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# Artificial Intelligence Usage Policy

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Location of policy:	Policies/NEW P&P's/Training & Assessment/Policies and Procedures
Date policy revised:	
Revised by (name):	Paul Rankin

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## 1. Purpose

- 1.1 ICAN Learn 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.
- 1.2 The purpose of this policy is to outline the way in which AI may be used by Staff and Students at ICAN Learn.
- 1.3 For the purposes of this policy, the focus is directed at ChatGPT, however the content applies equally to any other AI used for the same purpose, including those which were not yet created at the time the Policy was written.

## 2. Scope

- 2.1 The Policy relates to all Staff and Students.
- 2.2 The Policy further relates to correspondence, documents, social media content, and any other written media created by any Staff either for ICAN Learn's use or on behalf of, and/or for use by, any clients of ICAN Learn.
- 2.3 The Policy further relates to correspondence, documents, assessment submissions, and any other written media created by any Student either for ICAN Learn's use or on behalf of, and/or for submission of assessment items.
- 2.4 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.

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### 3. Definitions

**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.

**EO** means the Executive Officer of ICAN Learn.

*\*\*Note: If your business does not have a EO, replace this definition with the manager/managing director or other primary party, ensuring this is reflected throughout the document.*

**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 ICAN Learn and includes but is not limited to documents, spreadsheets, images, blogs and social media posts, lessons, assessments, educational materials and promotional materials.

**ICAN Learn** means Indigenous Consumer Assistance Network Ltd ABN 62 127 786 092

**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 *Privacy Act 1988 (Cth)*, and includes but is not limited to name, age, address, email, phone, financial and other information.

**Policy** means this AI Usage Policy.

**Policy Officer** means whoever is charged with the role of Policy Officer at ICAN Learn, as may change from time to time.

**Staff** means any individual working for ICAN Learn, including but not limited to full-time, part-time, permanent or casual, contractor or employee or volunteers.

**Student** means any individual enrolled in a course of study with ICAN Learn.

3.1 For the purposes of interpretation of the Policy:

3.1.1 Terms such as 'include' and 'including' do not limit interpretation to only those things listed, and do not limit the interpretation in any way;

3.1.2 Wherever a singular word or phrase is used, the same applies to the plural, and any reference to gender includes reference to all genders; and

3.1.3 Clauses and subheadings are used for ease of reference only.

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## 4. Policy

- 4.1 AI is being used in the workplace and educational facilities on a steadily increasing basis.
- 4.2 ICAN Learn expects that all content generated in the course of employment with ICAN Learn will be the Staff's original work and any use of AI will be for assistive purposes only, not to create substantive content.
- 4.3 ICAN Learn expects that all content generated in the course of undertaking studies with ICAN Learn 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.
- 4.4 ICAN Learn understands and acknowledges that ChatGPT, in particular:
  - 4.4.1 can be a useful resource for the purposes of research and drafting;
  - 4.4.2 uses information gained from data that has been fed into it, together with data mined from the internet;
  - 4.4.3 is not a private or trusted platform, and may retain information entered, and which may be accessed by third parties;
  - 4.4.4 allows users to feed data into it to generate content;
  - 4.4.5 uses approximately 175 billion parameters;
  - 4.4.6 cannot create video, sound or images, but is able to generate content through spoken and written word;
  - 4.4.7 has limitations, including:
    - 4.4.7.1 inability to process requests relating to recent content due to the lack of available data
    - 4.4.7.2 where request is 'niche', and minimal information is available; and
    - 4.4.7.3 where too many parameters are provided;
  - 4.4.8 may adopt biases and stereotypes;
  - 4.4.9 may draw upon 'fake' news and other unreliable sources;
  - 4.4.10 should not be relied upon without revision and editing by Staff and Students.

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- 4.5 ICAN Learn further acknowledges that there are potential risks and/or detrimental effects associated with the use of AI in a work and study context. These may include, but are not limited to the following areas and issues:
- 4.5.1 Privacy;
  - 4.5.2 Confidentiality;
  - 4.5.3 Privilege;
  - 4.5.4 Ethics and morality;
  - 4.5.5 Contractual obligations;
  - 4.5.6 Consumer protection;
  - 4.5.7 Inclusivity;
  - 4.5.8 Enforcement of restraints;
  - 4.5.9 Commercially sensitive information;
  - 4.5.10 '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;
  - 4.5.11 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
  - 4.5.12 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 further misinformation.
- 4.6 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:
- 4.6.1 Research, as an alternative to Google, Bing (noting some users have access to GPT-4 technology in Bing), Yahoo or other search engines;
  - 4.6.2 Scheduling and time management;

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- 4.6.3 Idea generation;
  - 4.6.4 Generating code and resolving coding problems;<sup>1</sup>
  - 4.6.5 Generating images and text to image (eg. Canva or MidJourney);
  - 4.6.6 Creating videos and eLearning materials (eg. Synthesia, Gamma);
  - 4.6.7 Drafting blogs, social media posts and marketing (eg. Jasper);
  - 4.6.8 Artificially generating voiceovers for content (eg. Speechelo);
  - 4.6.9 Proofreading for grammatical, spelling and other errors; and
  - 4.6.10 For other limited drafting purposes which may include emails, proposals and other internal documents.
- 4.7 Staff are not permitted to use ChatGPT and other AI in the following manner:
- 4.7.1 To create substantive content;
  - 4.7.2 To generate content on which third parties may later rely;
  - 4.7.3 As a final editing tool;
  - 4.7.4 As a 'trusted source';
  - 4.7.5 For medical or legal advice; and
  - 4.7.6 Where it is expressly prohibited in a given context either by ICAN Learn or any specific third party for which Staff may be contracted to in any way.
- 4.8 No personal information or client identifying information is to be entered into any AI for the purposes of content generation at any time.
- 4.9 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.
- 4.10 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.
- 4.11 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

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

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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.

- 4.12 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.
- 4.13 Where AI is used to generate content, a third party must be consulted before finalising the content.
- 4.14 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.
- 4.15 Any time AI is used by Staff or Students, it is to be clearly cited.
- 4.16 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.

## 5. Roles and responsibilities

- 5.1 The **Compliance Coordinator** is responsible for development and review of this policy.
- 5.2 The **EO** is responsible for approval of this policy.
- 5.3 The **EO or the Compliance Coordinator** are responsible for fielding any queries or concerns specific to this policy.

## 6. Review

- 6.1 This policy is to be reviewed as follows:
  - 6.1.1 Annually; and
  - 6.1.2 If any of the items under section 7 herein are updated, superseded, revoked or repealed; and
  - 6.1.3 At the request of the EO or the Compliance Coordinator of ICAN Learn.
- 6.2 On each occasion that the policy is reviewed, the date on which the review occurs, and the name and role of the reviewer is to be added to the review details pane.

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- 6.3 Any changes made under the review are to be made in accordance with the existing format of the policy unless otherwise expressly advised by the EO of ICAN Learn.

## 7. Related and Supporting Documents

### 7.1 Legislation

- 7.1.1 *Privacy Act 1988 (Cth)*

### 7.2 Policies

- 7.2.1 ICAN Learn Code of Conduct

- 7.2.2 ICAN Learn Privacy Policy

### 7.3 Other

- 7.3.1 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>

- 7.3.2 Organization for Economic Co-operation and Development AI Principles  
<https://oecd.ai/en/ai-principles>

- 7.3.3 Open AI Privacy Policy  
<https://openai.com/policies/privacy-policy>