User Guide

AWS Training



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AWS Training: User Guide

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Personalized learning tracks

Tell AWS Skill Builder what you want to learn, and it builds a personalized learning track around your goal, experience level, and the time you have.

> **Note**
>
> Personalized learning tracks are included with an AWS Skill Builder subscription (individual subscription or an assigned Team Subscription seat).

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What is a personalized learning track?

An AI feature in AWS Skill Builder, a personalized learning track is a structured set of lessons and assessments built around a learner's specific goal, experience level, and schedule. Describe what you want to learn in a short conversation (such as preparing for an AWS Certification exam, building a project on AWS, getting started in a new topic, or growing into a specific role), and Skill Builder assembles a personalized learning track from learning objectives developed by AWS subject matter experts.

How is a learning track different from a Learning Plan?

A standard Learning Plan is the same fixed sequence of content for everyone. A personalized learning track is built around your stated goal and background. A learning track also includes multiple learning formats so that you can choose how you want to learn (including short lessons, Digital Training, AWS Builder Labs, AWS SimuLearn scenarios, and official practice exams). A learning track also provides milestone assessments to validate what you learn.

Does a learning track replace existing training such as Learning Plans or Exam Prep?

No. Personalized learning tracks are offered alongside Learning Plans and Exam Prep, which remain available.

Access

Who can use personalized learning tracks?

Anyone with an active AWS Skill Builder subscription—either an individual subscription or a Team Subscription seat assigned by your organization.

My organization has a Team Subscription. Why don't I see personalized learning tracks?

Your organization must assign you a Team Subscription seat. Check with your Learning Administrator if you believe you should have one.

Do I need to pay extra for it?

No. Personalized learning tracks are included with your subscription.

Can I use it if I don't have a paid subscription?

No. To see what's included and how to subscribe, see the AWS Skill Builder Subscriptions page.

Get started

This section describes how personalized learning tracks work and how to build your first learning track.

Overview

To build a personalized learning track, start by describing your learning goal in an AI-powered conversation. Answer a few questions about your background, the AWS services you already know, and how much time you have. Based on your answers, Skill Builder builds a learning track of lessons organized into milestones. Each lesson offers multiple ways to cover material, so you can choose the formats that you prefer. Each milestone ends with an assessment that requires a score of 90 percent or higher to pass, and you can retake it as many times as you need.

Step 1 — Sign in

Sign in to AWS Skill Builder at skillbuilder.aws. You must sign in and have an active subscription to build a personalized learning track.

Step 2 — Get started

Choose any of the following entry points to start a conversation to build a personalized learning track.

- Open skillbuilder.aws/personalization
- From your **Learner Dashboard**, choose **Build your track**
- Enter your goal in the chat box at the bottom of various Skill Builder pages, including your Learner Dashboard, Exam Prep pages, and role-based training pages

Step 3 — Build a personalized learning track

Work with an AI assistant to start building your learning track by describing your goal—what you want to learn. You can build a personalized learning track for one of these types of goals:

- **Get started** — Explore AWS or a new topic area when you're just beginning.
- **Build on AWS** — Create a specific project or solution on AWS.
- **Build role skills** — Develop skills for a specific AWS job role.
- **AWS Certification** — Prepare for a specific AWS Certification exam.

After you describe your goal, the AI assistant asks a few questions about your background, what you already know, and how much time you have.

Step 4 — Review your personalized learning track before saving it

As you review, remove lessons you don't need. If you already know some of the content on your learning track, share more about your background and the AWS services that you know in the AI conversation. **You cannot change your learning track after you save it.** Your AI-assisted conversation will disappear when you choose **Save and start**, or when you navigate away from the page.

Step 5 — Save and start

After you save your personalized learning track, choose **Start** on any lesson to see every available format for that lesson. Choose a format. Then work your way through each milestone of your personalized learning track.

FAQs

What if my goal doesn't fit one of the types listed above in Step 3?

