



From AI tools to AI workflows

Rethinking skills and micro-credentials

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Where this comes from?

Practice, not a national survey.

- I work on AI and digital transformation with international collaborators.
- I am based in Albania. My evidence here is what I have built and supervised.
- The question I am asking is the inverse of the usual one. Not how AI can help us build credentials, but what credential a person needs in order to run AI well.

A tool is used. A workflow is run.

The unit of work has changed, and with it the unit of competence.

Using a tool

One person, one prompt, one output.

The person reads the result and decides. Skill sits in the asking.

Running a workflow

Several steps chained: retrieval, generation, transformation, action.

Outputs feed the next step before any human sees them. Skill sits in the design and the checking.

The failure is rarely the model

In the workflows I have seen fail, the model usually performed as specified. What was missing was human judgement at the right point.

- No one decided which steps required a check, so none got one.
- An error entered at step two and was treated as input by step three.
- The output looked fluent, so no one read it closely.
- When it went wrong, nobody was accountable, nobody had explicitly owned it.
- These are not technical failures. They are supervision failures, and supervision is a competence that can be taught, assessed and certified.

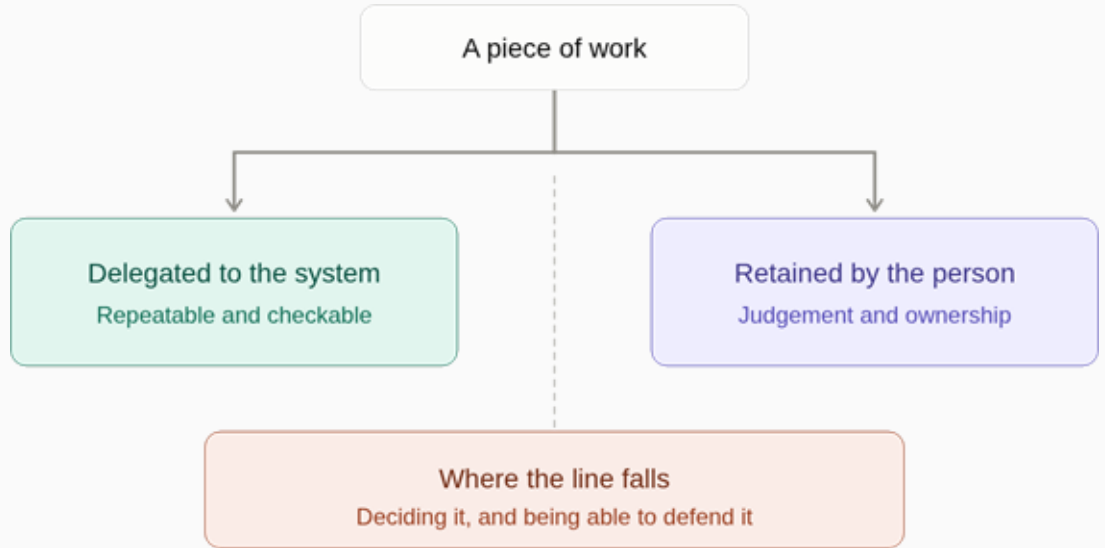
Four competencies of workflow supervision

A proposal, drawn from practice.

Each one is observable, which means each one is assessable.

