

CKA Mentor AI - User Journey

Purpose

Define the end-to-end experience for a CKA candidate (trainee) and the human reviewer (trainer), from onboarding to exam readiness and post-exam feedback.

Personas

- Trainee: CKA candidate focused on hands-on Kubernetes proficiency and a strong exam result.
- Trainer: Human reviewer responsible for plan approval (two-phase: consolidated AI gatepass via diffed model outputs, then final human approval), per-module review, live demos, and readiness sign-off.

Journey At a Glance

1. Onboarding and goal setup
2. Baseline assessment (self-declaration, scenario spot-checks, hands-on diagnostic)
3. Plan generation and trainer approval
4. Sprint cycle with module execution and Hint Bot
5. Per-module review (AI pre-check + trainer review)
6. Sprint review and plan adaptation
7. Mock exams and capstone
8. Trainer readiness sign-off
9. Exam scheduling and post-exam report

Detailed Journey - Trainee

1. Onboarding

- Creates profile, sets target date, and declares weekly time budget.
- Selects proficiency band: beginner, intermediate, or advanced.
- Uploads any helper file/script intended for practice.
- System validates file and command compatibility with exam constraints; unsupported patterns are flagged.

2. Baseline Assessment

- Self-declaration across CKA domains.
- Scenario spot-checks for any domain rated hands-on or above.
- Short hands-on diagnostic tasks on a sandbox cluster.
- Receives competency radar chart (no raw scores shown).

3. Training Plan

- Receives sprint-based plan tailored to baseline and time budget.
- Sees objectives, resources, hands-on tasks, and deliverables per module.

4. Module Execution (Repeats)

- Reviews theory resources (short and focused).
- Completes hands-on tasks and submits deliverables.
- Uses Hint Bot in Socratic mode (no solutions given).

5. Per-Module Review

- AI performs completeness check and flags obvious issues.
- Trainer reviews every module and requests revisions if needed.

6. Sprint Review

- Receives summary of strengths, gaps, and progress deltas.
- Next sprint is adapted based on performance and struggle areas.

7. Readiness Gates

- Completes two full-length timed mocks that meet the internal quality threshold.
- Passes capstone challenge (multi-domain scenario).
- Completes live demo with trainer using rubric.

8. Exam Scheduling

- Exam scheduling is unlocked only after readiness gates are met.

9. Post-Exam

- Receives final report and competency delta summary.
- Trainer provides final feedback and next-step recommendations.

Detailed Journey - Trainer

1. Intake and Baseline Review

- Reviews baseline assessment and raw responses.
- Adjusts competency profile with justification if needed.

2. Plan Approval (Two-Phase)

- Consolidated AI gatepass via diffed model outputs.
- Final human approval with edits if needed.

3. Per-Module Review

- Reviews every module deliverable and approves or requests revisions.
- Monitors alerts for stuck trainees or excessive hint usage.

4. Sprint Review Verification

- Confirms sprint summary and approves plan adjustments.

5. Final Evaluation

- Reviews capstone deliverable and live demo performance.
- Signs off readiness once all gates are met.

Key Moments of Truth

- Baseline accuracy: self-rating vs spot-check performance.
- Deliverable quality: production readiness, structure, and correctness.
- Hint usage: healthy guidance vs over-reliance.
- Mock scores: consistency under timed conditions.

- Trainer rubric: real-world execution and communication.

Feedback Style

- Direct and blunt feedback is allowed and encouraged.
- Feedback must be actionable and tied to evidence from deliverables and rubrics.

Guardrails (Anti-Shortcut)

- Hint Bot never provides full solutions or step-by-step exam answers.
- Readiness gates must be met before exam scheduling is allowed.
- Trainer review required on every module.

Artifacts Produced

- Competency profile and radar chart
- Sprint plans and module deliverables
- Module evaluation notes and revision history
- Sprint review summaries
- Mock exam scores and capstone evaluation
- Final readiness report and trainer sign-off