

## What you need to know – key take outs

The objective of the Policy is to ensure appropriate mechanisms are in place to ensure ethical and responsible use of AI in a work context by any and all Employees and Students.

**Always read this policy in conjunction with the related procedures identified below.**

<b>Policy principles</b>	ITeC Academy acknowledges that with the increased usage of AI in a variety of situations, it is important to draw on the benefits of AI while considering and minimising the potential risks and/or costs.
<b>Purpose</b>	The purpose of this policy is to outline the way in which AI may be used by Employees and Students at ITeC Academy.
<b>Risk statement</b>	IRT has a zero tolerance for non-compliance with legislation & regulations related to its' operations.
<b>Scope</b>	<ul style="list-style-type: none"> <li>The Policy relates to all ITeC Academy employees, students, contractors and/or third parties acting on behalf of ITeC Academy and potential ITeC Academy students.</li> <li>The Policy further relates to correspondence, documents, social media content, and any other written media created by any Employees either for ITeC Academy's use or on behalf of, and/or for use by, any clients of ITeC Academy.</li> <li>The Policy further relates to correspondence, documents, assessment submissions, and any other written media created by any Student either for ITeC Academy's use or on behalf of, and/or for submission of assessment items.</li> </ul>
<b>Related procedure</b>	RTO Assessment procedures as outlined in the RTO Procedure Manual and Student Handbook.
<b>Related documents</b>	<ul style="list-style-type: none"> <li>RTO Procedure Manual</li> <li>ITeC Academy Student Handbook</li> </ul>
<b>Compliance requirements</b>	<ul style="list-style-type: none"> <li>National Vocational Education and Training Regulator Act 2011</li> <li>Privacy Act 1988</li> <li>Copyright Act 1968</li> </ul>
<b>Policy owner</b>	IRT Group Head – ITeC Academy
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## 1 Regulatory Standards and relevant legislation

This policy has been written to align with the Standards for Registered Training Organisations and other relevant legislation and regulations. The following table explains the link between this policy and the relevant external requirements.

Standard / legislation	What this means
National Vocational Education and Training Regulator Act 2011	<p>The National Vocational Education and Training Regulator Act 2011 is legislation that establishes the Australian Skills Quality Authority (ASQA) as the national regulator for the vocational education and training (VET) sector.</p> <p>ASQA is tasked with ensuring the quality and consistency of VET services across Australia.</p> <p>ASQA has powers to investigate complaints, conduct audits of providers, impose sanctions for non-compliance, and revoke registrations or accreditations where necessary to protect the integrity and quality of the VET sector.</p>
Privacy Act 1988	<p>The Privacy Act requires that ITeC Academy have a Privacy Policy that sets out how ITeC Academy will deal with personal and sensitive information.</p>
Copyright Act 1968	<p>The Copyright Act provides exceptions which enable some use of copyright material without the permission of the copyright owner in certain circumstances.</p>
Standards for RTOs 2015	<p>SRTO 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.</p> <p>SRTO 5. Each learner is properly informed and protected.</p> <p>SRTO 7. The RTO has effective governance and administration arrangements in place.</p>

## 2 Policy details

- 2.1** AI is being used in the workplace and educational facilities on a steadily increasing basis. ITeC Academy expects that all content generated in the course of employment with ITeC Academy will be the Employee's original work and any use of AI will be for assistive purposes only, not to create substantive content.
- 2.2** ITeC Academy expects that all content generated in the course of undertaking studies with ITeC Academy will be the Student's own original work and any use of AI will be for assistive purposes only, not to create substantive content for the purposes of assessment.

