Buried Pipeline Corrosion

Sections

- Definition of corrosion
- Importance in natural gas tra...
- Course objectives

Introduction to Buried Pipeline Corrosion

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Source

T_PL_Et

Glos

Corrosi

material

reaction

Natural

process

gas thro

Learning Objectives

Define corrosion and its effects on materials

Explain the importance of corrosion control in natural gas pipelines

Outline the objectives of corrosion control methods

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7. Generate Learning Outcomes, Link External Resources then Publish!



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Dashboard

Roles

Courses

Assessment

Pathways

Courses > Intro to buried pipeline corrosion

Approve & publish course

Overview

Outline

Session plan

Draft-lessons

Lesson Outcomes

Document linking

External links

Course info

Key

Value

No custom tags for this course.

External links

Add links to docs, videos, or other external sources for learners.

No external links. Click "Add link" to add docs, videos, or other sources.

Add links to any external documents, videos or sources

+ Add link

Module code · 28979

Generate Learning Outcomes

Learning Outcomes

S. No	Learning objective	Skills Learned
L01	Introduce corrosion basics.	Define corrosion Explain importance of control Outline objectives
L02	Identify corrosion types.	Identify corrosion types Describe influencing factors Differentiate corrosion types
L03	Explore coating standards.	Understand coating role Identify application standards Differentiate coating types
L04	Introduce CP design.	Explain CP principles Identify CP criteria Understand CP benefits
L05	Ensure system effectiveness.	Identify monitoring techniques Understand CP validation Describe maintenance activities
L06	Emphasize safety and records.	Understand safety protocols Recognize record importance Identify key records

8. Assign Course to Learners



Learn

Catalog

Published

Dashboard

Curriculum

Assessment

Courses

Pathways

Published

Published courses. Use filters to narrow down results.

Safety & Compliance Course

End-to-end preview of the safety and compliance approval workflow, and incident response procedures.

Incident Response

90 min

Foundation

Product Basics

Introduction to product development and the product lifecycle.

Tag competencies

45 min

Foundation

Roadmap & Prioritization

Building and communicating a product roadmap and prioritization.

Stakeholder Communication

75 min

Intermediate

Executive Stakeholder Management

C-level communication and influence.

Stakeholder Communication

75 min

Intermediate

Assign course

Learn

Curriculum

Assessment

Courses

Pathways

Question Bank

Generate Questions

Create Quiz

Assessment

Question Bank

(Showing 1-10 of 20 questions)

All questions

All documents (20)

All types (20)

Search questions...

Onboarding Procedure

Scenario-based - Advanced

Review

A new hire reports that their I-9 documents are delayed. What should you do?

✓

✕

Safety Manual v2.1

Practical simulation - Advanced

Review

In a simulated evacuation drill, you are in a room with two exits. One is marked as the primary assembly point route. You should:

✓

✕

Safety Manual v2.1

Multiple choice - Basic

What is the first step in the emergency evacuation procedure?

✕

Safety Manual v2.1

True / False - Basic

Personal protective equipment (PPE) is optional in the warehouse.

✕

Onboarding Procedure

Multi-select - Intermediate

Which items are required during new hire onboarding? (Select all that apply.)

✕

Compliance Guidelines

Multiple choice - Intermediate

How often must compliance training be refreshed?

✕

Safety Manual v2.1

Multiple choice - Intermediate

Where should fire extinguishers be located in the building?

✕

Safety Manual v2.1

True / False - Basic

You should report near-miss incidents even when no one is injured.

✕

Safety Manual v2.1

Multi-select - Intermediate

Which actions are required when handling hazardous materials? (Select all that apply.)

✕

Design Department

Creative design and UX

12 members

Marketing Group

Marketing and communications

18 members

Start date

dd/mm/yyyy

Calendar icon

Deadline

dd/mm/yyyy

Calendar icon

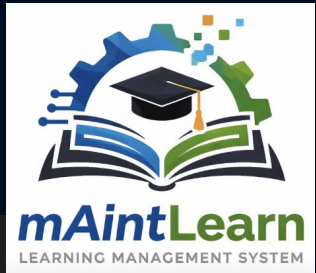
Send automatic reminders

✓

Cancel

Assign

9. Generate Questions: define level, question type, Knowledge Base source



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×

Question Bank 20

Generate Questions

Create Quiz

Assessment 2

Dashboard

Roles

Courses

Assessment

Pathways

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Question Bank Generator

Create questions from Knowledge Base documents. Choose sources, set difficulty and counts, then generate.

Generation options

Difficulty, total count, and mix of question types.

DIFFICULTY

Basic

Intermediate

Advanced

Questions will be tagged as **Intermediate**.

TOTAL QUESTIONS 11

PER QUESTION TYPE

Multiple choice	5
True / False	3
Multi-select	2
Scenario-based	1
Practical simulation	0

Generate questions

Source documents

Pick one or more documents from the Knowledge Base / Generated Content.

Select from KB

Select from Generated Content

No documents selected

Use the button above to choose from KB / Generated Content

10. Manage questions in the Question Bank



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×

Question Bank 20

Generate Questions

Create Quiz

Assessment 2

Dashboard

Roles

Courses

Assessment

Pathways

Question Bank (Showing 1–10 of 20 questions)

All questions

All documents (20)

All types (20)

Search questions...

Onboarding Procedure Scenario-based · Advanced Review

A new hire reports that their I-9 documents are delayed. What should you do?

✓

🗑

Safety Manual v2.1 Practical simulation · Advanced Review

In a simulated evacuation drill, you are in a room with two exits. One is marked as the primary assembly point route. You should:

✓

🗑

Safety Manual v2.1 Multiple choice · Basic

What is the first step in the emergency evacuation procedure?

🗑

Safety Manual v2.1 True / False · Basic

Personal protective equipment (PPE) is optional in the warehouse.

🗑

Onboarding Procedure Multi-select · Intermediate

Which items are required during new hire onboarding? (Select all that apply.)

🗑

Compliance Guidelines Multiple choice · Intermediate

How often must compliance training be refreshed?

🗑

Safety Manual v2.1 Multiple choice · Intermediate

Where should fire extinguishers be located in the building?

🗑

Safety Manual v2.1 True / False · Basic

You should report near-miss incidents even when no one is injured.

