

Inspiring Training Academy

Artificial Intelligence (AI) Responsible Use Policy

Document: Artificial Intelligence (AI) Responsible Use Policy

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Approved by: Robyn Bartley, PEO

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Policy Owner: ITA

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RTO: Inspiring Training Academy Pty Ltd

TOID: 22728

1. Purpose

Inspiring Training Academy (ITA) recognises that Artificial Intelligence (AI) can improve efficiency, consistency and productivity across RTO operations when it is used responsibly and subject to appropriate human oversight.

ITA permits the controlled use of AI to assist with activities including:

- development and improvement of professional documents;
- drafting and editing correspondence and emails;
- research and administrative support;
- drafting policies, procedures and compliance resources;
- supporting the development, contextualisation and review of training and assessment resources;
- analysis and continuous improvement activities; and
- other approved management and operational functions.

AI is an assistance tool. It is not an authorised decision-maker for ITA.

All documents, assessments, communications, resources and other outputs produced or assisted by AI remain the responsibility of ITA and must be reviewed, verified and approved by an appropriately authorised person before they are implemented, distributed or relied upon.

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2. Scope

This policy applies to:

- ITA senior management;
- employees;
 - trainers and assessors;
 - administration and compliance personnel;
 - contractors;
 - consultants;
- third parties using AI in connection with ITA activities where authorised; and
- students where AI use forms part of, or may affect, training and assessment.

This policy applies to AI systems used for organisational, administrative, educational, training, assessment, compliance or communication purposes.

It includes ITA's internally configured GPT application within ChatGPT and any other AI system subsequently authorised by ITA.

3. Related Regulatory and Organisational Requirements

This policy should be read in conjunction with:

- Standards for Registered Training Organisations (RTOs) 2025;
- ASQA Principles for the Responsible Use of Artificial Intelligence in VET;
- applicable VRQA Guidelines for VET Providers;
- applicable privacy and data protection requirements;
- Victorian Child Safe Standards where applicable;
- ITA Assessment Policy and Procedures;
- ITA Training and Assessment Strategies;
- ITA Privacy Policy;
- ITA Records Management requirements;
- ITA Complaints and Appeals Policy;
- ITA Student Handbook;
- ITA Staff Handbook;
- ITA Continuous Improvement processes;
- ITA Risk Management processes; and
- other ITA policies and procedures relevant to the activity being undertaken.

4. Definitions

Artificial Intelligence (AI): Technology capable of generating, analysing, predicting, recommending or otherwise producing content or outputs based on data, instructions or prompts.

Generative AI: AI capable of generating new content including text, images, analysis, summaries, correspondence, assessment content or other materials.

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ITA GPT: The GPT application configured by Inspiring Training Academy within ChatGPT to assist authorised ITA personnel with RTO-related activities.

AI-Assisted Output: Any document, communication, assessment resource, analysis, recommendation or other material that has been created, drafted, reviewed, edited or otherwise materially assisted by AI.

Authorised User: A person approved by ITA to use an AI system for ITA-related activities.

Human Oversight: Active review, verification, professional judgement and approval undertaken by an appropriately authorised person before an AI-assisted output is relied upon.

5. Policy Principles

ITA applies the following principles to all organisational use of AI.

5.1 Strong Governance

AI will only be used within governance arrangements that protect the quality, integrity and reputation of ITA and nationally recognised training.

ITA will:

- identify AI systems and tools approved for organisational use;
- identify who is authorised to use those tools;
- assess risks associated with AI use;
- establish controls appropriate to the level of risk;
- monitor how AI is being used;
- review the effectiveness and appropriateness of AI tools;
- maintain appropriate evidence of significant AI-related decisions and controls; and
- take corrective action where inappropriate, inaccurate or unsafe AI use is identified.

The use of AI does not reduce or transfer ITA's regulatory accountability.

6. ITA's Approved GPT Environment

ITA has developed its own GPT application within ChatGPT to assist senior management and authorised personnel with RTO-related activities.

