AI Policy

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Policy Owner: Head of Quality and Curriculum
Approved by: CEO
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1.0 Purpose

The purpose of this policy is to provide clear guidance on the responsible, ethical and safe use of generative artificial intelligence tools within the RTO.

Generative AI tools may support learning, communication, administration, research and productivity. However, their use must be managed carefully to protect privacy, maintain assessment integrity, support fair learner outcomes and ensure that competency-based training and assessment remains valid, authentic and reliable.

This policy supports the RTO to meet its obligations under the Standards for RTOs 2025, including requirements relating to quality training and assessment, learner information and support, assessment integrity, governance, risk management and continuous improvement.

2.0 Scope

This policy applies to all RTO learners, employees and contractors, and applies to the use of generative AI in all RTO-related activities, including:

- learning and study support
- assessment preparation and submission
- training and learner support
- assessment development and review
- resource development
- administration and communication
- research and planning
- compliance, quality assurance and continuous improvement activities
- management and governance activities.

This policy applies to both publicly available AI tools and approved enterprise or embedded AI tools, including AI functions built into software used by the RTO.

3.0 Definitions

Term	Definition
Generative artificial intelligence / generative AI	means technology that can generate content such as text, images, audio, video, code, summaries, responses, plans, recommendations or analysis based on prompts or input from a user. Examples may include tools such as ChatGPT, Microsoft Copilot, Gemini, Claude, Grammarly AI and similar tools.
AI-generated content	means content created wholly or partly by an AI tool.
AI tool	any software, platform, application or embedded function that uses artificial intelligence to generate, analyse, summarise, recommend, classify or transform information.
Public AI tool	An AI tool that is publicly available and not specifically approved, configured or controlled by the RTO for secure organisational use.
Approved AI tool	An AI tool that has been approved by the RTO for specified uses, after considering privacy, confidentiality, cybersecurity, data storage, access, risk and compliance requirements.
Sensitive information	includes personal information, learner records, assessment information, health information, financial information, confidential business information, commercially sensitive information, login details or any information that could identify or compromise an individual, workplace, employer, client, child, family, learner, employee or the organisation.
Assessment evidence	means the work, responses, documents, demonstrations, observations or other evidence used by an assessor to make a judgement about whether a learner is competent.
Assessment authenticity	Confidence that assessment evidence is the learner's own work and reflects the learner's own knowledge, skills and performance.
De-identified information	Information that has been altered so that an individual, workplace, client, children, family, employer, learner, employee or organisation cannot reasonably be identified.

4.0 Policy

The RTO recognises that generative AI can be a useful tool when used appropriately and safely. AI may assist learners and staff to explore ideas, improve writing clarity, summarise general information and increase efficiency.

However, AI must not replace human judgement, trainer and assessor expertise, professional responsibility, learner engagement or a learner's own demonstration of skills and knowledge.

AI can be used as a support tool. It must not replace:

- a learner's own knowledge, skills or assessment work
- trainer or assessor judgement
- human review of important information
- privacy, copyright, cybersecurity or compliance obligations
- management accountability
- fair and transparent decision-making.

All users are responsible for checking AI-generated content before relying on it. AI can produce inaccurate, biased, outdated, misleading or fabricated information.

The RTO will communicate this policy to learners and relevant staff through induction, learner information, assessment instructions, trainer guidance and/or other appropriate communication channels.

5.0 Core Principles

5.1 Accountability

A person remains responsible for any work, decision, communication, assessment judgement, resource or record that is supported by AI.

5.2 Assessment Integrity

Assessment evidence must reflect the learner's own knowledge, skills and performance. AI must not be used in a way that compromises the authenticity, validity, sufficiency, currency or reliability of assessment evidence.

5.3 Privacy and confidentiality

Personal, confidential or sensitive information must not be entered into public AI tools. Information must only be used with approved AI tools where the use is authorised, secure and consistent with RTO privacy and information management requirements.

5.4 Transparency

Learners and staff must be clear about when AI has been used where this is required by the RTO, an assessment task, a work process or the nature of the activity.

5.5 Fairness and inclusion

AI must not be used in a way that creates unfair advantage, disadvantage, bias, discrimination, exclusion or harm.

5.6 Quality and compliance

AI-assisted outputs must be reviewed for accuracy, currency, appropriateness, copyright, training product alignment, learner cohort suitability, industry relevance and compliance before use.

6.0 Approved AI Tools

Staff must only use approved AI tools (listed in *Approved Tools Register)* if organisation, learner, staff, employer, workplace, assessment or confidential information may be involved.

Public AI tools may only be used for general, non-confidential and low-risk purposes, unless otherwise authorised by the RTO.

7.0 Learner use of AI

7.1 Acceptable learner use

Learners may use AI to support their study where this does not compromise assessment integrity or breach assessment instructions.

Acceptable uses may include:

- explaining general concepts in simpler language
- summarising general learning material
- checking spelling, grammar or sentence clarity
- creating revision notes or practice questions
- brainstorming ideas before writing their own response
- planning study time
- asking for general examples to support understanding
- improving readability of their own draft work, where permitted.

7.2 Unacceptable learner use

Learners must not use AI to:

- complete assessment answers for them
- submit AI-generated work as their own
- copy AI responses into assessments without understanding them
- create workplace examples, journals, reflections, case notes, reports or documents that are not genuine
- fabricate evidence of workplace performance or practical skills
- avoid completing the required learning or assessment activity
- enter personal, confidential, workplace, child, client, learner, employer or service information into public AI tools
- generate offensive, misleading, discriminatory, unsafe or harmful content
- breach assessment instructions.