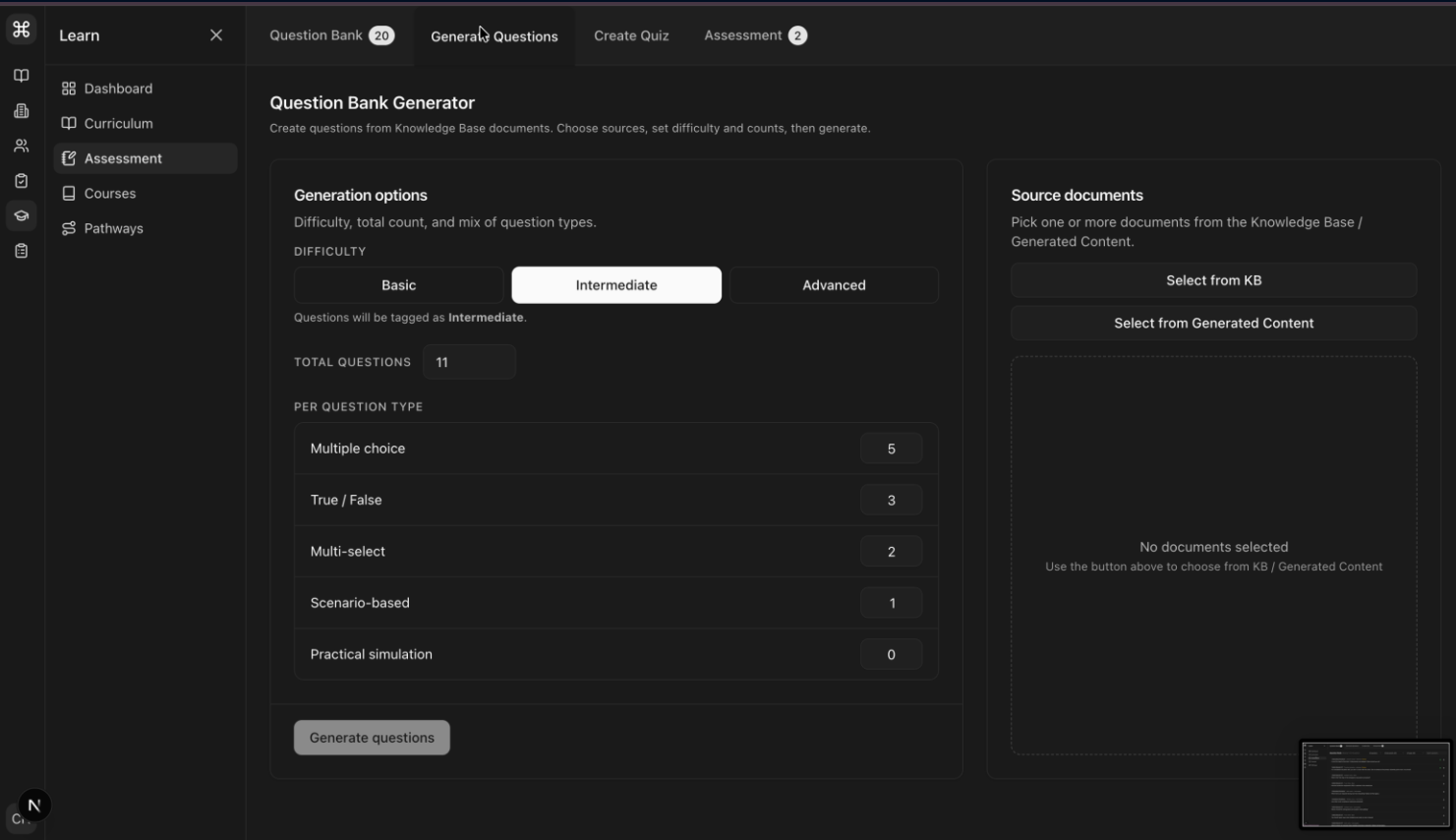
🗑

CN

ScotAi

Solution Design

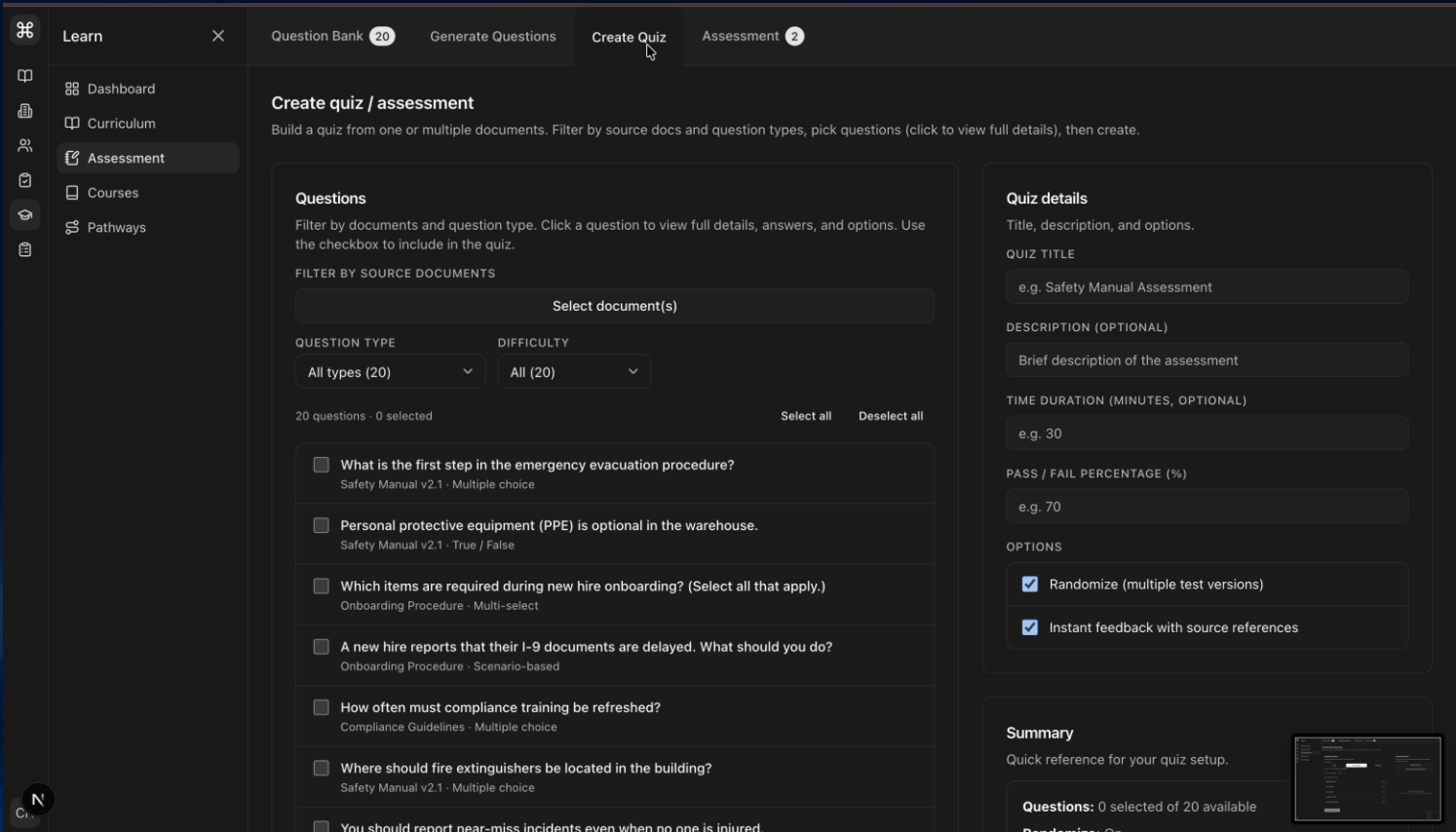
The solution has been designed with busy technical trainers in mind to have a minimal learning curve and to aid in an accelerated process for creating training materials that lead to better training outcomes for staff and learners. The prototype can be found here: <https://platform.maint.world/>