If a personalized learning track can't be built for your goal, the AI assistant tells you and might suggest another way to frame your goal.

Can I combine more than one goal in a single learning track (for example, a role goal and an AWS Certification goal)?

No. If your goal covers more than one area, the AI assistant asks you to choose one. You can start another conversation to build a learning track for the other goal.

Can I build multiple personalized learning tracks at once?

Yes. There is no limit to the number of personalized learning tracks you can save.

If I build multiple personalized learning tracks, does the same lesson appear on more than one track?

It depends. If you have not yet completed a milestone assessment, a lesson within that milestone might appear on another personalized learning track. After you complete a milestone assessment, lessons in that milestone don't appear in future personalized learning tracks.

What if I want to make changes to a personalized learning track after I save it?

You cannot change your personalized learning track after you save it. If you want a different personalized learning track, start a new conversation.

Will my conversation with AI assistant be saved for me to refer to later?

No. When you navigate away from the page or choose **Save and start**, your conversation with the AI assistant to build the personalized learning track will disappear.

What kind of content or learning formats will my personalized learning track include?

It depends on your goal and what's available for that goal. Your learning track can include a mix of 15-minute lessons, Digital Training, AWS Builder Labs, and AWS SimuLearn assignments. For AWS Certification goals, your learning track is built around the exam domains and includes official AWS practice exams and question sets.

How do I prove what I've learned?

A personalized learning track consists of lessons organized into milestones, and each milestone ends with an assessment. You need to score 90 percent or higher to pass and for the milestone to be marked as complete. You can retake the assessment as many times as you need.

Is there a deadline to finish my personalized learning track?

No. Your learning track and progress are saved automatically. You can pick up where you left off and continue your learning track at any time.

Monitor progress

You can see the progress of your personalized learning tracks in three places:

- **Learner Dashboard** — Your saved personalized learning track appears as a card.
- **Training activity page** — The Personalized learning tracks tab shows lessons reviewed, milestones completed, percent complete, and your last active date.
- **Your personalized learning track's page** — On the Training activity page, on the Personalized learning tracks tab, choose your learning track to see detailed milestone-by-milestone progress.

Will I get notifications about my progress?

Yes. You receive an email message when you save a new personalized learning track, and another one when you complete a personalized learning track.

Can my Learning Administrator see my progress?

- Yes — If your organization assigned you a Team Subscription seat, your Learning Administrator can see your personalized learning track status and progress, including milestones and lessons completed with dates. They can also open a read-only view to see the lessons in your personalized learning track.
- No — If you have an individual subscription, there is no Learning Administrator view to see your progress.

Learning Administrators

If you're a Learning Administrator, use the following information to give your team access to personalized learning tracks and view their activity.

How do I give my team members access to personalized learning tracks?

Assign a Team Subscription seat to each learner through your existing AWS Skill Builder Admin tools. Access to personalized learning tracks follows your organization's standard subscription seat assignment process; no additional step is required beyond assigning a seat.

Where can I find team-wide personalized learning track activity?

In your Admin Reporting dashboard, choose the Personalized learning tracks tab.

What can I see as a Learning Administrator?

On the Personalized learning tracks tab of your Admin Reporting dashboard, you can see the following:

- **Team-wide activity** — including status and progress of key performance indicators (KPIs), and an activity-over-time view.
- **Individual-learner activity** — including a learner-level table with status, progress, lessons completed, milestones completed, and key dates. The learner-level table supports exports to CSV or Microsoft Excel files, and filters by organization, team, and date.

Can I see an individual's personalized learning track?

Yes. From your Admin Reporting dashboard or an individual user detail page, choose the title of the user's personalized learning track to open a read-only view.

Team Skills Planner

Team Skills Planner is an AI feature in AWS Skill Builder that turns your organization's business goal into a role-aligned training plan for your team.

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What is Team Skills Planner?

