

AI Policy

Global Solution Services UK Ltd

Version 2 - August 2025

1. Introduction

The purpose of this AI policy is to ensure that the use of Artificial Intelligence (AI) technologies within GSS (UK) Ltd aligns with our commitment to safeguarding, privacy, and ethical standards. This policy applies to all employees, contractors, learners, customers, and partners who may use or be affected by AI technologies in the course of their work or training with GSS.

2. Scope

This policy covers the use of AI technologies in all areas of GSS operations, including but not limited to training, education, administrative processes, decision-making, customer interactions, career guidance services, and employment matching platforms. It applies to AI systems developed internally, procured from external vendors, or accessed through third-party platforms, including large language models, career matching algorithms, and automated assessment tools.

3. Definitions

Artificial Intelligence (AI): Any system that performs tasks which would normally require human intelligence, such as visual perception, speech recognition, decision-making, language translation, and content generation.

Machine Learning (ML): A subset of AI that enables systems to learn from data and improve over time without being explicitly programmed.

AI System: Any software or hardware that incorporates AI or ML to perform its functions.

Large Language Models (LLMs): Advanced AI systems trained on vast amounts of text data to understand and generate human-like text, capable of tasks such as content creation, analysis, and conversational interactions.

Generative AI: AI systems that can create new content, including text, images, code, or other media, based on prompts or inputs provided by users.

Internet of Things (IoT): The Internet of Things (IoT) refers to a network of interconnected physical devices that are embedded with sensors, software, and other technologies, enabling them to collect, exchange, and act on data over the internet. These devices, which can range from everyday household items to industrial machinery, communicate with each other and with centralised systems, allowing for remote monitoring, control, and automation.

AI-Powered Career Matching: Systems that use artificial intelligence to analyse individual skills, experience, and preferences to recommend suitable career paths or job opportunities.

4. Principles

GSS is committed to the responsible and ethical use of AI technologies. The following principles will guide our approach:

1. **Transparency:** AI systems used by GSS will be transparent in their operation. Where AI is used to make decisions affecting individuals, GSS will provide clear explanations of how those decisions are made, including disclosure when AI tools are being used in career guidance or assessment processes.
2. **Fairness:** AI systems will be designed and implemented to avoid bias and discrimination. GSS will ensure that AI tools used in recruitment, training, career guidance, and other decision-making processes are fair and equitable, with regular auditing for algorithmic bias.
3. **Privacy:** AI systems will comply with all relevant data protection regulations, including GDPR and the UK Data Protection Act 2018. Personal data used in AI systems will be anonymised where possible and processed in accordance with our data protection policies.
4. **Security:** AI systems will be secure against unauthorised access and malicious attacks. GSS will regularly review and update security measures to protect AI systems and the data they process, including safeguards against prompt injection and model manipulation attacks.
5. **Accountability:** GSS will maintain clear accountability for AI systems, with designated individuals responsible for overseeing AI implementation and ensuring compliance with this policy.
6. **Human Oversight:** All AI-driven decisions that significantly impact individuals will maintain appropriate human oversight and the ability for human review and intervention.

5. Use of AI in Learning and Training

1. **Personalised Learning:** AI may be used to provide personalised learning experiences, tailoring content and assessments to the needs of individual learners. GSS will ensure that these systems are designed to enhance learning outcomes without compromising fairness or privacy.
2. **AI in Assessments:** When AI is used in the assessment of learners, such as in automated grading or performance evaluations, GSS will ensure that these systems are accurate, reliable, and subject to human oversight. AI-generated assessments will be clearly identified as such.
3. **AI for Content Creation:** AI tools may be used to assist in creating educational content, course materials, and training resources. All AI-generated content will be reviewed by qualified human experts before use and will be clearly attributed where appropriate.
4. **Language Learning and Translation:** AI-powered language learning tools and translation services may be employed to support multilingual learners and expand accessibility of training materials.

6. Use of AI in Career Services

1. **AI for Career Guidance:** AI tools may be employed to assist in providing career advice, skills assessment, and job matching services. GSS will ensure that such tools are based on robust, unbiased data and do not perpetuate stereotypes or discrimination in career.

recommendations.