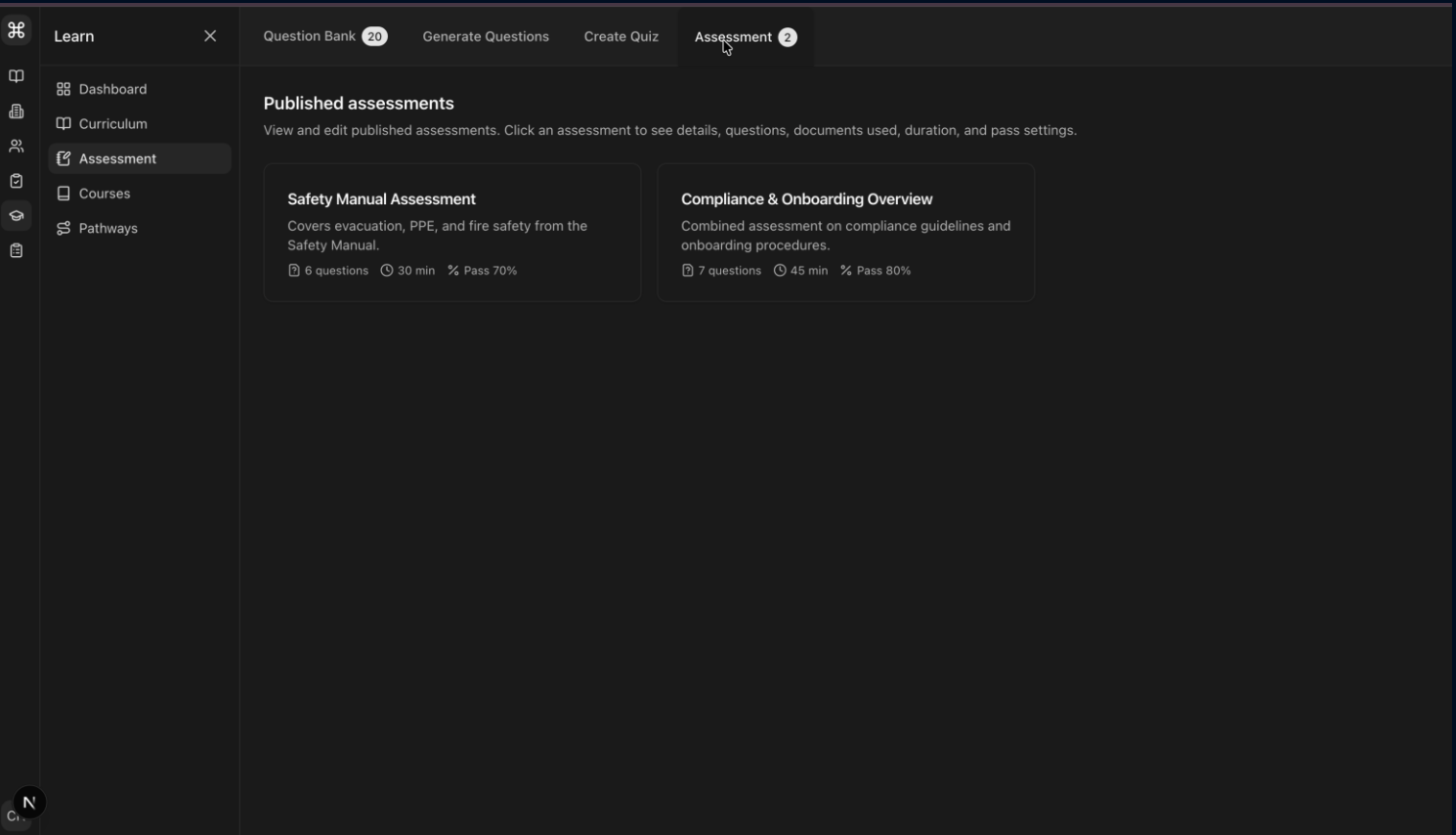
Assign Course to Learners

Question Bank

Question Generation



Create Assessment



Assessment Bank

WP2 Model Architecture Documentation

mAint Learn **Model Architecture Documentation**

Software Architecture

Cloud-based system with industry best practice protocols including:

- Role-based access
- Secure authentication across Microsoft, Google and Email/Password
- Secure Middleware; users are authenticated at every interaction
- Server-side processing; maximum end-user performance
- All AI architecture is deployed off secure GPU-accelerated virtual machines with stringent access controls
- All user documentation is private with no data sharing or model training from user data
- Guardrails minimise risk of hallucination at all data inferencing stages.

mAint Prism leverages ScotAi proprietary processing, retrieval and inferencing pipelines to ensure maximum accuracy and minimum risk of prompt injection or hallucination.

mAint Learn **Model Architecture Documentation**

User Interface Architecture

mAint Learn is designed to be a part of the modular mAint platform. It is broken down into two primary components:

Knowledge-base

Primary interface for policy document management. Users can chat with, audit for correctness, compare versions for detailed change log and policy change intent and much more. Integration with SharePoint is planned for future phases.

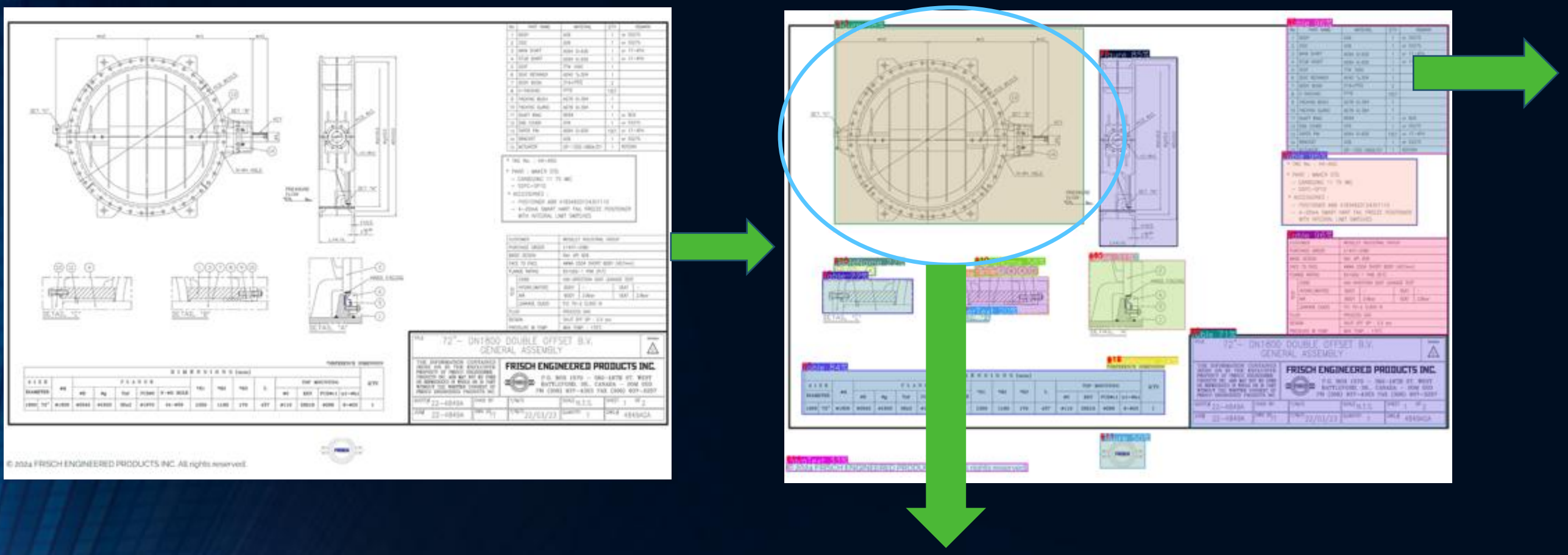
Learning Management System (LMS)

Primary interface for creation of roles and competencies, training curriculum, assessments, training course generation and learning pathway design. This will also be where the training content is created, exported and distributed to users.