Team Skills Planner is an AI feature in AWS Skill Builder that turns your organization's business goal into a role-aligned training plan for your team. Instead of spending weeks on a manual learning needs analysis, you can state what your team needs to achieve, and Team Skills Planner identifies the roles, domains, and job tasks connected to that goal. You can optionally run a short baseline assessment to calibrate recommendations to your team's current skill level, review recommended Digital and Classroom Training from the full AWS Training and Certification catalog, assign it to your team, and track progress toward the goal in the **Team Skills Planner** section of the **Admin Workspace**.

> **Note**
>
> Team Skills Planner is included with an AWS Skill Builder Team Subscription.

Who uses Team Skills Planner

Learning Administrators in your organization run Team Skills Planner, and all Learning Administrators authorized for your organization can view and contribute to the same goals, recommendations, assignments, and progress.

Team managers and team leads can't run Team Skills Planner for their teams.

Features of Team Skills Planner

- **Goal-driven planning** — Start from a business goal, described in chat or drawn from documents you upload, and receive a plan tailored to the roles and job tasks needed to achieve it.
- **Editable roles and job tasks** — Review, add, or remove roles and job tasks before you run a baseline or generate recommendations.
- **Optional baseline assessment** — Send a short, shareable skill check to your team. Learners don't need a Skill Builder account to take it, and results are aggregated by role.
- **Digital Training and Classroom Training in one plan** — Recommendations draw on the full AWS Training and Certification catalog, including Digital Training, immersive and hands-on experiences, and Classroom Training, both free and paid.
- **Self-paced or cohort delivery** — Assign the plan for learners to complete on their own schedule, or move a team through it together.
- **Progress tracking and AI insights** — Monitor progress by goal and role, with team-level charts and AI-powered insights.
- **Downloadable training recommendation** — Download a PDF of the goal, roles, domains, selected job tasks, recommended training, and aggregate baseline results if you run a baseline. Share it with leaders and stakeholders who don't use Team Skills Planner.

Access

If you're interested in Team Skills Planner and don't have access, contact your AWS Training representative. Team Skills Planner is available globally, and some information is currently available in English only.

Prerequisites

- An AWS Skill Builder Team Subscription, which includes Team Skills Planner.
- Learning Administrator access for your organization in AWS Skill Builder.

Supported browsers

Team Skills Planner supports Google Chrome and Microsoft Edge 111 or later, Firefox 113 or later, and Safari 16.2 or later. In earlier versions, the page loads, but some styling is missing.

How it works

Team Skills Planner follows one flow from goal to assigned training:

- **Goal** — You describe what your organization is working toward, or upload documents that describe it.
- **Roles** — Team Skills Planner proposes the roles involved in achieving the goal.
- **Job tasks** — For each role, it selects the job tasks, grouped by domain, that are most relevant to the goal.
- **Baseline (optional)** — Your team takes a short skill check against the selected job tasks.
- **Recommendations** — Team Skills Planner recommends training that targets the job tasks your team hasn't yet covered.
- **Assignment and tracking** — You assign the plan, self-paced or as a cohort, and track progress toward the goal.

What is a goal?

A goal is a business outcome your organization wants to achieve, for example, "Migrate critical applications to AWS while meeting resilience and security requirements" or "Upskill our machine learning engineers for generative AI." Each goal includes a description and the reasoning ("why") behind it, and carries one or more roles.

How roles map to a goal

Roles represent the people whose skills the goal depends on. For example, a cloud migration goal might include a Solutions Architect role (owning migration approaches and resilient target designs) and a Cloud Operations Engineer role (owning monitoring, automated recovery, backup and restore, and hybrid connectivity).

How job tasks define what is measured

Each role is organized into domains, and each domain contains job tasks: the specific, observable work a person in that role performs. For example, under the domain Resilient architecture design, a Solutions Architect's job tasks might include designing a Multi-AZ architecture, choosing disaster recovery (DR) strategy based on recovery objectives, and determining security controls. The job tasks you include define what the baseline assesses and what the training plan targets.

