

Artificial Intelligence For Staff

Document Summary

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Our Commitment to Responsible AI for Staff

Institutional Approach to AI

At The City College, we recognise Artificial Intelligence (AI) as an emerging assistive tool with the potential to enhance operational processes, support informed decision-making, and contribute to innovation in teaching, learning, and assessment.

The City College attempts to give clear, comprehensive policy and guidance on the use of AI, alongside training, so staff members are aware of when it should be used and where it should be avoided. In addition, The City College outlines how it utilises AI, monitors its use and outlines good practice as well as highlighting poor practice that staff are advised to avoid or be aware of.

Potential Uses of AI at The City College:

- Enhance Productivity and Efficiency- Streamline administrative processes and support effective communication across departments.
- Innovate Teaching and Learning- Contribute to the development of new teaching methods and learning resources that complement traditional approaches.
- Uphold Academic Integrity- Support efforts to maintain the credibility of qualifications and promote genuine student achievement.
- Protect Data and Privacy- Strengthen safeguards around institutional, staff, and student data through the responsible use of AI.
- Foster AI Literacy- Provide staff with opportunities to develop the knowledge and skills needed to engage with AI critically and responsibly, if and when they choose to do so.

This policy applies to all staff of The City College, including permanent, temporary, sessional, and contract staff, regardless of their role or department.

1. Understanding Artificial Intelligence (AI)

1.1 Definition: Artificial Intelligence (AI), particularly Generative AI (e.g., Large Language Models, image generators, and advanced data analysis tools), refers to computer systems that can perform tasks traditionally requiring human intelligence. These tools learn from data to generate text, images, code, or provide insights.

1.2 Opportunities: AI offers opportunities for increased efficiency, data analysis, content generation (including drafting), and automation of routine tasks, leading to a reduced workload and enhanced productivity.

1.3 Limitations and Risks: All staff must be acutely aware of the inherent limitations and risks associated with AI, including:

- Inaccuracy and "Hallucinations": AI can generate incorrect, outdated, or fabricated information. Staff are solely responsible for verifying any AI-generated content.
- Bias: AI models are trained on existing data, which may contain societal biases that can be replicated or amplified in AI outputs. Outputs must be critically reviewed for fairness.
- Lack of Understanding: AI lacks human comprehension, critical thinking, and empathy. It identifies patterns rather than true understanding.
- Data Privacy and Security: Inputting personal, sensitive, confidential, or proprietary institutional information into AI tools is strictly prohibited as it may expose data and compromise security.
- Intellectual Property and Copyright: AI-generated content may inadvertently infringe on existing copyrights, and staff must ensure that any use of AI complies with copyright law and the College's Intellectual Property policies.

Reputational Damage: Misuse or uncritical reliance on AI can lead to errors, breaches, or unfair outcomes that damage the College's reputation.

2. Core Principles for AI Use by All Staff

All staff must adhere to the following principles when utilising approved AI tools in any capacity related to College activities:

2.1 Approved Use of Microsoft Copilot and other AI Tools

To ensure consistency, data security, and regulatory compliance, staff are expected to use only the College's licensed Microsoft 365 Copilot under their work account for any AI-related tasks involving College duties, data, or systems.

Use of Public AI Tools

The use of public or consumer-grade AI tools (e.g., free versions of ChatGPT, Google Gemini, DALL·E, etc.) is not permitted for tasks involving College data, documents, or operational content. These tools do not meet the College's data protection requirements and may pose confidentiality risks.

However, staff may use such tools for general research or exploration, provided that:

- No College data or sensitive information is entered;
- The tool is not solely used to generate or process official College work;
- Usage complies with the College's broader data protection and IT policies.

Personal Use: Staff are free to use any AI tools they choose for personal, non-College related activities on their personal devices and personal accounts. However, under no circumstances should College data, College work, or College accounts be involved in such personal use.

2.2 Data Privacy, Security, and Use of AI Tools

Use of Microsoft Copilot for College Work

Staff may use Microsoft Copilot for College-related tasks, but only, when logged in with their College-issued Microsoft 365 account, provided it meets College security standards and is used solely for work purposes.

Personal use of Copilot under the college work account is not permitted.

Use of Public AI Tools for Research Only

Staff may use public or consumer-grade AI tools (e.g. ChatGPT, Google Gemini, Claude) for general research or exploration only, under the following conditions:

- No College data, documents, or official work or operational content may be entered into these tools.
- These tools must not be used to solely generate or process official College outputs.
- Users must comply with the College's data protection and IT policies.

Prohibited Data Inputs

Staff must never input the following into any AI tool, including Copilot:

- Personal data of students, staff, or external partners (e.g. names, contact details, student IDs, health or safeguarding information)
- Confidential or sensitive College information (e.g. unreleased assessments, financial data, HR records, internal reports, or research data)

Only anonymised, non-sensitive data may be used in Copilot, and only when necessary for the task.