Decomposition

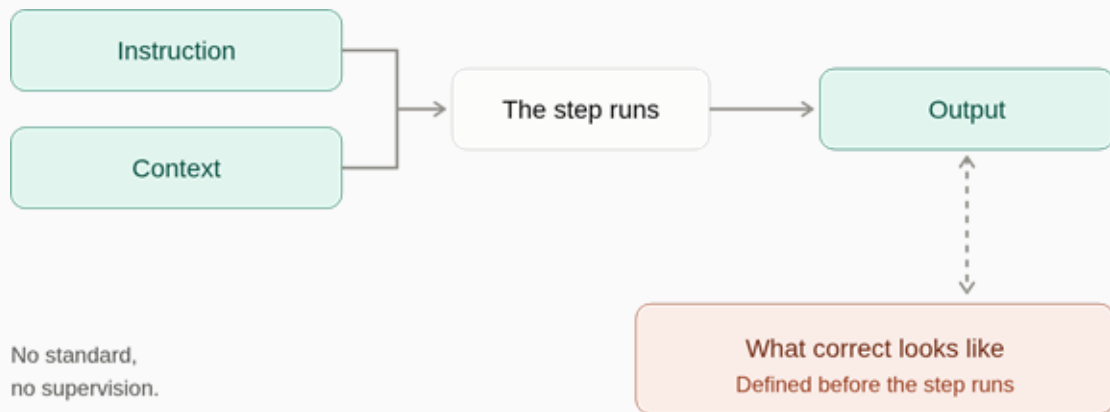
Splitting work into what can be delegated to a system and what must be retained by a person, and being able to justify where the line falls.



Specification

Writing instructions and supplying context so that the output is checkable against something.

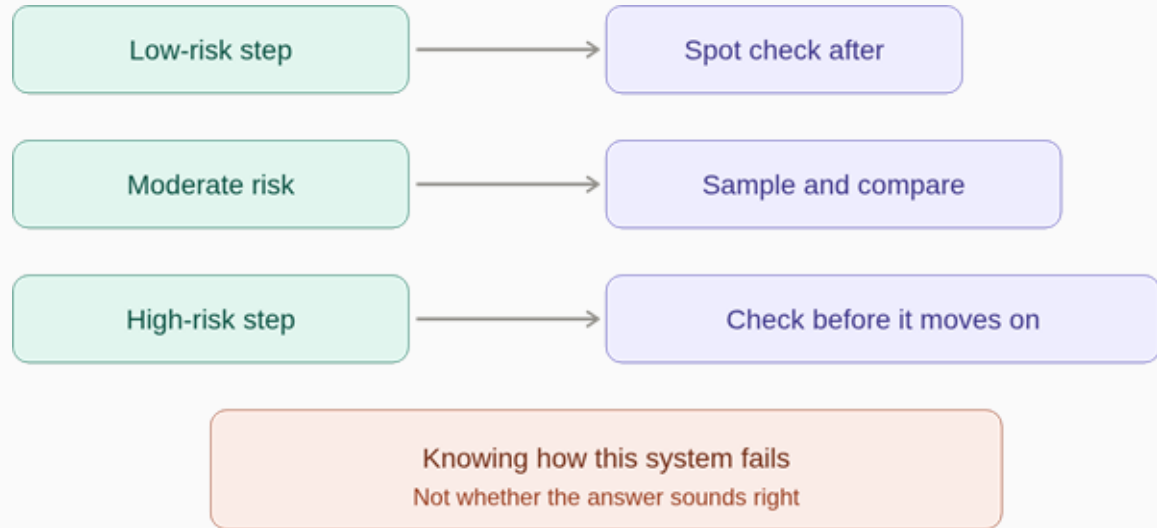
If you cannot say what a correct output looks like, you cannot supervise the step.



Verification

Designing checks proportionate to the risk of the step.

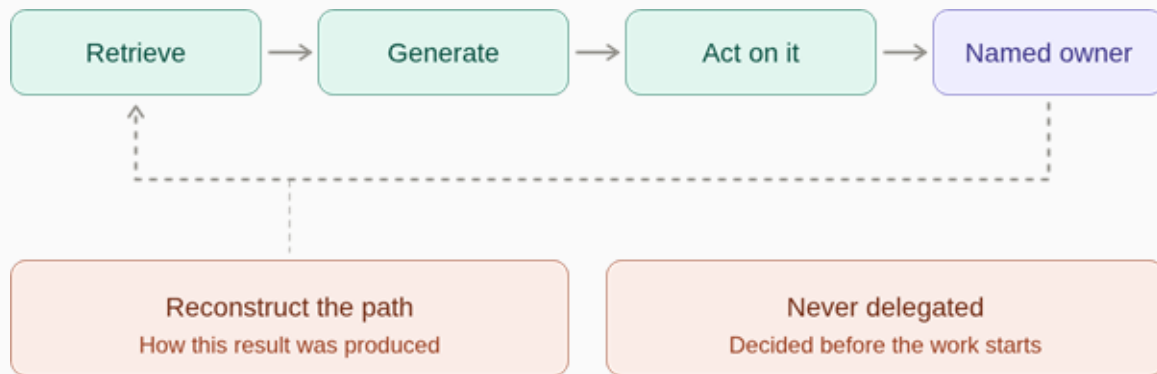
Knowing the characteristic failure modes of the system you are using, not just whether the answer sounds right.



