

1.03.856 AI Usage Policy

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 Staff and Students.

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

Policy principles	IRT 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.
Purpose	The purpose of this policy is to outline the way in which AI may be used by Staff and Students at IRT Academy.
Risk statement	IRT has a zero tolerance for non-compliance with legislation & regulations related to its' operations.
Scope	<ul style="list-style-type: none"> The Policy relates to all IRT Academy Staff and Students. The Policy further relates to correspondence, documents, social media content, and any other written media created by any Staff either for IRT Academy's use or on behalf of, and/or for use by, any clients of IRT Academy. The Policy further relates to correspondence, documents, assessment submissions, and any other written media created by any Student either for IRT Academy's use or on behalf of, and/or for submission of assessment items.
Related procedure	RTO Assessment procedures as outlined in the RTO Procedure Manual and Student Handbook.
Related documents	<ul style="list-style-type: none"> RTO Procedure Manual IRT Academy Student Handbook
Compliance requirements	<ul style="list-style-type: none"> <i>National Vocational Education and Training Regulator Act 2011</i>
Policy owner	IRT Group Head – IRT Academy
Publish date	July 2023
Content manager reference number	EDOC2023/0046929

1 Aged Care Quality Standards and relevant legislation

This policy has been written to align with the Aged Care Quality Standards 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
Standards for RTOs 2015	To ensure the RTO meets the regulatory standards for RTO operation and related legislation (see above).

2 Policy details

- 2.1** AI is being used in the workplace and educational facilities on a steadily increasing basis. IRT Academy expects that all content generated in the course of employment with IRT Academy will be the Staff's original work and any use of AI will be for assistive purposes only, not to create substantive content.
- 2.2** IRT Academy expects that all content generated in the course of undertaking studies with IRT 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** IRT Academy understands and acknowledges that ChatGPT, in particular:
- 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 Staff and Students.

2.4 IRT 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 only extended to 2021 and would thus be out of date in many areas. ChatGPT 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 Staff are permitted to use ChatGPT and AI in the following manner, specifically noting that in each area it is the Staff'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 code and resolving coding problems;¹
- 2.5.5** Generating images and text to image (eg. Canva or MidJourney);
- 2.5.6** Creating videos and eLearning materials (eg. Synthesia, Gamma);
- 2.5.7** Drafting blogs, social media posts and marketing (eg. Jasper);
- 2.5.8** Artificially generating voiceovers for content (eg. Speechelo);
- 2.5.9** Proofreading for grammatical, spelling and other errors; and
- 2.5.10** For other limited drafting purposes which may include emails, proposals, blogs, speeches and webinar content.

2.6 Staff are not permitted to use ChatGPT 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 IRT Academy or any specific third party for which Staff 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 Staff 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 or other AI by way of model training. If Staff are not able to guarantee data privacy, then the AI must not be used.

2.9 It is the responsibility of the Staff to ensure that any content generated by ChatGPT does not breach any copyright or other intellectual property laws.

¹ Uploading source code may breach company confidentiality policy and as such should only be done with express consent of management.

- 2.10** Where an API Key is generated, this key is not to be shared except where necessary amongst team members. Staff 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 Staff and Students, and at no time should it be relied upon to be used in place of the work of Staff 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 Staff or Students, it is their responsibility to ensure the content is thoroughly fact-checked and edited as required. If Staff or Students are unable to corroborate and confirm facts in content generated by AI, Staff 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 Staff or Students, it is to be clearly cited.
- 2.15** Prior to using any AI, Staff and Students should source and read the privacy 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, Staff and Students should consult their manager or trainer for clarification.

In practice example:

IRT 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 – Group Head IRT Academy	<ul style="list-style-type: none"> Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements.
Policy Monitor – Group Head IRT Academy	<ul style="list-style-type: none"> Ensure day to day implementation and compliance with policy.
Implementation – Trainer/Assessors	<ul style="list-style-type: none"> Implement policy procedure requirements as per IRT Academy Procedure Manual.

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, Jasper, Synthesia (videos, eLearning), Murf (artificially generated voiceovers for content), Canva (image generation, text to image), GTP3 and GPT4.
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	Means the Chat Generative Pre-trained Transformer chatbot developed by OpenAI.
Content	Means any content generated during the course of normal employment with [YOUR BUSINESS NAME] 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>