PEOPLE CENTRAL

CHECKLIST FOR HR LEADERS

Is your AI doing the work, or giving HR homework?

A five-minute check for any AI tool in your HR stack.

1. **Pick one tool**
   Rostering, expense claims, an HR assistant or CV screening.
2. **Answer honestly**
   Tick Yes, Partly or No for each of the eight questions.
3. **Add up your score**
   Yes = 2, Partly = 1, No = 0. Then turn over.

QUESTION	YES	PARTLY	NO
A Outcomes, not inputs — Is your team approving results, or fixing drafts?			
1 **Does the approver receive finished work, not a draft to fix?** For example, a complete roster within hour caps, rest days and leave, not a starting point.	☐	☐	☐
2 **Does every suggestion or flag come with a clear reason?** "Same receipt as a claim filed in March" helps. A red mark on its own does not.	☐	☐	☐
B Agents detect, people decide — Does the tool see everything, and leave the call to you?			
3 **Does the tool check everything, not just a sample?** Every claim, every shift, every question, as it happens.	☐	☐	☐
4 **Can a person approve, edit or reject in one step?** And nothing that affects an employee is rejected or actioned without them.	☐	☐	☐
C Measure the reduction — Is the problem getting smaller, or just busier?			
5 **Is the underlying problem smaller than three months ago?** Fewer repeat questions, fewer duplicate claims, fewer overtime surprises at payroll.	☐	☐	☐
6 **Can you see that trend without building a spreadsheet?** If proving the value takes a weekend in Excel, that is homework too.	☐	☐	☐
D Draw the line — Have you decided where AI stops?			
7 **Have you written down what AI may prepare, complete, or never touch?** Use the decision map overleaf. It takes one meeting.	☐	☐	☐
8 **Are age, sex, nationality, pregnancy and health kept out of every score?** Worth confirming now, with the Workplace Fairness Act expected to take effect at the end of 2027.	☐	☐	☐

Your score _____ / 16

Turn over to see what it means.

What your score means

13 TO 16
AI is doing the work
Your team approves outcomes. Keep measuring the reduction each quarter.

8 TO 12
Some homework left
Fix your lowest-scoring section first. It is usually A or C.

0 TO 7
HR is doing the AI's homework
Start with section A, and take the vendor questions below to your next review.

Draw the line: your AI decision map

Agree this with your leadership team, then share it with managers. Add your own rows.

AI prepares A person reviews and decides	**AI completes** Within rules HR sets, with a person able to step in	**AI never touches** People only
EXAMPLES • Draft weekly rosters • Flag claims for finance to review • Shortlist candidates, with reasons	EXAMPLES • Answer routine policy questions from approved documents • Offer open shifts to eligible staff • Track certificate and pass expiry dates	EXAMPLES • Hiring and dismissal decisions • Disciplinary action • Anything about health, pregnancy or a grievance

Five questions to ask your vendor

1. Show me what my approver actually sees: a finished result, or a draft?
2. Where does the reason for each flag or suggestion appear?
3. What happens automatically today, and can we switch it off?
4. How will we see whether the problem is shrinking, month by month?
5. Which personal data feeds any score or ranking, and which never does?

Agents detect. People decide.
Then measure whether the problem gets smaller.

Want to compare notes?
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Based on "Is your AI doing the work, or giving HR homework?" by Prabjeet Singh Anand, CEO, People Central, on Human Resources Online.

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