Where roles and job tasks come from

You describe goals in your own words, so goals aren't limited to a list. Team Skills Planner proposes roles from its library of more than 25 roles. When a role isn't an exact match, it suggests the closest role from its library for you to confirm or reject.

The Team Skills Planner library includes roles across the following domains:

- Architecture and Development (such as Cloud Enterprise Architect or Solutions Architect)
- Cloud Operations and Infrastructure (such as DevOps Engineer or SAP on AWS Specialist)
- Data and Analytics (such as Data Engineer or Data Scientist)
- AI and Machine Learning (such as Agentic AI Developer or Machine Learning Engineer)
- Security and Compliance (such as Security Architect or Security Engineer)
- Product and Delivery Management (such as Product, Program, or Project Manager)
- Business and Leadership (such as Finance, HR, or People leader)

Key terms and definitions

- **Covered** — A job task is covered when enough of the group passed it in the baseline.
- **Evidence level** — How much baseline data supports a result: Strong, Moderate, Limited, or Not measured.
- **Training area** — A group of recommended training that covers related job tasks.
- **Access type** — Whether a training item is free, included with AWS Skill Builder Team Subscription, or purchased separately.
- **Skill validation** — Training that lets learners show what they've learned, such as microcredentials.

How recommendations are produced

If you run a baseline, Team Skills Planner builds the plan from the job tasks the baseline shows your team hasn't yet covered. For example, if the group covers 14 of 80 selected job tasks, the plan is built from the remaining 66. If you skip the baseline, recommendations are generated from the saved role, domain, and job task scope, assuming a Beginner level. You can run a baseline later to refine the plan if you haven't assigned learners yet.

What stays in your control and what you can change

- Nothing is sent to learners until you send a baseline link or assign training.

- Before a baseline starts, you can rename the goal, rewrite its description, and add, edit, remove roles and job tasks, and make changes to the training plan.
- After you choose Save and a baseline starts, you can't edit or change the goal, its roles, or its job tasks, but you can still change the training plan.
- Recommended training is pre-selected, and you can keep refining the training plan until you assign learners. After you assign learners, you can't change the training plan.

Get started

To build and assign a training plan with Team Skills Planner, complete the following steps:

1. Sign in to AWS Skill Builder as a Learning Administrator.
2. In the top navigation bar on the AWS Skill Builder Admin page, choose the **Team Skills Planner** tab.
3. Choose **Create your first goal** or **Create goal**.
4. Describe your goal in the chat box, or upload documents that describe it.
5. Review the proposed roles and job tasks, then choose **Save**.
6. (Optional) Choose **Set a baseline**, send the link to your team, and review the results when it closes.
7. Review the training recommendations and refine the plan.
8. Assign the plan, self-paced or as a cohort, and track progress.

Expected result: Your goal appears on the Team Skills Planner tab with its roles, training plan, and assigned learners. Learners receive an email message about their assigned training.

Create a goal

After choosing **Create goal**, upload documents on what your team is working toward or describe your priorities in the chat box.

Choose **Upload documents** and upload one or more documents, such as an IT strategy, account plan, or meeting notes. Supported formats are PDF, DOCX, TXT, and JSON. You can upload up to five files, up to 25 MB each. Team Skills Planner proposes goals from what's in them. Team Skills Planner can propose one or more goals. If the documents describe a single coherent commitment,

it proposes one goal. If the documents describe several, it can propose multiple goals, each with its own roles and job tasks. It also checks for overlap with your existing Team Skills Planner goals.

Choose **Describe in chat** and then enter what your organization needs to achieve. For example:

- "Our product team is building a generative AI assistant into our customer app on Amazon Bedrock, launching in Q2. The team is 40 engineers, 5 engineering managers, and 3 product managers."
- "We're migrating 200 on-premises applications to AWS over the next 18 months. The team is 12 solutions architects and 30 cloud operations engineers."