Learn leverages the Prism processing pipeline developed to accurately process extremely complex engineering and technical documentation in multiple formats. Unlike generic AI, Prism particularly excels in inferencing from embedded tables and images.

1. Upload Document to mAint

2. Process Document



- * TAG No. : HV-A50
 - * PAINT : MAKER STD.
 - CARBOZINC 11 75 MIC
 - SSPC-SP10
 - * ACCESSORIES :
 - POSITIONER ABB V1834820142301110
 - 4–20mA SMART HART FAIL FREEZE POSITIONER
- WITH INTEGRAL LIMIT SWITCHES

Figure Description: The figure shows a technical drawing of a circular valve or control mechanism. It features a circular outer casing with a grid-like internal structure. There are dimensions and labels indicating specific measurements (denoted by H1, H2, H3) and design elements (such as holes and a key). The drawing also includes indicators for pressure flow and details about the internal components.

Figure Type: technical drawing/diagram

Visible Text: ['H2', 'H1', 'H3', 'PCD ØC±1.5', "DET 'B'", 'N-OH HOLE', 'KEY', 'PRESSURE FLOW']

Purpose: To provide detailed specifications and dimensions for the construction or operation of the valve, serving as a guide for engineers or technicians involved in its design, assembly, or maintenance.

Accurate data extraction from structured and unstructured data sources.

Client Documentation

User Prompt

the largest diameter branch and progressing to the smallest.

When carrying out a complete purge with inert gas, a minimum volume equal to 1.5 times the swept volume of the network or main should be available.

The quantity of inert gas or purge gas for the completion of a purge should be as directed by the responsible engineer. The minimum quantities are given in Table 3.

Pipe nominal size (mm)	Minimum quantity of inert/purge gas per 10 m length (m³)
100	0.13
150	0.30
200	0.50
250	0.80
300	1.20
400	2.00
450	2.50
600	4.50
750	7.00
900	10.00
1050	13.50
1200	17.50

Table 3 - Minimum quantity of inert/purge gas per 10 m length of main.

Slug purging

what is the minimum quantity of inert/purge gas for a pipe of nominal size of 600mm

Based on the provided context, here is the information regarding the minimum quantity of inert/purge gas for a pipe with a nominal size of 600 mm:

Minimum Quantity of Inert/Purge Gas

- Pipe Nominal Size: 600 mm
- Minimum Quantity of Inert/Purge Gas per 10 m Length: 4.50 m³

This information is extracted from Table 3, which specifies the minimum quantity of inert/purge gas required for different pipe sizes.

References

- Page 8-5.2, Table 3

Response

Auditable, clickable references

Document Shown is IGEM-SR-22
Purging Operations for Fuel Gases in Transmission, Distribution and Storage

WP₃ – Concept Validation

Work Package 3 Overview

WP 3 key deliverables:

- Benchmarking:
 - Compare results of training content generation with existing examples
 - Discuss assessment content with training team
- Validation of Concept:
 - Evaluate Accuracy and confidence levels
- Documentation
 - Document findings and limitations

Work Package Acceptance Criteria

- National Gas review and written approval of the work package requirements and agreement to move onto WP4

Work Package Requirements

- Benchmarking
- Validation Report including accuracy & confidence metrics

Work Package 3 Benchmarking

Benchmarking for performance using existing NG systems was undertaken objectively, by NG consultants Metyis. The typical effort per policy change (covering interpretation, content drafting, and review cycles) is provided below, together with benchmark data from mAint Learn.

Time to create training by Impact Level:

Time taken (%) by Activity:

Policy Impact	Current NG Systems	mAint Learn	Activity	Current NG Systems	mAint Learn
High	~60 days	~2 Hours*	Policy Interpretation	~10%	2-20 mins per policy
Medium	~30 days	~2 Hours*	Content Generation	~50%	Up to 90 minutes including generating, editing and publishing
Low	~14 days	~2 Hours*	Waiting for materials & feedback	~40%	Waiting for materials – up to 10 minutes. Feedback*

*Excludes time to receive feedback which is dependant on the reviewer. System will include review and approval functionality which will flag who is responsible for delays in reviewing / approving what content.

ScotAi performance can be verified in the following performance recording: (see Metyis recording from 26 March 2026)

Discuss assessment content with training team:

See Metyis recording from 26 March 2026.

Work Package 3 Validation of Concept

- Evaluate Accuracy and confidence levels

As demonstrated in WP2, Accuracy and confidence are assured by:

- Showing the original content on screen which enables human confirmation of the AI output
- Providing auditable references showing the sources used
- Enabling single-click verification of accuracy to enable confidence in training created (click takes you to the place in the original document where content was drawn from).
- Generating structured training content directly from selected policy documentation processed first by mAint Prism, using mAint Learn ensuring accuracy against source material
- Automating course creation workflow from document ingestion to course outlines, learning objectives, lesson plans and lesson content with full traceability back to source policy document and material

In Addition, the Audit function enables the user to:

- check consistency and accuracy of approved Policies; any conflicts can be resolved before training content is created
- Check differences between an original Policy and a revised Policy. When the revised training content is created, user can easily verify that the change is reflected in that new content. *This feature will be essential to managing ~500 policies affected by changes to gas transmitted ($CH_4/CO_2/H_2$)*

mAint Prism:

Accurate data extraction from structured and unstructured data sources.

The screenshot displays the mAint Prism interface. On the left, under 'Client Documentation', a table titled 'Table 3 - Minimum quantity of inert/purge gas per 10 m length of main' is shown. The table has two columns: 'Pipe nominal size (mm)' and 'Minimum quantity of inert/purge gas per 10 m length (m³)'. The row for 600 mm is highlighted with a red box. On the right, under 'User Prompt', a question is asked: 'what is the minimum quantity of inert/purge gas for a pipe of nominal size of 600mm'. Below this, the 'Response' section provides the answer: 'Minimum Quantity of Inert/Purge Gas' with bullet points for 'Pipe Nominal Size: 600 mm' and 'Minimum Quantity of Inert/Purge Gas per 10 m Length: 4.50 m³'. A 'References' section at the bottom lists 'Page 52, Table 3'. A green arrow points from the 'Auditable, clickable references' label to the reference link.

Pipe nominal size (mm)	Minimum quantity of inert/purge gas per 10 m length (m³)
100	0.13
150	0.30
200	0.50
250	0.80
300	1.20
400	2.00
450	2.60
600	4.50
750	7.00
900	10.00
1050	13.50
1200	17.50

Table 3 - Minimum quantity of inert/purge gas per 10 m length of main.

Slug purging

Document Shown is IGEM-SR-22
Purging Operations for Fuel Gases in Transmission, Distribution and Storage

Auditable, clickable references

ScotAi

Work Package 3 Findings and Limitations

Findings:

- mAint is 99.86% faster in the generation of training than a human – with no reduction human oversight and an improvement in auditability.
- mAint Prism, the engine behind mAint Learn, was designed and optimized for use with highly technical content including manuals, documents, training materials, etc. Prism has proven accurate in this finding.
- Audit function is useful for verifying changes in policies are reflected in the revised courseware

Limitations (to be addressed in near-term releases):

- Output is text only; image generation and integration of visuals in training content produced is yet to be rolled out
- ‘mAint Assess’ (existing mAint module) is to be integrated; will enable assessments to be generated, edited, distributed and scored through the system
- User interface is to be enhanced with National Gas branding, and ‘quality of life’ enhancements are to be made ; PoC is functional – only.
- Course deletion is not currently supported
- Training spec export
- Training course export
- Collective training course generation

WP4 Understanding the Human Factors

Work Package 4 Executive Summary

Work Package 4 was focused on understanding the human factors introduced in the mAint Learn platform when technical trainers and training authors ('instructors') generated and published training courses and assessments.