Accountability

Owning the output in the same way you would own your own work.

Knowing what must never be delegated, and being able to reconstruct how a result was produced.



Why these are hard to credential?

Three problems, and they are the reason this has not been done yet.

1. Tool churn. Any credential tied to a named product is obsolete in eighteen months. The competencies above are deliberately described without naming a tool.
2. Tacit knowledge. Most of this is currently learned by doing, inside teams, without vocabulary. You cannot assess what you cannot describe.
3. Judgement, not procedure. These are not steps to follow. Assessment has to look at decisions made under real conditions, which is harder than a test.

None of this is fatal. It is the same problem professional practice credentials have always solved, through portfolio, observed practice and supervised work.

Albania: the machinery exists, the definition does not

Albania has adopted AI at state level unusually fast: an AI system was appointed to a ministerial role for public procurement in September 2025, and AI is being used in the accession process.

Governance lags. The National AI Strategy 2025 - 2030 went to consultation in 2025 and remains draft. There is no dedicated AI law.

What is missing is any definition of the competence it would carry.

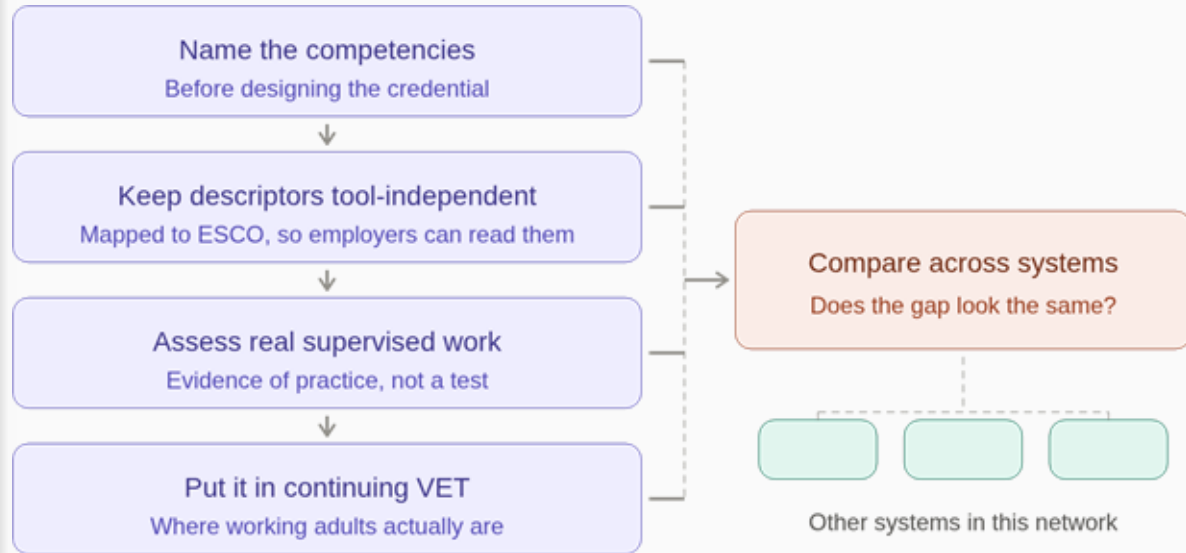
That gap is not unique to Albania. It is simply very visible here.

Where I would start

I suspect several of us are describing versions of the same gap from different systems.

I would like to know whether what I see holds elsewhere in this network.

If it does, there is something worth building together.



Thank you !