Team Skills Planner asks follow-up questions to shape the goal with you, as well as shape the compliance and data-handling focus of the plan.

> **Note**
>
> Don't include personal information in chat or uploads. Use is subject to the AWS Responsible AI Policy.

Review and refine roles and job tasks

Team Skills Planner proposes a goal with a name, description, and the reasoning behind it, along with the roles involved.

Each proposed goal includes a **Why explanation**, and the AI assistant explains why it proposed each role, for example, "architects owning portfolio-level migration approaches and resilient target designs." It also notes what it left out and any information missing from your input. You can ask the AI assistant for a plain-language walkthrough of why certain job tasks were included and others left out.

Team Skills Planner proposes roles from its library and the job tasks that are relevant to your team's goal. Remove any role your organization doesn't need, ask the AI assistant to add one, and adjust each role's job tasks so they match how your organization works.

On the Review and Refine page, Team Skills Planner pre-selects the job tasks most aligned with your goal and each role's focus. Each role shows how many job tasks are included (for example, 30 of 86) and the estimated training hours.

You can edit directly or ask the AI assistant to make changes, for example:

- "Why did you include these job tasks for Implementation and Integration?"
- "Add job tasks on resilience and disaster recovery for the Solutions Architect role."

Changes the AI assistant makes stay unsaved until you choose **Save**.

- **Including or excluding a domain** — Select or clear a domain to include or exclude all its job tasks for that role.
- **Including or excluding individual job tasks** — Expand a domain to add omitted job tasks, include the complete job task set, or remove job tasks that aren't relevant. You can also edit or remove a role, or ask the assistant to add one.

Save the goal

Choose **Save** or **Save and continue** to create the goal. Next, you can choose **Set a baseline** or go straight to training recommendations. After a baseline starts, you can't edit the goal, its roles, or its job tasks.

Run a baseline assessment

A baseline is a short, goal-focused skill check against the job tasks you selected for each role. It shows where your team stands, so recommendations close real gaps rather than assumed ones. The baseline is *optional*. It's most useful when proficiency is uncertain, experience varies across a role, the team is taking on a new goal, or leaders need evidence of which job tasks require training. You might skip it if you have recent, trusted proficiency data, or if the same mandatory training goes to everyone.

How the baseline is built

A baseline measures the team, not each individual. Each respondent answers a short set of questions, and different respondents receive questions on different job tasks. Together, the team's answers cover the role's selected job tasks. This keeps each learner's time short while still measuring the full scope of the role.

Send a baseline to a team

Share a single baseline link with your team. Each learner opens the link, enters an alias, chooses the role closest to their work, and answers a short, timed set of questions for that role. The

questions test product knowledge in a short, game-like format, and each question takes about one minute. Ask learners to choose an alias that isn't their name or email address. Some questions can have more than one correct answer. Learners don't need to create or sign in to a Skill Builder account. The baseline link doesn't grant access to the planning experience.

How many people to invite

Each respondent answers a short set of questions, and the questions are spread across the role's job tasks. A job task needs at least one answer to be measured, and more answers give a stronger evidence level. A role with more job tasks needs more respondents. If only a few people are in a role, include fewer job tasks before you start the baseline, or treat the results as a light signal.

When the baseline closes

Learners can respond until the baseline closes. If you close a baseline early, the results show this note: "This baseline was closed early. Results may be partial — not everyone may have had time to respond."

How results are scored

Results show how many of the selected job tasks the group can do for each role and domain, and a team level for the role, such as Beginner. For example, a Machine Learning Engineer group might cover 14 of 80 job tasks, 18 percent, across four domains.

Interpret group-level results

Results are aggregated by role and domain. Individual learner answers and scores aren't shown. For each role you see the number of respondents, job tasks met per domain, the strongest and weakest domains, and where most of the training plan focuses. A chart shows the team's current position against each domain.