Key concerns centred around content validation competency, over-trust in generated outputs, and validity of data referencing to source data required before mAint Learn authored material is considered fit for publishing to training consumers ('students').

Recommendations focus on:

- Human-in-the-loop design at all interface stages
- High-accuracy source data parsing
- System guardrails to minimise data accuracy loss across all inferencing stages
- Structured review gates in course, lesson, and assessment generation
- Roles and competency management
- Detailed data chunk referencing and traceability

Work Package 4 Scope

WP4 examined the instructor-facing workflows within mAint Learn across the full course authoring pipeline:

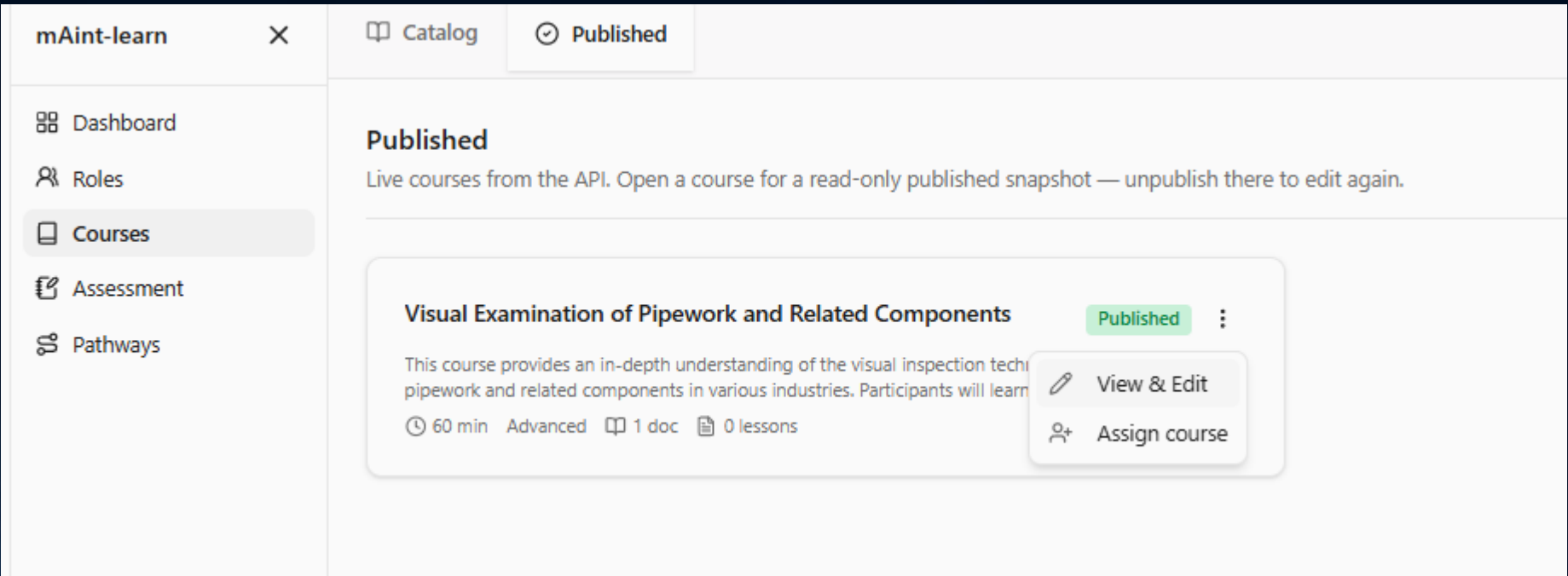
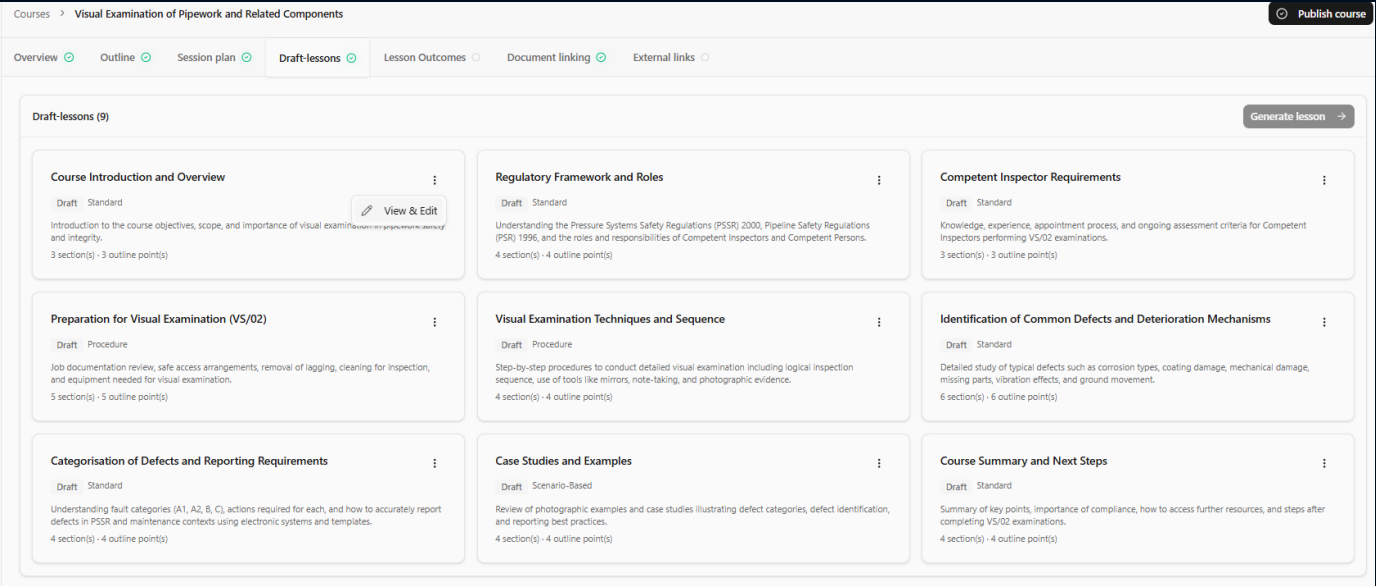
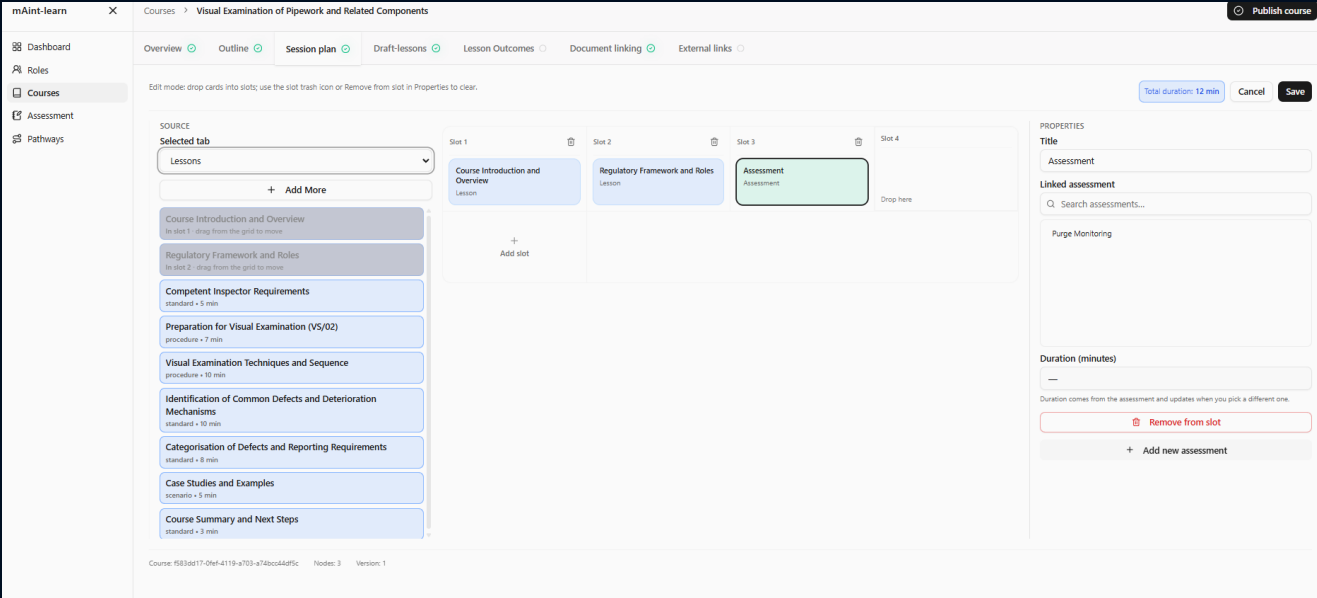
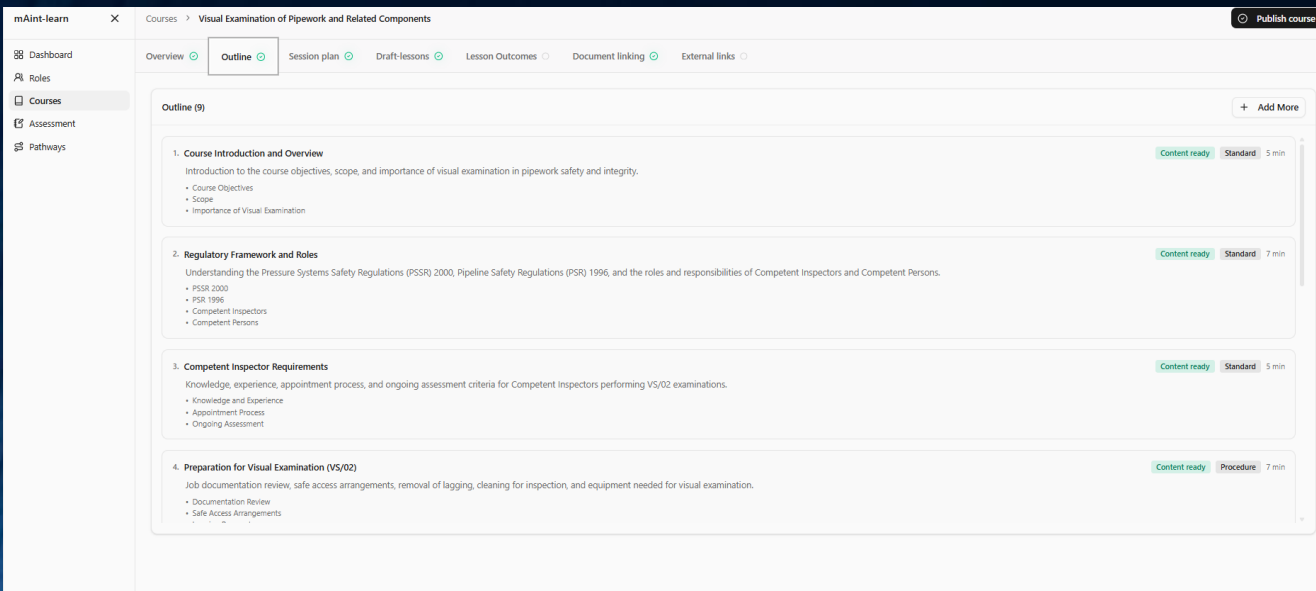
1. Knowledge base ingestion via mAint Prism
2. Course metadata and structure configuration
3. Session planning
4. Lesson drafting
5. Assessment creation
6. Course publishing