Microsoft Copilot Data Handling

Microsoft Copilot operates within your Microsoft 365 permissions and does not train on your data. However, it can access and summarise any content you have access to, so internal data governance and access control remain critical.

Legal and Policy Compliance

All AI use must comply with:

- The UK GDPR and Data Protection Act 2018.
- The College's relevant policies

Future Use of Personal Data

In future, the College may permit the use of Copilot Agents with personal or sensitive data, but only once robust security, compliance, and governance measures are in place. Any such change will be communicated clearly to all staff with updated guidance and training subject to formal approval by the Directors and IT staff, and thorough Data Protection Impact Assessments (DPIAs).

2.3 Human Oversight and Responsibility: AI as an Assistant, Not a Replacement

Microsoft Copilot and other AI tools are designed to assist staff by enhancing productivity and supporting content creation. However, they are not a substitute for human judgment, critical thinking, or professional responsibility. AI tools generate suggestions and drafts, however, it is the staff member's responsibility to review, refine, and validate all outputs.

No Blind Copy-Pasting

Staff must never copy and paste AI-generated content directly into official College documents, communications, or materials without careful review.

Thorough Review and Verification Required

All content generated or assisted by AI must be thoroughly reviewed and verified before being sent, published, or acted upon. This includes checking for:

- Accuracy and Factual Correctness- Confirm all facts, figures, dates, names, and references.
- Appropriateness and Tone- Ensure the language, tone, and style align with the College's values, policies, and intended audience.
- Bias and Fairness- Assess outputs for potential bias, stereotypes, or discriminatory language.
- Compliance- Verify that content adheres to College policies, legal requirements, and professional standards.
- Clarity and Coherence- Ensure the message is logical, well-structured, and clearly communicates the intended point.

Ultimate Accountability

Regardless of whether AI tools are used, the staff member remains fully responsible for the accuracy, appropriateness, and consequences of all outputs and decisions.

2.4 Transparency and Disclosure

Internal Transparency

Staff should be transparent with colleagues, managers, and students about their use of AI tools in their work, particularly when AI has made a significant contribution to the development of materials, decisions, or processes.

External Transparency: Where AI-generated content forms part of publicly released College materials (e.g., reports, marketing, formal documents), appropriate disclosure of AI's role should be considered in line with College communication guidelines.

2.5 Ethical Use and Bias Mitigation:

Fairness: Staff must actively consider and mitigate potential biases in AI outputs, ensuring that the use of AI does not lead to discriminatory or unfair outcomes.

Ethical Review: For significant AI applications, particularly those impacting individuals (e.g., student support, admissions processes), appropriate ethical review and human oversight protocols must be in place.

3. Acceptable General Uses for All Staff (Using Microsoft Copilot)

Subject to the principles above (especially Data Privacy, Human Oversight, and the prohibition on blind copy-pasting), Microsoft Copilot can be used to assist with the following tasks:

- **Drafting and Language Support:** Generating initial drafts of emails, reports, meeting minutes, or internal communications; refining grammar, spelling, and sentence structure; summarising lengthy non-confidential documents for quick review. This is for generating a starting point or refining existing text, not for producing final content without human intervention and verification.
- **Brainstorming and Idea Generation:** Generating ideas for projects, workshops, or solutions to non-confidential problems.
- **General Research Assistance (Publicly Available Data):** Assisting with searches for and summarisation of publicly available information, identification of trends, or summarisation of public reports. Always verify sources and content independently.
- **Learning and Development:** Exploring Microsoft Copilot to develop personal AI literacy, experiment with prompting, and understand AI capabilities and limitations within a secure environment.

3.1: Specific Guidance for Administrative Staff

This section details the appropriate use of Microsoft Copilot for staff engaged in administrative, operational, and support functions.

Leveraging Microsoft Copilot for Administrative Efficiency

Administrative staff are able to explore and utilise Microsoft Copilot to enhance their daily tasks if they wish to, focusing on:

- **Automating Routine Communications:** Drafting standard email responses, internal memos, or announcements (always reviewed and approved by human).
- **Document Management:** Summarising non-confidential College documents, or categorising non-confidential information.
- **Data Organisation and Analysis (Non-Sensitive, Non-Personal Data):** Assisting with the organisation of large datasets (non-PII, non-confidential) or performing preliminary analysis of public College data.
- **Scheduling and Task Management:** Utilising Copilot's integration with M365 for calendar management, reminders, or task prioritisation, provided no sensitive meeting details are entered into prompts.

- Content Generation for Public Use: Drafting content for public-facing College websites, social media, or general marketing materials, which must undergo human review and adhere to brand guidelines.