2. **Skills Gap Analysis:** AI systems may analyse current skills against market demands to identify learning opportunities and career development paths for learners and employees.
3. **CV and Application Optimisation:** AI tools may be used to help learners optimise their CVs, cover letters, and job applications while maintaining authenticity and preventing misrepresentation.
4. **Interview Preparation:** AI-powered platforms may be used to provide interview practice and feedback, helping learners prepare for employment opportunities.
5. **Labour Market Intelligence:** AI may be used to analyse job market trends, salary data, and employment opportunities to provide current and relevant career guidance.
6. **Employer Matching:** AI algorithms may be used to match qualified candidates with appropriate employers based on skills, experience, and career preferences, while ensuring fairness and avoiding discriminatory practices.

7. Generative AI and Large Language Models

1. **Appropriate Use:** Generative AI tools may be used to enhance productivity, create educational content, provide language support, and assist with administrative tasks. Users must always disclose when AI has been used in content creation.
2. **Quality Assurance:** All AI-generated content must be reviewed, fact-checked, and approved by qualified human staff before being used in educational materials or shared with learners and customers.
3. **Intellectual Property:** Users must ensure that AI-generated content does not infringe on copyrights or other intellectual property rights and must attribute sources appropriately.
4. **Prohibited Uses:** AI must not be used for plagiarism, cheating, creating misleading information, generating inappropriate content, or replacing critical human judgement in safeguarding or welfare decisions.

8. Data Governance and AI

1. **Data Quality:** AI systems will only be trained and operated using high-quality, accurate, and representative data that supports fair and unbiased outcomes.
2. **Data Retention:** Data used in AI systems will be retained only for as long as necessary and in accordance with our data retention policies and legal requirements.
3. **Third-Party AI Services:** When using external AI services, GSS will ensure that appropriate data processing agreements are in place and that these services meet our privacy and security standards.

9. Employee and Learner Awareness

GSS will provide regular training and resources to employees, learners, and customers to ensure they understand the capabilities and limitations of AI systems. This will include guidance on how to use AI tools responsibly, recognise AI-generated content, understand AI decision-making processes, and how to report concerns or issues related to AI usage.

10. Monitoring and Review

GSS will monitor the use of AI systems to ensure they are functioning as intended and in compliance with this policy. This includes regular auditing for bias, performance monitoring, and assessment of impact on learners and customers. Any issues identified will be addressed promptly.

This AI policy will be reviewed annually or whenever significant changes in AI technology or regulations occur. Updates will be communicated to all relevant stakeholders.

11. Reporting and Compliance

Incident Reporting: Any concerns or incidents related to the misuse or malfunction of AI systems should be reported immediately to the IT Consultant or the Designated Safeguarding Lead -- Sonia Benjamin-Leach.

Non-Compliance: Failure to comply with this policy may result in disciplinary action, up to and including termination of employment or engagement with GSS.

12. Ethical Use of AI

GSS is committed to ensuring that AI technologies are used ethically and in a manner that upholds human dignity and rights. AI systems will not be used to manipulate, deceive, or exploit individuals. GSS will avoid the use of AI in ways that could result in harm, such as in surveillance, behavioural manipulation, or automated decision-making without appropriate human oversight. We are committed to maintaining human agency and ensuring that AI augments rather than replaces human expertise in critical areas such as safeguarding and pastoral care.

13. Regulatory Compliance

GSS will stay informed of and comply with emerging AI regulations, including the EU AI Act and UK AI governance frameworks. We will adapt our practices as new legislation comes into effect and maintain alignment with best practices in AI governance.

14. Supporting and Related Documents

This AI policy should be read in conjunction with the following GSS policies:

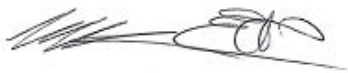
- GSS E-Safety Policy
- GSS IT and Data Security Policy
- GSS Confidentiality Policy
- GSS GDPR Policy
- GSS Internet Usage Policy
- GSS Professional Standards Policy

15. Policy Review

This policy will be reviewed and updated as necessary to reflect changes in AI technology, best practice, future amendments to legislation or GSS's policies and procedures and will be assessed at least on a yearly basis if not more frequently.

This policy is not exhaustive and is in conjunction with GSS other policies including GSS E-Safety Policy, GSS IT and Data Security Policy, Confidentiality Policy, GDPR Policy and Internet Usage Policy.

August v2



Signed by Sonia Benjamin-Leach
Director
06.08.2025