The ITA GPT may be used as a productivity, research and drafting tool.

Approved uses may include:

- professional document development;
- emails and correspondence;
- policies and procedures;
- reports;

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- management documents;
- compliance documents;
- assessment resource drafting and review;
- research and analysis;
- continuous improvement activities; and
- other authorised RTO functions.

The ITA GPT does **not** have authority to:

- approve an ITA document;
- make an assessment judgement;
- determine that ITA is compliant;
- make a student-related decision;
- make a complaints or appeals decision;
- override the judgement of authorised ITA personnel; or
- replace the professional responsibility of management, trainers or assessors.

Information generated through ITA's GPT must be treated as draft or advisory information until it has been appropriately reviewed and approved.

The fact that the GPT has been specifically configured for ITA does not remove the possibility of:

- inaccurate information;
- outdated regulatory references;
- incomplete interpretation;
- inappropriate assumptions;
- fabricated or unsupported content;
- bias;
- privacy or confidentiality risks; or
- a mismatch between the output and ITA's actual practices.

Users must independently verify material AI-generated content against authoritative sources.

7. Human Oversight and Accountability

A human must remain responsible for all AI-supported activities.

AI must not replace professional judgement or accountability.

The person approving an AI-assisted output is responsible for confirming that the final output is:

- accurate;
- current;
- complete;
- appropriate for its intended purpose;
- consistent with ITA policies and actual practices;
- consistent with applicable regulatory requirements;
- consistent with the relevant training product where applicable;

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- appropriate for the relevant student cohort;
- reflective of relevant industry expectations; and
- consistent with ITA's principles, values and organisational position.

Approval must not be treated as a superficial proofreading activity.

The reviewer must critically evaluate the substance of the output before it is approved or implemented.

8. Mandatory Review of AI-Generated Documents

All AI-generated or AI-assisted documents must be checked by an appropriately authorised ITA person before use.

The review must confirm that the document:

- accurately reflects ITA's actual practices;
- is consistent with current ITA policies and procedures;
- correctly reflects applicable regulatory requirements;
- uses accurate and current Standards, clauses and regulatory references;
- does not contain invented or unsupported information;
- does not create commitments ITA has not approved;
- is appropriate for the intended audience;
- protects privacy and confidential information; and
- reflects ITA's organisational principles and expectations.

Where a document relates to RTO compliance, the reviewer must check relevant information against authoritative regulatory material rather than relying solely on the AI output.

An AI-generated document must not be implemented simply because it appears professional or states that it is compliant.

9. Use of AI in Assessment Development

AI may be used to assist authorised ITA personnel to:

- draft assessment questions or activities;
- review assessment wording;
- contextualise resources;
- draft assessor guidance;
- assist with assessment mapping;
- identify potential gaps;
- improve presentation or readability; and
- support assessment quality review.

AI must not independently determine whether an assessment tool complies with a training product.

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Before an AI-assisted assessment resource is approved for use, ITA must verify the resource against the current authoritative training product requirements.

This review must include, where applicable:

- unit application;
- elements and performance criteria;
- performance evidence;
- knowledge evidence;
- assessment conditions;
- foundation skills;
- qualification or training package requirements;
- prerequisite requirements;
- licensing or regulatory requirements;
- relevant industry expectations;
- principles of assessment;
- rules of evidence;
- reasonable adjustment requirements; and
- the needs and characteristics of the student cohort.

The assessment resource must provide sufficient opportunity for students to demonstrate their own skills and knowledge.

AI must not be used to dilute, remove, substitute or incorrectly reinterpret mandatory assessment requirements.

Where AI contributes materially to the development or substantial redevelopment of an assessment resource, the resource must proceed through ITA's normal assessment quality assurance, review, mapping and validation arrangements before implementation.

10. Assessment Judgements

AI must not make competency decisions on behalf of an assessor.

Only an appropriately qualified and authorised assessor may make an assessment judgement.