Human factors assessed cover instructor trust calibration, competency requirements for effective review, source data traceability through the inferencing pipeline, and the design of system-enforced controls that support rather than replace instructor judgement. The intent of the mAint Learn platform is to accelerate the process of creating and distributing technical learning content with a high level of traceability.

Work Package 4 Understanding the Concerns

Over-trust in Generated Outputs

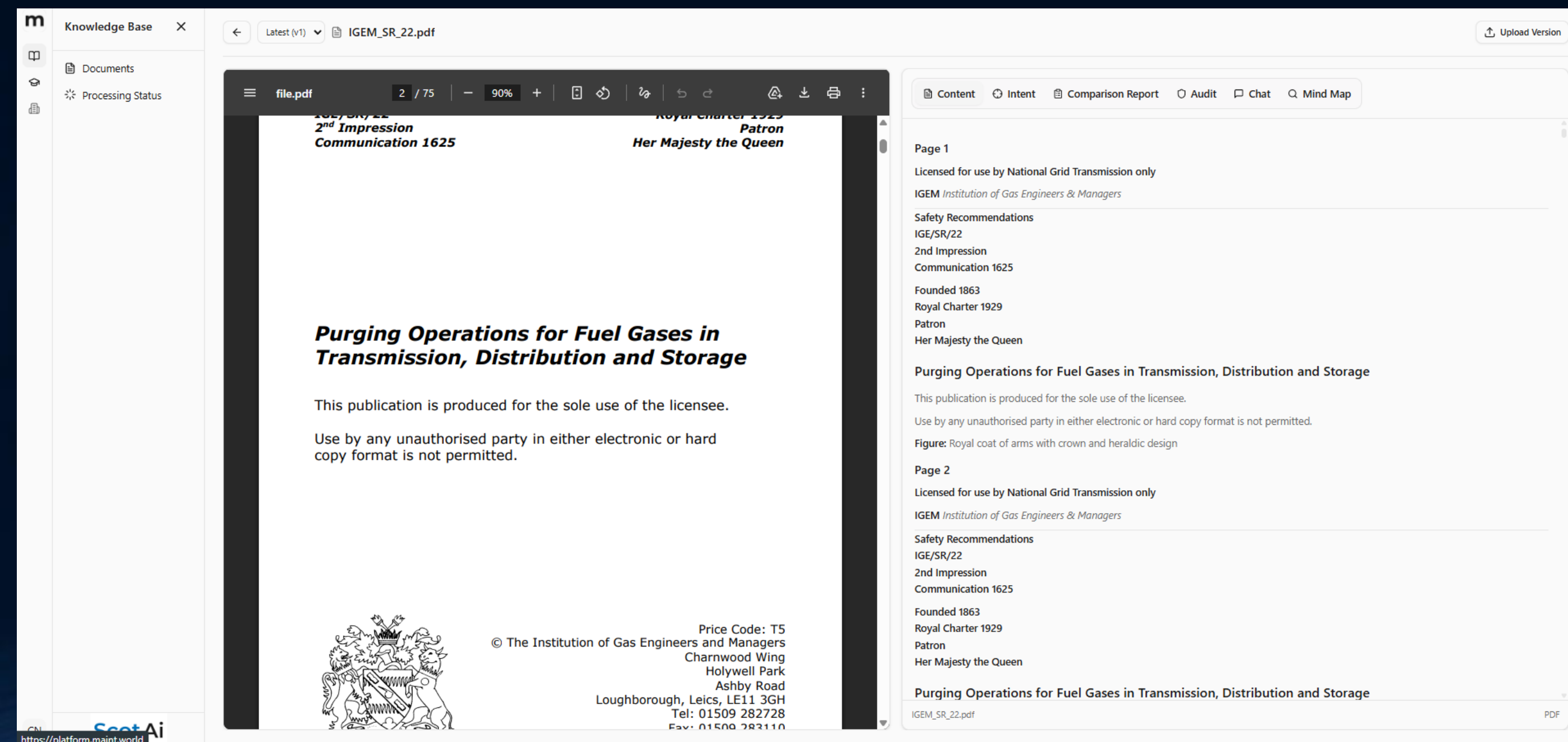
- Concern:** Instructors may accept generated course and assessment content without sufficient scrutiny, particularly where outputs appear well-structured and confident. Risk will increase under time pressure and out-of-understanding content complexity.
- mAint Learn mitigation:** At every stage of the course builder, across the overview, outline, session plan, draft lessons, lesson outcomes, and document linking tabs, all content is explicitly reviewer-facing. No stage of course building progresses silently, or without author triggering. All generated content is fully editable and reconfigurable at every step, reinforcing active review of generated content and minimising opportunities for passive acceptance.