**2.3** ITeC Academy understands and acknowledges that ChatGPT/CoPilot/Other AI tools:

- 2.3.1** can be a useful resource for the purposes of research and drafting;
- 2.3.2** uses information gained from data that has been fed into it, together with data mined from the internet;
- 2.3.3** is not a private or trusted platform, and may retain information entered, and which may be accessed by third parties;
- 2.3.4** allows users to feed data into it to generate content;
- 2.3.5** uses approximately 175 billion parameters;
- 2.3.6** cannot create video, sound or images, but is able to generate content through spoken and written word;
- 2.3.7** has limitations, including:
  - 2.3.7.1** inability to process requests relating to recent content due to the lack of available data e.g. topics post-2021 when utilising the free version *(i.e. topics post-2021 \*\*Note: as time goes on, the available data range will increase – you may wish to update the data range, or remove the data range and rely upon the general statement relating to available data. Be mindful that this is also mentioned in 4.4.9 and will need to be changed to reflect the same information throughout);*
  - 2.3.7.2** where request is 'niche', and minimal information is available; and
  - 2.3.7.3** where too many parameters are provided;
  - 2.3.7.4** may adopt biases and stereotypes;
  - 2.3.7.5** may draw upon 'fake' news and other unreliable sources;
  - 2.3.7.6** should not be relied upon without revision and editing by Employees and Students.

**2.4** ITeC Academy further acknowledges that there are potential risks and/or detrimental effects associated with use of AI in a work and study context. These may include, but are not limited to the following areas and issues:

- 2.4.1** Privacy;
- 2.4.2** Confidentiality;
- 2.4.3** Privilege;
- 2.4.4** Ethics and morality;
- 2.4.5** Contractual obligations;
- 2.4.6** Consumer protection;
- 2.4.7** Inclusivity;
- 2.4.8** Enforcement of restraints;

- 2.4.9** Commercially sensitive information;
- 2.4.10** ‘Dehumanisation’ of information – as AI is artificially generated, it fails to have the ‘human’ touch which forms an integral part of content. The inability to include the human touch may also lead to generated information being identified as racist, sexist or in other ways discriminatory, inappropriate and non-inclusive;
- 2.4.11** Misinformation and inaccuracy – at the time the Policy was drafted, the free version of ChatGPT/CoPilot/Other AI tools only extended to 2021 and would thus be out of date in many areas. ChatGPT/CoPilot/Other AI tools and AI relies upon the information it is fed, the majority of which is not fact-checked. There is also a risk that information is plagiarised which could lead to liability for breaches relating to intellectual property; and
- 2.4.12** Accuracy – as the AI relies upon information that it is fed, it is entirely possible that collectively a large portion of incorrect and unreliable information could be used to generate content and create hallucinations.

**2.5** Employees are permitted to use ChatGPT/CoPilot/Other AI tools and AI in the following manner, specifically noting that in each area it is the employees’s responsibility to proof-read, fact-check and edit any content created by AI, and to request sources wherever possible and relevant. All sources must be verified:

- 2.5.1** Research, as an alternative to Google, Bing (noting some users have access to GPT-4 technology in Bing), Yahoo or other search engines;
- 2.5.2** Scheduling and time management;
- 2.5.3** Idea generation;
- 2.5.4** Generating images and text to image (eg. Canva or MidJourney);
- 2.5.5** Creating videos and eLearning materials (eg. Synthesia, Gamma);
- 2.5.6** Drafting blogs, social media posts and marketing (eg. Jasper);
- 2.5.7** Artificially generating voiceovers for content (eg. Speechelo);
- 2.5.8** Proofreading for grammatical, spelling and other errors; and
- 2.5.9** For other limited drafting purposes which may include emails, proposals, blogs, speeches and webinar content.

**2.6** Employees are not permitted to use ChatGPT/CoPilot/Other AI tools and other AI in the following manner:

- 2.6.1** To create substantive content;
- 2.6.2** To generate content on which third parties may later rely;