4. Specific Considerations for Administrative Staff

4.1 Data Handling & Security with Microsoft Copilot:

Reinforced Prohibition: As stated in previous sections, the absolute prohibition on inputting personal data of students or other College staff, or any confidential/sensitive College information, into Copilot or any AI tool remains paramount.

Existing Microsoft 365 Permissions: Understand that Microsoft Copilot operates within your existing Microsoft 365 permissions. If you have access to a document or email in SharePoint, OneDrive, or Outlook, Copilot may be able to process it when prompted. This highlights the importance of maintaining rigorous internal control over document access permissions.

Risk Assessment: For any new significant AI application in administrative processes, especially those involving large datasets (even if anonymised), a full Data Protection Impact Assessment (DPIA) and security risk assessment must be conducted in consultation with the Directors and IT Services prior to implementation.

4.2 Automation and Human Oversight:

Human-in-the-Loop: Automated decision-making tools that might emerge (e.g., for admissions, student progression, HR processes) must always incorporate significant human oversight and intervention points. Decisions affecting individuals must not be solely reliant on automated AI outputs from Copilot.

Audit Trails: Where Copilot is used to automate or assist in critical administrative workflows, clear audit trails and documentation of its involvement must be maintained.

4.3 Procurement of AI Systems:

All procurement of new AI systems or services (beyond the College's Microsoft 365 Copilot license) for administrative functions must follow the College's Procurement Policy and involve consultation with IT Services, Data Protection Officer, and Legal Services to ensure security, compliance, and ethical standards are met.

5: Specific Guidance for Lecturers and Teaching Staff

This section details the appropriate use of Microsoft Copilot, for lecturers, tutors, and all staff engaged in teaching, learning, and assessment.

5.1 Use of AI in Teaching and Learning

Lecturers may choose to use Microsoft Copilot to support teaching and learning, provided its use aligns with pedagogical goals, academic integrity, and College policies. Copilot is intended to assist with idea generation and content drafting, not to replace professional judgment or teaching expertise.

Permitted Uses of Microsoft Copilot

Lecturers may use Copilot (via their College Microsoft 365 account) for the following tasks, as long as no sensitive data is entered:

- Lesson Planning and Resource Creation
- Brainstorming lesson topics or activity ideas
- Drafting initial outlines for lessons or schemes of work
- Creating quiz questions, practice problems, or example answers (with human review)
- Summarising academic articles or complex topics to aid lecture preparation
- Generating analogies or alternative explanations for difficult concepts
- Curriculum Development
- Brainstorming learning outcomes or assessment ideas
- Identifying current industry trends or case studies from public sources
- Student Support (General)
- Drafting general FAQs or responses to common student queries
- Creating study aids or revision materials (must be clearly labelled as AI-generated)

Note: Personalised feedback to individual students must be primarily human-generated. Copilot may be used to draft initial ideas, but all feedback must be thoroughly reviewed and edited by the lecturer. No student personal data should be entered into Copilot.

5.2 Use of Public AI Tools for Research Purposes Only

Lecturers may use public AI tools (such as ChatGPT, Google Gemini, or Claude) only for general research or exploration, and never for generating or processing College-related work.

This is permitted only if:

- No College data, documents, or branding (such as names, logos, or internal content) are entered
- The tool is not used to create or edit official College outputs
- Use complies with the College's data protection and IT policies

Examples of Acceptable Research Use

- Identifying relevant academic literature (with cross-referencing and source verification)
- Summarising research papers (with critical human review)
- Generating ideas for new research directions (excluding confidential or sensitive data)

6. Specific Considerations for Lecturers and Teaching Staff

6.1 Academic Integrity and Assessment:

No unauthorised AI in assessments. Staff must remind students that the use of AI in assessments is prohibited but has a key role in emphasising on the ethical use of AI in their wider learning as per the student AI policy.

Assessment Design: Staff are required to continually review and adapt assessment strategies to uphold academic integrity in the AI era. This includes:

- Designing assessments that require higher-order thinking skills (critical analysis, synthesis, evaluation, creativity, ethical reasoning) that AI struggles to replicate.
- Incorporating process-oriented assessments (e.g., reflective journals, annotated drafts, viva voce examinations).
- Utilising authentic and practical tasks that require human application of knowledge in vocational contexts.
- Considering in-class or supervised components where AI access is restricted.
- **Detection of AI Misuse:** Staff should be aware of the indicators of AI misuse but must NOT solely rely on AI detection tools (including any features within Copilot not designed for this specific purpose) to determine academic malpractice, due to their known limitations and potential for false positives. Human judgment, pedagogical expertise, and established academic malpractice procedures remain paramount.
- **Student Work Confidentiality:** Staff must NEVER upload student work (e.g., essays, assignments, drafts containing student data) to any AI tool, including Microsoft Copilot, even for the purpose of checking for AI-generated content or providing feedback. This constitutes a severe data breach.