Work Package 4 Understanding the Concerns

Source Data Accuracy and Traceability

- **Concern:** Generated content is only as reliable as the source material it is inferred from. Meaning drift across ingestion, chunking, retrieval, and generation stages can produce plausible but incorrect outputs that are difficult to detect on review without direct reference to the originating source.
- **mAint Learn mitigation:** mAint Prism provides high-fidelity document ingestion, preserving technical terminology, numerical values, and procedural structure at source. This minimises accuracy loss before any inferencing occurs, establishing a reliable and auditable knowledge base as the foundation for all generated content. Instructors can reference source material during review, grounding validation in the originating document rather than the generated output alone. Using proprietary grounding and prompting frameworks designed specifically ensures generation of rich training content without risking context compression.



Work Package 4 Understanding the Concerns

Document revision management

- **Concern:** Technical training content must reflect current procedure versions at all times. When policy documents are revised, instructors require clear visibility of what has changed, across content and intent, and which published or in-progress course content is affected. Without this, content can become stale, outdated and operationally dangerous.
- **mAint Learn mitigation:** mAint Prism's document revision change analysis identifies differences between versions and presents delta content as structured outputs. This delta content is highlighted across both the differential change, as well as the contextual intention behind the change. Instructors are provided this change content in a dedicated section of the policy knowledgebase rather than being required to manually reconcile document changes against existing course content, making revision management tractable and auditable. Version-aware policy-to-course linkage and processing ensures that course content can be systematically traced back to a specific policy revision, supporting both quality control and regulatory compliance.



A screenshot of the mAint Prism web application interface. The interface is divided into several sections. On the left, there's a sidebar with "Knowledge Base" and "Documents" sections. The main content area displays a document titled "TSPVS02 Jan 2013.pdf". A dropdown menu is open, showing "Latest (v2)" selected, with "v1" and "v2 (latest)" as options. The document content is a "Specification" for "Transmission | Specification | Visual Examination" with the identifier "T/SP/VS/02 v06". It includes a sub-header "Specification for Detailed Visual Examination (VS/02) of Pipework and Components" and a photograph of industrial equipment. On the right, there's a "Version Change Report" section with an "Overview" and "Key Changes" list. The "Key Changes" list includes several bullet points detailing document updates, such as reformatting, enhancing appearance, introducing version identifiers, and updating status and copyright information. A red circle highlights the "Comparison Report" tab in the top navigation bar. Another red circle highlights the "Upload Version" button in the top right corner.

Work Package 4 Understanding the Concerns

Competency Gaps in Review

- Concern:** Instructor experience and domain familiarity will vary across the technical training team. This natural variance introduces variability in course quality, depth of content coverage, and assessment structure, particularly where instructors are authoring content outside their primary area of expertise.
- mAint Learn mitigation:** By grounding all content generation in mAint Prism's high-accuracy knowledge base, instructors can rely on statistically more consistent and balanced course content as a starting point, regardless of individual experience level. Source-grounded generation reduces the influence of instructor experience bias on content scope and depth, and ensures that coverage is driven by the policy and procedure documentation rather than individual recall or interpretation.

mAint-learn

Dashboard

Roles

Courses

Assessment

Pathways

Courses > Visual Examination of pipework and related components

Publish course

Overview

Outline

Session plan

Draft-lessons

Lesson Outcomes

Document linking

External links

Draft-lessons (9)

Generate lesson

Course Introduction and Overview

Draft Standard

Introduction to the visual examination of pipework and related components, course objectives, and the importance of compliance with PSSR and PSR regulations.

3 section(s) · 3 outline point(s)

Regulatory Framework and Roles

Draft Standard

Overview of the Pressure Systems Safety Regulations 2000 (PSSR), Pipeline Safety Regulations 1996 (PSR), roles and responsibilities of Competent Inspectors and Competent Persons.

4 section(s) · 4 outline point(s)

Competent Inspector Requirements

Draft Standard

Knowledge, experience, appointment process for Competent Inspectors including training requirements and ongoing competency assessments.

4 section(s) · 4 outline point(s)

Preparation for Visual Examination

Draft Procedure

Steps to prepare for a VS/02 examination including review of documentation and drawings, arrangements for safe access, cleaning of inspection areas, and removal of lagging.

4 section(s) · 4 outline point(s)

Inspection Equipment and Tools

Draft Standard

Overview of personal protective equipment (PPE) and inspection tools such as gas monitors, digital cameras, torches, scale rules, examination mirrors, and cleaning utensils used during visual...

6 section(s) · 6 outline point(s)

Identification of Deterioration and Defects

Draft Scenario-Based

Detailed discussion on common defects and deterioration mechanisms such as leakage, corrosion types, coating damage, moisture retention, missing bolts, cracks, mechanical damage, distortion,...

9 section(s) · 9 outline point(s)

Examination Process and Techniques

Draft Procedure

Systematic approach to conducting visual inspections, documenting findings with notes and photographs, use of mirrors for hard-to-access areas, and attention to high-stress zones and...

5 section(s) · 5 outline point(s)

Reporting Requirements and Fault Categorisation

Draft Standard

Guidelines for reporting findings using electronic systems, understanding fault categories (A1, A2, B, C), actions required for each category, and examples of fault reporting with photographic evidence.

4 section(s) · 4 outline point(s)

Maintenance Examinations and Preventative Strategies

Draft Procedure

Scope of maintenance inspections, common maintenance issues, use of the VS/02 Maintenance Report Template, and strategies to implement preventative maintenance based on inspection...