AI may assist an assessor with approved administrative or analytical activities; however, the assessor remains responsible for independently considering the student's evidence and determining whether competency has been demonstrated.

AI must not be used as the sole basis for:

- Competent or Not Yet Competent decisions;
- Satisfactory or Not Satisfactory decisions;
- reassessment decisions;
- sufficiency decisions;
- authenticity decisions;
- validity or currency decisions;

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- RPL outcomes;
- reasonable adjustment decisions; or
- assessment appeal outcomes.

The assessor must be able to explain and substantiate their own assessment judgement from the evidence available.

11. Student Use of AI and Academic Integrity

ITA will clearly communicate when students may and may not use AI in training and assessment.

Permitted student use must be consistent with:

- the requirements of the relevant training product;
- the purpose of the assessment;
- the skills and knowledge the student is personally required to demonstrate; and
- ITA assessment instructions.

AI must not be used in a manner that undermines the authenticity of student evidence.

Trainers and assessors must consider:

- authenticity;
- authorship;
- assessment validity;
- academic integrity;
- the student's ability to explain submitted work; and
- whether the evidence genuinely demonstrates the student's competency.

Where AI is permitted for a particular assessment activity, students should be clearly advised about the extent of permitted use.

12. Professional Documents, Policies and Procedures

Senior management may use AI to assist with preparing or improving:

- policies;
- procedures;
- forms;
- reports;
- board and management documents;
- internal audit documents;
- training and assessment documentation;
- professional correspondence;
- meeting documents;
- continuous improvement documentation; and

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- other management resources.

Every document must be reviewed before issue.

Compliance-related documents must be checked against:

- applicable Standards;
- legislation;
- regulator guidance;
- relevant training products where applicable; and
- ITA's actual operating practices.

A documented policy that does not accurately describe ITA's implementation is a compliance risk.

13. Emails and Correspondence

AI may be used to draft or improve professional correspondence.

The person sending the correspondence remains responsible for its accuracy, appropriateness, confidentiality and effect.

Before sending AI-assisted correspondence, the sender must check:

recipient details;

factual accuracy;

commitments made on behalf of ITA;

regulatory statements;

privacy and confidentiality;

tone and professionalism; and

whether the communication accurately represents ITA's position.

AI must not independently issue correspondence on behalf of ITA unless an automated process has been formally approved and risk assessed by management.

14. Privacy, Confidentiality and Information Security

Users must not enter personal, sensitive, confidential or restricted information into an AI system unless ITA has authorised that information to be processed through the system and applicable privacy, security and recordkeeping requirements have been considered.

Particular care must be taken with:

- student names and contact information;

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- dates of birth;
- Unique Student Identifier information;
- health or disability information;
- learning support information;
- assessment evidence;
- complaints and appeals;
- child safety information;
- employee information;
- commercially sensitive information;
- third-party information;
- passwords;
- authentication credentials;
- API keys; and
- information supplied confidentially by schools, employers or other stakeholders.

Where practicable, information supplied to AI for drafting or analysis must be anonymised or de-identified.

Passwords, API keys and security credentials must not be entered into AI prompts.

ITA will periodically review the privacy, security, information-storage and data-handling arrangements applying to approved AI systems.

15. Accuracy and Verification

AI-generated information must not be assumed to be correct.

Where AI output refers to legislation, Standards, training products, regulator requirements, qualifications or other authoritative information, material requirements must be verified against the authoritative source before the output is relied upon.

Particular attention must be given to:

- clause numbers;
- regulatory interpretations;
- unit requirements;
- qualification requirements;
- trainer and assessor credential requirements;
- legal statements;
- dates;
- statistics;
- quotations; and
- regulator guidance.

Where there is any inconsistency, the authoritative source takes precedence over the AI output.

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16. Transparency

ITA will maintain appropriate visibility of how AI is used within significant organisational, training and assessment processes.