Assessment evidence must reflect the learner's own understanding, knowledge and skills. When in doubt, learners must ask their trainer or assessor before using AI for an assessment task.

8.0 Staff use of AI

8.1 Acceptable staff use

Staff may use AI tools for general work support, where privacy, confidentiality, copyright, assessment integrity and compliance obligations are maintained.

Acceptable uses may include:

- drafting or improving general wording
- brainstorming ideas
- summarising non-confidential information
- creating first drafts of general communications
- developing general examples or learning activity ideas
- checking readability
- improving structure or tone
- supporting administrative efficiency.

8.2 Restricted staff use

Staff must obtain appropriate approval or follow the relevant RTO process before using AI for higher-risk activities, including:

- assessment tool development
- assessment mapping

- model answers or marking guidance
- compliance reporting
- learner support decisions
- complaints, appeals or misconduct matters
- formal correspondence to regulators, funders, employers or external stakeholders
- documents involving confidential or sensitive information
- policy or procedure development
- data analysis involving learner, staff or organisational records.

8.3 Prohibited staff use

Staff must not use AI to:

- replace final assessment judgement
- replace trainer or assessor professional judgement
- replace learner support decisions
- make final compliance, complaint, appeal, misconduct, enrolment, funding or management decisions
- upload personal, confidential, learner, assessment or business-sensitive information into public AI tools
- generate or approve assessment content without human review
- create misleading, inaccurate, biased, discriminatory or harmful content
- breach copyright, licensing or intellectual property requirements
- represent AI-generated work as fully human-created where disclosure is required.

9.0 Privacy and Confidentiality

The RTO does not enter personal, confidential or sensitive information into publicly available AI tools. This includes information about:

- learners
- staff
- contractors
- employers
- workplaces
- children
- clients
- families
- assessment evidence
- complaints and appeals
- support needs
- medical or health matters
- business operations
- finances

- passwords
- login details
- internal systems
- funding, compliance or audit matters.

Any suspected privacy, confidentiality or security breach must be reported under the relevant RTO process.

10.0 Copyright, Intellectual Property and Source Checking

AI-generated content may be inaccurate, incomplete, unsourced or affected by copyright and intellectual property limitations.

Before using AI-assisted content, RTO must check:

- whether the content is accurate and current
- whether claims are supported by reliable sources
- whether copyright or licensing obligations may apply
- whether the content is original or may substantially reproduce protected material
- whether sources need to be cited
- whether the content is appropriate for the intended audience and purpose.

AI must not be used to deliberately copy, reproduce or disguise third-party copyright material without permission or appropriate licence.

11.0 Resource and assessment development

AI may be used to assist with early drafting or ideas for learning resources and assessment materials.

Before use, all AI-assisted content must be reviewed to ensure it is:

- accurate and current
- appropriate for the learner cohort
- aligned to the training product
- aligned to the relevant AQF level
- inclusive and unbiased
- compliant with copyright and privacy requirements
- suitable for competency-based training and assessment.
- aligned with current industry practices

AI-assisted assessment materials must not be released for use until they have been reviewed and approved through the RTO's assessment development, mapping, pre-use review and validation processes.

12.0 Communication and Training

The RTO will communicate AI requirements to learners and staff through appropriate channels.

This may include:

- learner induction
- learner handbook information
- assessment instructions
- trainer and assessor guidance
- staff induction
- staff meetings or briefings
- professional development
- policy updates
- compliance communications.
- guidelines on RTO website

Staff involved in training, assessment, administration, learner support, resource development, compliance or management must be made aware of their responsibilities under this policy.

13.0 Responsibilities

Role	Key Responsibilities
CEO / Senior Management	are responsible for ensuring AI-related risks are considered as part of governance, compliance and organisational risk management.
Managers	are responsible for implementing this policy, supporting staff awareness and escalating risks or incidents where required.
Trainers and assessors	are responsible for maintaining assessment integrity, explaining acceptable AI use to learners, identifying authenticity concerns and applying fair verification strategies where required.
Employees and contractors	are responsible for using AI tools responsibly, protecting confidential information and checking AI-generated outputs before use.
Learners	must ensure their assessment work is their own and ask their trainer if they are unsure about acceptable AI use.

14.0 References and Related Policies

Reference
Outcome Standards for RTOs 2025
Australian Government (2019) – *Australia's AI Ethics Principles*
Australian Government (2024) – Voluntary AI Safety Standard
Office of the Australian Information Commissioner (OAIC - 2024) – *Privacy Considerations when Using Commercially Available AI Products*
National AI Centre (2025) – *Guidance for AI Adoption*
National AI Centre (2025) – *Being Clear about AI-generated Content: A Guide for Business*
Privacy Act 1988
Copyright Act 1968

15.0 Related Documents

Name	Document type
Learner Handbook	Document
Code of Conduct	Document
Complaints and Appeals Policy	Policy

Privacy Policy	Policy
Assessment Validation Policy	Policy
Approved Tools Register	Register
AI Guidelines for Learners (RTO Website)	Guidelines

16.0 Version Control and Revision Information

The RTO reserves the right to vary, replace or terminate this policy from time to time.

Version #	Approval Date	Approved By	Details
1	02/07/2026	CEO	New Policy