4 section(s) · 4 outline point(s)

Course Introduction and Overview

Draft Standard

Introduction to the visual examination of pipework and related components, course objectives, and the importance of compliance with PSSR and PSR regulations.

3 section(s) · 3 outline point(s)

View & Edit

Preparation for Visual Examination

Draft Procedure

Steps to prepare for a VS/02 examination including review of documentation and drawings, arrangements for safe access, cleaning of inspection areas, and removal of lagging.

4 section(s) · 4 outline point(s)

Work Package 4 Understanding the Concerns

Assessment Design Quality

- Concern:** AI-generated assessment questions may be syntactically correct but psychometrically weak with ambiguous wording, recall-only testing, or poorly constructed distractors that do not properly discriminate between competent and incompetent learners. This risk is compounded where instructors might lack subject matter expertise on the policy content, and where assessments may be the primary evidence of training effectiveness.
- mAint Learn mitigation:** The Question Bank Generator gives instructors explicit control over assessment composition prior to generation. Difficulty is set at Basic, Intermediate, or Advanced level, and question mix is configured per type across multiple choice, true/false, multi-select, scenario-based, and practical simulation with up to 50 questions per generation run. This instructor-defined configuration ensures assessments are structurally intentional and not algorithmically defaulted. All questions are generated from a selected source document, maintaining direct traceability to policy content.

mAint-learn

Dashboard

Roles

Courses

Assessment

Pathways

Generate Questions

Question Bank

Create Assessment

Assessments

Question Bank Generator

Create questions in two steps: select one source document, then configure generation.

1 Select document

2 Generation options

Step 2: Generation options

Tune difficulty and question mix for TSPVS02 Jan 2013.pdf.

DIFFICULTY

Basic

Intermediate

Advanced

Questions will be tagged as Intermediate.

TOTAL QUESTIONS

12

max 50

PER QUESTION TYPE

Multiple choice

4

True / False

3

Multi-select

2

Scenario-based

2

Practical simulation

1

Back

Generate questions

ScotAi

Generate Questions

Question Bank

Create Assessment

Assessments

Question Bank

Showing 1-6 of 6 questions

TSPVS02 Jan 2013.pdf (6)

All types (6)

All difficulty

Search questions...

Per page 20

TSPVS02 Jan 2013.pdf Practical simulation - Intermediate

You are a Competent Inspector preparing for a VS/02 examination. List the essential equipment you need to carry out the examination effectively.

TSPVS02 Jan 2013.pdf Scenario-based - Intermediate

During a VS/02 examination, a Competent Inspector discovers significant corrosion on a pipeline at the wind and water line. What steps should the Inspector take to address this issue?

TSPVS02 Jan 2013.pdf True / False - Intermediate

The Competent Inspector is required to have satisfactorily completed the VS/02 training course.

TSPVS02 Jan 2013.pdf Multiple choice - Intermediate

Who is responsible for appointing a Competent Person to prepare the Written Scheme of Examination (WSE)?

TSPVS02 Jan 2013.pdf Multiple choice - Intermediate

What is the primary purpose of the Pressure Systems Safety Regulations 2000 (PSSR)?

TSPVS02 Jan 2013.pdf Multiple choice - Intermediate

What does the term 'Shall' indicate in the context of this Specification?

Courses

purge gas monitoring for beginners

Publish course

Overview

Outline

Session plan

Draft-lessons

Lesson Outcomes

Document linking

External links

Edit mode: drop cards into slots; use the slot trash icon or Remove from slot in Properties to clear.

Source

Selected tab

Palette

+ Add More

Break

Assessment

Generic

Slot 1

Introduction to Purge Gas Monitoring Lesson

Slot 2

Fundamental Concepts of Purging Operations Lesson

Slot 3

Safety Considerations in Purge Gas Monitoring Lesson

Slot 4

Purge Monitoring Assessment

Slot 5

Drop here

Slot 6

Drop here

Slot 7

Drop here

Slot 8

Drop here

Slot 9

Drop here

Slot 10

Drop here

Slot 11

Drop here

Slot 12

Drop here

Slot 13

Drop here

Slot 14

Drop here

Slot 15

Drop here

Slot 16

Drop here

Slot 17

Drop here

Slot 18

Drop here

Slot 19

Drop here

Slot 20

Drop here

PROPERTIES

Title

Purge Monitoring

Linked assessment

Search assessments...

Purge Monitoring

Selected id: 5cc4b969-eba4-4d35-9cdf-adf9558f82a0

Duration (minutes)

—

Duration comes from the assessment and updates when you pick a different one.

Remove from slot

+ Add new assessment

ScotAi

Work Package 4 Recommendations and Summary

WP4 confirms that mAint Learn's architecture addresses the principal human factors concerns introduced by AI-accelerated technical training authorship. The platform's human-in-the-loop design, source-grounded generation, and structured progression model are intentional design decisions to mitigate the concerns raised over the development lifecycle of this POC.

Key recommendations for deployment and ongoing operation:

1. Establish and maintain role and competencies within the platform to drive content specialisation in authoring and publishing context across the training team
2. Embed mAint Prism document revision review into the organisation's document control process to ensure course content is systematically updated when source policy changes
3. Configure the Question Bank and Assessment Generator question type, quantity and difficulty settings to reflect the competency level and regulatory context of each assessment
4. Development progression in the course builder can be treated as a stage gate record for traceability
5. Monitor learner assessment outcomes as a continuous quality signal and route persistent failure patterns back to course authors for content review

Acceptance criteria response: mAint Learn's staged authoring workflow, source traceability, revision change analysis, and configurable assessment generation collectively satisfy the WP4 requirement for documented human factors controls.

Project Status (25 Nov 25 – 30 Apr 26)

Updated 27 March



WP ₁	Requirements Capture & Data Preparation		20 Jan 26	18 Feb 26				
WP ₂	Concept Development	25 Nov 25			12 Mar 26 16 March			
WP ₃	Concept Validation				12 Mar 26 17 Mar 26	19 Mar 26		
WP ₄	Human Factors				12 Mar 26		16 Apr 26	
WP ₅	Standards and Reporting						16 Apr 26	30 Apr 26

Status	Complete	In Progress	Planned
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mAint Learn: Comparison with CoPilot

Feedback was received that similar outputs could be achieved using CoPilot. It is important to understand the differences:

Feature	Copilot + Manual	mAint Learn
Data Integrity	Prone to "hallucinating" generic gas standards that may conflict with your specific SOPs.	Deterministic RAG: Anchors responses strictly to uploaded, version-controlled policy manuals.
Pedagogical Depth	Creates "Summaries" and basic "Multiple Choice" questions.	Creates Bloom's Taxonomy aligned courses and journeys.
Regulatory Audit	No record of who saw what version of a manual, or if they understood it.	Automated Audit Trail: Tracks every source, decision, reference and course generation step.
Content Lifecycle	Manuals must be re-uploaded and re-prompted every time a regulation changes.	Self-Healing Content: Learn flags every slide/quiz affected by a manual revision and suggests "one-click" updates.
Version Control	No version control	Version control... and identifies both changes and intent. Essential to ensure correct training is delivered.
Consistency & Accuracy	Assumes document uploaded is correct	Audits documentation for accuracy and consistency across policies and all courseware generated
Scalability	Useful for generating unstructured content; can it update ~500 policies with multiple changes in an accurate and auditable way?	Structured learning content creation; designed to meet the challenge.

Thank You.



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