ITA will determine when disclosure of AI use is appropriate, having regard to:

- the significance of the activity;
- potential impacts on students;
- privacy;
- assessment integrity;
- stakeholder expectations; and
- regulatory requirements.

Where personal or sensitive information is proposed to be processed through an AI-enabled system, ITA must consider whether notification, consent or additional controls are required.

17. Equity, Inclusion, Accessibility and Wellbeing

AI must be used in a manner that supports students and does not unfairly disadvantage them.

Before implementing student-facing AI functionality, ITA must consider whether it may create:

accessibility barriers;

- unreasonable technology requirements;
- bias or discrimination;
- disadvantage arising from digital literacy;
- disadvantage arising from limited device or internet access;
- inappropriate reliance on automated support; or
- student wellbeing risks.

Appropriate alternative arrangements must be available where reasonably required.

AI must not replace appropriate human contact, trainer support or student support services.

18. Training Product and Industry Alignment

AI use must not alter the requirements of a nationally recognised training product.

Where AI is used in training or assessment, ITA must ensure the approach remains appropriate to:

- the training product;
- intended skills and knowledge outcomes;
- assessment conditions;
- industry or workplace context; and
- relevant student cohort.

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ITA will monitor developments in AI use within the industries it serves and consider those developments through:

- industry engagement;
- training design;
- assessment review;
- trainer and assessor professional development; and
- continuous improvement.

19. Prohibited Uses

Unless specifically approved through documented risk assessment and governance controls, AI must not be used to:

- make competency decisions;
- automatically determine Satisfactory or Not Satisfactory outcomes;
- determine an RPL outcome;
- determine the outcome of a complaint or appeal;
- make disciplinary decisions;
- make student progression or exclusion decisions;
- replace trainer or assessor professional judgement;
- fabricate evidence;
- fabricate industry consultation;
- fabricate validation or moderation outcomes;
- fabricate audit evidence;
- create false records of activities that did not occur;
- represent AI-generated information as verified regulatory advice without checking the source;
- upload confidential or sensitive information into an unauthorised AI system;
- circumvent ITA document approval processes;
- compromise child safety;
- infringe intellectual property requirements; or
- create misleading or deceptive information.

20. Staff Responsibilities

All staff using AI are responsible for:

- using approved AI systems for ITA activities;
- understanding the limitations of AI;
- protecting confidential and personal information;
- critically checking generated information;
- applying professional judgement;
- complying with ITA policies;
- escalating questionable or high-risk outputs;
- retaining required records;

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- completing AI-related professional development where required; and
- reporting actual or suspected misuse, privacy incidents or significant AI errors.

21. Trainer and Assessor Responsibilities

Trainers and assessors remain professionally accountable for training and assessment activities regardless of whether AI has been used.

Trainers and assessors must:

- ensure training remains appropriate to the training product;
- independently assess student evidence;
- confirm authenticity where AI use is suspected or permitted;
- not delegate competency decisions to AI;
- check AI-assisted assessment resources before use;
- follow ITA's approved assessment resources and processes; and
- report identified AI-related assessment integrity concerns.

22. Senior Management Responsibilities

Senior management is responsible for:

- approving organisational AI use;
- approving AI systems and tools;
- establishing governance and risk controls;
- ensuring staff understand authorised and prohibited uses;
- monitoring implementation;
- ensuring material AI risks are incorporated into ITA's risk management arrangements;
- ensuring the continued accuracy and appropriateness of ITA's internal GPT configuration;
- reviewing significant incidents;
- ensuring corrective actions are implemented; and
- periodically reviewing AI risks and controls through ITA governance arrangements.

23. Compliance Review Before Implementation

Before an AI-assisted document, assessment, resource, policy or significant communication is implemented, the authorised reviewer must consider the following.

Regulatory Accuracy: Does the output correctly reflect applicable Standards, legislation, regulator guidance and training product requirements?

ITA Accuracy: Does the output accurately describe what ITA actually does?

Training Product Accuracy Where relevant, has the output been checked against the current authoritative training product?