Baseline evidence levels

Each result shows how much evidence supports it:

- **Strong** — Enough responses to treat the result as a reliable read.
- **Moderate** — Use the result as a directional read.
- **Limited** — Few responses, so treat the result as a light signal.
- **Not measured** — No respondent answered questions on this job task.

Choose what goes into the plan

For each job task, the results show how many respondents passed, the evidence level, and whether the job task is included in the plan. Team Skills Planner takes out job tasks the group has already covered with strong evidence, so the team doesn't repeat training it doesn't need. Job tasks with limited evidence, or that weren't measured, stay in.

You can choose to include or remove any job task in the plan under the **Include In Plan** column. Changes you make are marked your change, and you can choose **Restore recommendations** to go back to the suggested selection. This changes what the training plan covers. It doesn't change the role's job tasks, which stay locked after the baseline starts.

Review training recommendations

For each role, Team Skills Planner recommends training from the full AWS Training and Certification catalog, targeting job tasks the baseline shows aren't yet covered, or the full saved scope if no baseline ran. Training is grouped into training areas, and the plan explains why it was built that way (Why this plan).

The plan summary shows the number of training areas, courses, total Digital Training hours, and total Classroom Training days. Each item shows:

- **Format** — The type of training, such as Digital Training, AWS Builder Lab, AWS SimuLearn, or Classroom Training.
- **Access** — Free, Subscription (requires AWS Skill Builder Team Subscription), or Purchase required (AWS Classroom Training is purchased separately).
- **Duration** — Estimated hours or days.

Refining the plan

Everything is pre-selected, and you can keep editing until you assign learners. Ask the AI assistant or use the quick options to choose learning formats (including Blended, which lets Team Skills Planner choose the mix), filter by access type, or add skill validation such as microcredentials. For example:

- "Prioritize immersive and self-paced Digital Training."
- "Add skill validation, such as microcredentials, for each role."

The AI assistant suggests training to add, grouped by training area. Choose **Add** for an item or **Apply all** for a training area, then choose **Confirm changes**. Nothing already in the plan is removed, so remove any items you don't need.

- **Explore options** — Choose **Explore options** in a training area to see alternative training, or to add specific courses you want your team to take.
- **Swap or remove items** — Replace or remove individual items, then choose **Save plan**.
- **Understand access types** — Access tags on each item show whether it's free, requires a Team Subscription, or must be purchased. Team Skills Planner doesn't check how many seats are available in your subscription. Use the access-type filter to limit recommendations to training your organization can already access and confirm seat availability before you assign.

Assign training

Choose a delivery model that fits the goal and team: **self-paced** or **cohort**.

- **Self-paced** — Learners work through the plan on their own schedule.
- **Cohort** — The team moves through the plan together on a shared timeline that can include scheduled sessions such as AWS Classroom Training. Each cohort has an end date.

Choose self-paced when learners have different schedules or starting points. Choose cohort delivery when roles must be ready at the same time or on a deadline (for example, a migration wave), or when the plan includes classroom training.

You choose the delivery model for each role, so one goal can use both. For example, put technical roles in a cohort to move through the content together, and give other roles a self-paced plan.

Save the plan, then **select the learners** to assign it to.

Set up a cohort. For each role you want to run as a cohort, choose **Team-based cohort** as the learning format. Enter the estimated effort in hours per week, and Team Skills Planner calculates how long the cohort runs.

The recommended training becomes the cohort agenda, and pinned activities stay available for the whole cohort. You can turn on leaderboards to rank participants by the points they earn. You're set as the cohort administrator automatically.

Seat and subscription considerations before assigning

- Team Skills Planner doesn't check seat availability. Confirm you have enough seats before you assign.
- Cohort delivery requires an AWS Skill Builder Team Subscription, and each learner in a cohort needs Team Subscription access.
- Items tagged Subscription require Team Subscription access; AWS Classroom Training is purchased separately.
- Access requirements can vary by training type and organization setup. Discuss subscription, learner access, and purchasing options with your AWS Training representative.

