

## Artificial Intelligence Policy

Individuals and organisations applying for certification, as well as persons within Certified Training Services and Affiliate Organisations may make use of many resources. These include:

- Published Research
- Staff consultation/feedback
- Service user consultation/feedback/co-production activities
- Certification Consultants and Certification Retailers
- Artificial Intelligence

It is the latter that this policy is concerned with.

### Definitions & Benefits of Artificial Intelligence

Artificial Intelligence is a complex and fast developing aspect of computer science. The following definitions are useful in grounding this policy:

- “**Artificial Intelligence** (AI) is technology that enables computers and machines to simulate human learning, comprehension, problem solving, decision making, creativity and autonomy” [IBM, 2024]
- “**Generative AI**, sometimes called ‘gen AI’, refers to deep learning models that can create complex original content—such as long-form text, high-quality images, realistic video or audio and more—in response to a user’s prompt or request” [IBM, 2024]

“Generative AI can benefit businesses by significantly improving efficiency, boosting creativity and innovation in product development, enhancing customer experiences, optimizing operations, facilitating better decision-making, and reducing costs through automated content generation and data analysis capabilities” [an AI generated summary]

### Structure vs. Content

For the purposes of certification, it is useful to make distinction between the **structure** and the **content** of documents or ‘evidence products’

Structure	Content
<ul style="list-style-type: none"> <li>• How information is presented or organised</li> <li>• How the information is formatted</li> </ul>	<ul style="list-style-type: none"> <li>• Any information that conveys an expectation</li> <li>• Any information that informs an appraisal</li> <li>• Any information that informs a decision</li> <li>• Any information that informs an action</li> </ul>

The images below present the same distinctions visually.

<b>Structure</b>	<pre> graph TD     A[Health &amp; Safety Policy] --&gt; B[Manual Handling]     A --&gt; C[First Aid]     A --&gt; D[COSHH]     A --&gt; E[Work Related Violence]           </pre>
<b>Contents</b>	<p>Who has overall responsibility          How to manage risks          Who to report issues to          What to do in emergencies</p>

It is not always easy to distinguish between **structure** and **content**. The wider point being made is that some information should not be devolved to non-human development.

### Artificial Intelligence within the Context of Certification

Generative AI may be used in many ways within the context of applying for and maintaining certification. Where it is used, individuals and organisations will look to find ways in which it serves their business/operational goals. In such cases it would be good practice to develop and maintain a policy governing its utilisation.

In respect to certification, the following must be adhered to

1. You must declare whether AI has been used in the development of evidence products
2. You must identify which products, and how the AI was used
3. All AI generated products or outputs must be reviewed and approved by an appropriately qualified human.

### Declaration

New applicants will be asked to declare any use of AI:

- Via the Eligibility Form
- At Panel
- At point of Certification

Certified Training Services will be asked to declare any use of AI:

- At point of an Annual Review
- At any Recertification Panel

Certified Training Services will be expected to declare the use of AI by Affiliate Organisations.

### Identification

New applicants will be asked to declare which products have been developed using AI, and how the AI was used:

- At the point of assessment [it will be recorded by the Assessor in the Assessment report]

Certified Training Services will be asked to declare which products have been developed using AI, and how the AI was used:

- At the Annual Review [it will be recorded by the Assessor in the Assessment report]

Certified Training Services will be expected to declare the use of AI by Affiliate Organisations.

- At the Quality Assurance Review [it will be recorded by the Assessor in the Assessment report]

### Approval

Where AI has been used, a 'Declaration of Human Review' must be provided. This indicates that the products developed using the AI resource have been reviewed and approved by an appropriately qualified human.

These evidence products are too numerous to list, but may include:

- Policies and procedures
- Slides
- Workbooks
- Handouts

The process of approval is essential. When using AI individuals and organisations should be aware of any potential legal and ethical implications when using it. Including the potential to integrate inaccurate, biased, discriminatory, or harmful content.

When using AI [publicly accessible generative AI applications in particular] individuals and organisations should be aware of the potential for copyright and intellectual property to be breached.

The contents of the following should always be developed by an appropriately qualified human:

- Risk assessments
- Risk assessment review
- Lived experience input
- The contents of any form

AI must never be used to fabricate evidence, or to create the impression that work has been completed by an appropriately qualified human:

- Letters of approval
- Testimonies
- Identities of fake reviewers/contributors

### References

IBM (2024). What is artificial intelligence (AI)?, [https://www.ibm.com/think/topics/artificial-intelligence#:~:text=Artificial%20intelligence%20\(AI\)%20is%20technology,and%20respond%20to%20human%20language.](https://www.ibm.com/think/topics/artificial-intelligence#:~:text=Artificial%20intelligence%20(AI)%20is%20technology,and%20respond%20to%20human%20language.)