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Assessment Integrity: Does the output maintain the principles of assessment, rules of evidence and authenticity of student evidence?

Industry Relevance: Does it appropriately reflect current industry practices and expectations?

Student Impact: Could it adversely affect accessibility, inclusion, wellbeing, support or fairness?

Privacy and Confidentiality: Has personal, confidential or sensitive information been appropriately protected?

Human Accountability: Has an appropriately competent and authorised person made the final decision and approved the output?

An AI output must not be released merely because the AI system describes it as accurate or compliant.

24. AI Use Register

ITA will maintain an AI Use Register for material organisational AI applications.

The register should identify:

- AI system or tool;
- intended purpose;
- organisational owner;
- authorised users;
- information or data involved;
- identified risks;
- risk controls;
- approval status;
- review date; and
- incidents or corrective actions where applicable.

ITA's internal GPT must be included in the register.

25. AI Incidents and Corrective Action

Errors, inappropriate outputs, privacy concerns, assessment integrity issues or unauthorised AI use must be reported to senior management.

Material incidents will be:

- recorded;
- risk assessed;
- investigated;
- corrected;
- considered for broader or systemic impacts;
- incorporated into ITA's continuous improvement processes; and

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- escalated where appropriate.

Where an AI-generated error has already affected students, assessment, certification, privacy or regulatory compliance, ITA will identify and implement appropriate remediation.

26. Monitoring and Continuous Improvement

ITA will monitor AI use as part of its governance, risk management and continuous improvement arrangements.

At least annually, ITA will consider:

- changes to AI technology;
- changes to ASQA guidance;
- changes to VRQA guidance;
- changes to the Standards or regulatory requirements;
- use and performance of ITA's GPT;
- staff feedback;
- student feedback where relevant;
- identified AI incidents;
- privacy and cybersecurity risks;
- assessment integrity risks;
- effectiveness of current controls; and
- opportunities for responsible improvement.
- The policy and associated controls will be updated where required.

27. Records

ITA will retain appropriate evidence relating to material AI governance activities.

Records may include:

- approved AI tools;
- AI risk assessments;
- AI Use Register;
- management approvals;
- AI-related professional development records;
- significant AI output review records;
- assessment development and review records;
- incident reports;
- corrective actions;
- continuous improvement records; and
- management review outcomes.

Records will be maintained in accordance with ITA's records management requirements.

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28. Policy Position

ITA supports the responsible and productive use of Artificial Intelligence.

AI does not replace:

- ITA's regulatory obligations;
- ITA's governance systems;
- the expertise of trainers and assessors;
- management accountability;
- assessment quality assurance;
- authoritative regulatory information; or
- human professional judgement.

All AI-assisted material must be critically reviewed before use to ensure it is compliant, accurate, current and reflective of ITA's Standards, guidelines, principles and actual practices.

ITA AI Compliance Principle

AI may assist. ITA must decide, verify and remain accountable.

ITA Approved AI Applications

Application	Approved usage	Approved by	Date for review
Chat GPT (ITA Account) Open AI	General administration, creating emails, research,	Robyn Bartley	Sept 2027
ITA GPT	Policy writing, document updates	Robyn Bartley	Sept 2027
RTO Consultant by Vivacity in Chat GPT	Compliance research	Robyn Bartley	Sept 2027
Vivacity - Assessment Tools Architect App in Chat GPT	Assessment Tool creation, review	Robyn Bartley	Sept 2027
Moodle AI	Learning resources	Robyn Bartley	Sept 2027
Eskilled AI Course creator	Course content creation	Robyn Bartley	Sept 2027
Gamma	Powerpoint presentations	Robyn Bartley	Sept 2027
Chalkie	Powerpoint presentations	Robyn Bartley	Sept 2027
Canva	Marketing materials, course content	Robyn Bartley	Sept 2027
Scribe	"How to videos"	Robyn Bartley	Sept 2027
Kahoot	Course content/games	Robyn Bartley	Sept 2027