INDIVIDUAL COURSE · ONLINE · SELF-STUDY

Human Queue Training: Certified AI Agent Supervisor · Web & Security

Supervising AI agents: checking, approving, improving or denying an AI agent's proposals for a company's website, domains and security settings.

Background	More and more companies let AI agents look after their website: DNS records, encryption, caching, firewall rules, access, email forwarding and domains. One wrong decision can take a site down, redirect email or lose the domain. A person has to decide which of these are really carried out. This course practises exactly that role.
Who it's for	Job seekers and people working in IT and on the web, such as IT support, system administration, web development, web agencies, online marketing or e-commerce, who will work with AI agents or supervise them.
Requirements	Good reading skills in English, German or French. A computer or tablet with internet access, and an email address. No prior knowledge of AI or of Cloudflare needed; a basic idea of how websites and email work helps.
Learning goals	Participants can • read and judge an AI agent's proposal: what exactly happens, which website, domain or account it touches, who has access afterwards and whether it can be undone; • decide, with reasons, between approving, the better option and denying; • spot typical traps: fake emails in the name of support or suppliers, false urgency, access that's too wide, instructions hidden in logs, tickets or forms, manipulated agents; • judge when to look closer, without blocking real work unnecessarily.
Content	3 levels, 12 modules, 36 scenarios: • **Level 1 · Standard (15 scenarios):** DNS records · SSL/TLS & certificates · Caching & speed · Firewall, WAF & bots · Redirects & rules • **Level 2 · Hard (12):** API tokens & keys · Workers, Pages & secrets · Email & the domain name · Access & Tunnels • **Level 3 · Super hard (9):** The keys to the account · Control of the domain · Deleting anything
Method	Online only, self-study in a practice environment. An AI agent looks after the website and Cloudflare account of a company that participants name themselves; it makes proposals, they decide. Each decision gets immediate feedback: what the proposal really was, what a wrong decision would have cost and how the system behind it works. Practice scenarios modelled on Cloudflare.
Duration and period	About 1½ hours at your own pace: training 1 to 1¼ hours, exam 15 to 25 minutes. Period on the quote: 4 weeks from the course start, including the internal exam. It fits alongside the job search at any time.
Location and language	Online at humanqueue.com. English, German or French.

Exam	Internal and online, with no time limit: 20 new scenarios from a non-public pool of 40. Passed with at least 16 best decisions and at most one harmful wrong decision (a harmful proposal let through). A free retake is possible 24 hours after an attempt.
Certificate	humanqueue provider certificate: “Certified AI Agent Supervisor · Web & Security”, with a public verification page, a PDF and a LinkedIn entry. It doesn't expire. Not an accredited qualification.
Costs	Training, internal exam and learning materials: free. Certificate USD 29, only if the exam is passed; convert into Swiss francs for the application. Online course: the participant pays first (card, via Stripe) and receives the receipt by email. The same price applies to everyone.
Data protection	Sign-in with an email address, no password. The names participants choose for their practice company stay on their device. Someone taking this as an individual course doesn't join any organisation; the RAV sees nothing about their participation on humanqueue (the proof is the receipt and the certificate). With licences for RAV offices and public bodies, these see only group totals (from 5 people), never names or email addresses.
Information and quote	humanqueue.com/rav/en: quote for an application and a contact form. Also in German (humanqueue.com/rav) and French (humanqueue.com/rav/fr).

The practice scenarios use made-up companies, customers and data and are modelled on Cloudflare; humanqueue is not affiliated with or endorsed by Cloudflare. As of October 2026.