- 2.6.3** As a final editing tool;
  - 2.6.4** As a 'trusted source';
  - 2.6.5** For medical or legal advice; and
  - 2.6.6** Where it is expressly prohibited in a given context either by ITeC Academy or any specific third party for which Employees may be contracted to in any way.
- 2.7** No personal information or client identifying information is to be entered into any AI for the purposes of content generation at any time.
- 2.8** Employees must enable data privacy options, including but not limited to ensuring "Chat history and training" options (or similar) are not checked, ensuring data is not used for the purposes of improving ChatGPT/CoPilot/Other AI tools or other AI by way of model training. If Employees are not able to guarantee data privacy, then the AI must not be used.
- 2.9** It is the responsibility of the Employees to ensure that any content generated by ChatGPT/Other AI tools/other AI does not breach any copyright or other intellectual property laws.
- 2.10** Where an API Key is generated, this key is not to be shared except where necessary amongst team members. Employees are not to store this API Key in view, either in written form or digitally, nor should the API key be accessible by third parties. API Keys are to be protected in the same way any other password would be protected.
- 2.11** AI should be used to supplement the work of Employees and Students, and at no time should it be relied upon to be used in place of the work of Employees or Students.
- 2.12** Where AI is used to generate content, a third party must be consulted before finalising the content.
- 2.13** Where AI is used by Employees or Students, it is their responsibility to ensure the content is thoroughly fact-checked and edited as required. If Employees or Students are unable to corroborate and confirm facts in content generated by AI, Employees and Students will not be permitted to utilise that portion of the content until such time as its accuracy can be confirmed.
- 2.14** Any time AI is used by Employees or Students, it is to be clearly cited.

**2.15** Prior to using any AI, Employees and Students should source and read the Privacy Compliance policy for the respective AI being used so as to fully comprehend the way in which personal and other information is collected when using the AI. If there is any question regarding the content of the respective AI privacy policy, Employees and Students should consult their manager or trainer for clarification.

**In practice example:**

ITeC Academy Trainer/Assessor uses ChatGPT to generate a case study scenario relating to aged care service delivery. The Trainer/Assessor fact checks the information generated with the Aged Care Quality Standards via the Aged Care Quality and Safety Commission website for references to regulated industry practice.

### 3 Roles and responsibilities

Role	Responsibility
Policy Owner – General Manager ITeC Academy	<ul style="list-style-type: none"> <li>Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements.</li> </ul>
Policy Monitor – Compliance Manager ITeC Academy	<ul style="list-style-type: none"> <li>Review and monitor compliance with policy.</li> <li>Draft policy</li> </ul>
Implementation – All ITeC Academy employees	<ul style="list-style-type: none"> <li>Implement policy procedure requirements as per ITeC Academy Procedure Manual.</li> </ul>

### 4 Definitions

In this Policy, words have the following meaning:

Term	Definition
RTO	Registered Training Organisation
AI	Means Artificial Intelligence, including but not limited to ChatGPT/Other AI tools, Jasper, Synthesia (videos, eLearning), Murf (artificially generated voiceovers for content), Canva (image generation, text to image), GTP3 and GPT4.

Term	Definition
API Key	Means application programming information key, and which is used to identify and/or authenticate users, and should be given the same protective measures as any password or other security key.
Chatbot.	Means an AI computer program specifically designed to interact with human users of the program, usually via the internet
ChatGPT/CoPilot/Other AI tools	Means the Chat Generative Pre-trained Transformer chatbot developed by OpenAI.
Content	Means any content generated during the course of normal employment/contractor engagement with IRT Group and includes but is not limited to documents, spreadsheets, images, blogs and social media posts, lessons, assessments, educational materials and promotional materials.
Personal information	Means any information that can be used to identify a person, either alone or when combined with other information, as specified in the <i>Privacy Act 1988 (Cth)</i> , and includes but is not limited to name, age, address, email, phone, financial and other information.
Policy	Means this AI Usage Policy

## 5 REFERENCES

- Australian Government Department of Industry, Innovation and Science AI Ethics Principles  
<https://www.industry.gov.au/publications/australias-artificial-intelligence-ethics-framework/australias-ai-ethics-principles>
- Organization for Economic Co-operation and Development AI Principles  
<https://oecd.ai/en/ai-principles>
- Open AI Privacy Policy  
<https://openai.com/policies/privacy-policy>