

The Knowledge Advantage

RAG Knowledge Bases and Your AI Team

Models are rented and identical. Your captured knowledge is the moat. Build a retrieval ready knowledge base and an eight function AI team that answers from your facts, under your supervision.

DURATION**24 hours • 3 days****FORMAT****In person, hands on****CLASS SIZE****12 to 16****ASSESSMENT****Practical Exam + Project**

ABOUT THIS COURSE

Every business using AI hits the same wall: outputs that sound confident but do not know your facts, your voice, or your standards. AOP 103 solves it by building the missing layer: a live, retrieval ready knowledge base and a team of eight agents wired to answer from it, each with human-in-the-loop checkpoints so nothing reaches a customer without your approval.

Over three days you design the full AI team blueprint across eight business functions, build the knowledge base in Notion, connect every agent to a shared voice and standards page, and persona test each one. The course closes with a live team demonstration and a written quality standards document, both formally assessed. Participants without their own business build on the Brightleaf Bookkeeping reference business.

WHO THIS COURSE IS FOR

Operators and small teams already using AI tools who need consistency, accuracy, and control across every AI output the business produces.

No prerequisites beyond basic computer literacy and a personal laptop. Participants without their own venture build on Brightleaf Bookkeeping, a fully prepared reference business supplied in the course starter pack.

WHAT YOU WILL BUILD

- An AI team blueprint covering eight business functions
- A live, retrieval ready knowledge base in Notion
- Eight knowledge connected agents with human-in-the-loop checkpoints and a shared voice standard

LEARNING OUTCOMES

On completion, participants can:

- L01** Explain retrieval augmented generation and structure a Notion knowledge base for clean retrieval
- L02** Design an AI team blueprint across eight business functions with four decisions per function
- L03** Wire agents to a shared knowledge base and a shared voice and standards page
- L04** Build human-in-the-loop checkpoints so every agent escalates defined decisions to the operator
- L05** Test each agent against a customer persona and document a written quality standard

COURSE OUTLINE

DAY	THEME	WHAT HAPPENS	HRS
Day 1	The eight functions	Agent versus prompt, the AI team blueprint, human-in-the-loop supervision, and knowledge as the moat.	8
Day 2	The knowledge base	Build the live RAG knowledge base in Notion and wire the first three agents with review and approve checkpoints.	8
Day 3	The full team	Complete all eight agents on a shared voice and standards page, persona test each one, and run the gaps audit. Closes with the assessed team demonstration.	8

ASSESSMENT**Practical Exam**

Agent team demonstration, 2 hours. The wired team shown answering from the knowledge base, live.

Project

Quality standards document, 1 hour. The written standard every agent output is held to.

Of 19.5 contact hours: 8.5 instructor led classroom, 8 practical hands on, and 3 assessment, plus 4.5 hours of scheduled breaks. No asynchronous or self directed hours: every hour is facilitated. A Certificate of Completion is issued by Future Edge Institute on meeting every deliverable gate, passing each declared assessment at the 70 percent threshold, and attending at least 75 percent of scheduled hours.

FEES AND FUNDING

This is a premium commercial programme. Fees and intake dates are confirmed at enquiry. Future Edge Institute is working on obtaining its licence as a Registered Training Provider from SkillsFuture Singapore (SSG); until that registration is granted, this course is not eligible for SkillsFuture Credit or other government subsidies.

Enquire about this course

Fees, intake dates and private runs: sales@kydongrp.com