6.2 Transparency in Teaching:

Clear Guidance to Students: Lecturers must provide students with clear, consistent, and explicit guidance on the acceptable and unacceptable uses of AI for each unit and assessment, aligned with the College's student AI policy.

Disclosure of AI in Materials: If the lecturer has used Microsoft Copilot or other AI tools to create significant portions of teaching materials (e.g., a core lecture script, extensive problem sets), this should be transparently acknowledged to students.

6.3 Ethical Research with AI

Staff conducting research involving AI, whether developing AI tools or using AI to support research, must ensure their work aligns with the ethical principles outlined in this policy. This includes:

- Using AI tools responsibly and transparently
- Protecting personal and sensitive data
- Respecting intellectual property rights
- Avoiding bias, discrimination, or harm in AI-assisted outputs
- Seeking appropriate guidance or approval where human participants or sensitive data are involved

All research involving AI should reflect the College's commitment to academic integrity, data protection, and responsible innovation.

7: Staff Training, Review, and Accountability

7.1. Staff Training and AI Literacy

The City College is committed to equipping all staff with the necessary knowledge and skills to use AI responsibly and effectively.

Mandatory Foundational Training:

All staff will be required to complete foundational AI literacy training, covering key concepts, ethical considerations, and data protection principles related to AI and the use of Microsoft Copilot.

Role-Specific Training:

- **Lecturers:** Will receive specific training on integrating AI into pedagogy, designing AI-resilient assessments, and managing academic integrity in an AI-enabled environment, specifically focusing on how Microsoft Copilot can support these tasks. This training will be supplemented by relevant Microsoft Learn resources, and other approved training.
- **Administrative Staff:** Will receive training on leveraging Microsoft Copilot for administrative efficiency, understanding data security in AI applications, and best practices for using the approved institutional AI tool. This training will be supplemented by relevant Microsoft Learn resources, and other approved training.
- **Encouraging AI Training Participation:** The College strongly encourages and supports all staff in undertaking relevant AI training through platforms like Microsoft Learn, to ensure proficiency in the approved institutional AI tools.
- **Designated Training Time:** Departments and line managers will actively facilitate staff participation by, where operationally feasible, scheduling protected time for staff to do internal training sessions or complete self-paced Microsoft Learn modules and other training.
- **Showcasing Benefits:** The College will highlight successful cases of AI (specifically with Microsoft Copilot) within the institution through internal communications, staff

meetings, and professional development events, demonstrating the practical benefits of the training.

- **Support and Discussion:** Staff will have opportunities to share reflections on their AI training, raise questions, and highlight useful practices or insights. These discussions may take place informally during team meetings, through conversations with senior management, or via other internal channels as appropriate.
- **Leadership Endorsement:** Senior leadership will actively signpost participation in College-led AI training, recognising its critical role in the College's digital transformation and in equipping staff for the future of education.
- **Continuous Professional Development:** Staff are required to engage in ongoing learning about AI advancements through College resources. The College will support this through dedicated training sessions and access to relevant resources for Microsoft Copilot.

7.2. Monitoring, Review, and Accountability

Compliance: All staff are expected to comply fully with this policy and related College policies (e.g., Data Protection, Academic Malpractice).

Reporting Concerns: Staff are encouraged to report any concerns regarding AI misuse, data breaches related to AI, or potential biases in AI systems to their line manager, Head of Department, or the Directors.

Policy Review: This policy will be reviewed annually, or more frequently if significant developments in AI technology or relevant legislation/guidance (e.g., from OfS, JCQ, Pearson, Jisc) necessitate updates. Feedback from staff will be actively sought during these reviews.

Any breach of this policy will be addressed in accordance with the College's Staff Disciplinary Policy. Responses will be proportionate to the nature and severity of the breach and may include formal disciplinary action, up to and including dismissal.

Any query considered **non-routine or non-trivial** should be submitted directly to Yamin Htwe yhtwe@citycollege.ac.uk

Sources and Further Information

- The City College Policy on Artificial Intelligence (AI) Use for Students
- Joint Council for Qualifications (JCQ): AI Use in Assessments: Your role in protecting the integrity of qualifications
- Pearson (BTEC): Specific BTEC Qualification Handbooks and assessment guidance
- Office for Students (OfS): Embracing innovation in higher education: our approach to artificial intelligence
- Department for Education (DfE): Using AI in education settings: support materials
- Jisc: AI guidance and training.
- Russell Group: Principles on the use of generative AI tools in education
- Quality Assurance Agency for Higher Education (QAA): Academic Integrity guidance
- Advance HE: Resources on AI in teaching, learning, and assessment
- Microsoft: Official documentation on Microsoft 365 Copilot privacy, security, and compliance for enterprise and education customers.