Learner experience

What a learner sees depends on whether the Learning Administrator sends a baseline link or assigns training:

- **Baseline** — Learners receive a link from their Learning Administrator. They don't need a Skill Builder account. They enter an alias, choose their role, and answer a short, timed quiz on product knowledge. Learners don't see individual scores.
- **Assigned training** — Learners are notified by email and find the assigned training in their AWS Skill Builder account. The applicable subscription or training access still applies. For AWS Classroom Training in a cohort, learners get an email with details on how to join the session.
- **Team Skills Planner itself** — Learners don't have access to the planning experience, goals, or team results.

Monitor progress

Each goal's page shows the number of learners, created date, status, and its roles, with each role's progress, cohort end date, and whether any roles are at risk. Choose **Download recommendations** to download the training recommendation PDF. If no baseline has run, the page notes that the plan assumes a Beginner level.

Roles at risk

Team Skills Planner flags roles that might not finish their assigned training on time. A role is marked at risk when 25 percent or more of its assigned learners are at risk. The role shows how many learners are at risk, for example, **At risk · 4 of 12 learners**.

A learner is considered at risk if any of the following is true:

- **Not started** — The learner hasn't started their training more than seven days after it was assigned.
- **Inactive** — The learner hasn't been active in more than seven days.
- **Behind pace** — The learner's progress is more than five percentage points lower than expected for the time that has passed. Expected progress is based on the role's start date and target completion date. For example, if 50 percent of the time has passed, a learner with less than 45 percent progress is behind pace. This applies only to roles with a target completion date, and only after the learner completes at least one item.

Only Learning Administrators with permission to view learner details can see which learners are at risk.

Progress insights

Monitor progress by goal and role, with catalog item completion at the team level. Charts show progress by domain and the trend of course completions per week. Charts and AI insights are team-level. Learning Administrators with permission to view learner details can see which learners are behind on assigned training.

Progress and insights data refresh about every 6 hours. Each view shows when it was last updated, so check that before you compare values.

Using the conversational assistant to explore insights

Ask the assistant about your goals, baselines, and training, or choose **Discuss insights** on any page to bring its summary into the conversation. For example, the assistant might note that one role is progressing faster than another and flag the risk if both must be ready at the same time.

Example questions to ask the assistant:

- "Give me an overview of how the Application Modernization goal is progressing."
- "Which roles are behind, and what should I do first?"
- "What did the baseline tell us about our Solutions Architects?"
- "What do you recommend I do to improve engagement for the Solutions Architect role?"
- "Draft a short note I can send to the Solutions Architect team manager about where they stand."

Review any draft the assistant writes before you send it.

Don’t include personal information in your questions.

Troubleshooting

Common issues and resolutions:

- **I can’t edit my goal** — Goals can’t be edited after a baseline starts.
- **I can’t change my training plan** — Training plans can’t be edited after learners are assigned.
- **Progress or insights look out of date** — Data refreshes about every 6 hours. Check the last-updated time. If activity is still missing after the next refresh, contact your AWS Training representative.
- **Some job tasks show Not measured** — No respondent answered questions on those job tasks. Ask more people in that role to take the baseline before it closes.
- **The PDF has no baseline results** — The baseline section is omitted when no baseline was run.
- **A learner can’t access assigned training** — Confirm the learner has the required subscription, seat, or training access for that item.
- **I don’t see Team Skills Planner** — Confirm your organization has an AWS Skill Builder Team Subscription and that you’re a Learning Administrator, or contact your AWS Training representative.

AWS Training Document History

Change	Description	Date
Added section on personalized learning tracks	For more information, see personalized learning tracks.	November 17, 2026
Added section on Team Skills Planner	For more information, see Team Skills Planner.	November 17, 2026
Initial release	Initial release of the AWS Training User Guide.	November 17, 2026