

Acceptable use for Artificial Intelligence (AI) - Staff

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Related Policies and Guidance Documents	402 – Computer, email & internet 407 – Equal opportunities 408 – Equality & diversity 412 – Personal harassment & bullying 420 – Confidentiality & data protection 431 – Sexual harassment 506 - Safeguarding 510 – Online safety 614 – Code of conduct 900 – GDPR 718C - Acceptable use for Artificial Intelligence (AI) - Children
Related Regulations	UK GDPR & Data Protection Act 2018 Keeping Children Safe in Education (KCSIE) Generative artificial intelligence (AI) in education - GOV.UK A pro-innovation approach to AI regulation - GOV.UK
Annexes and Supplementary Info	
Policy Owner	AI Steering Group
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Key definitions

Definitions

In this policy, the following words and phrases have the following meanings:

“Artificial Intelligence (AI)” is an umbrella term for technologies that mimic human thought to solve complex tasks that typically require human intelligence, such as visual perception, speech recognition and decision-making.

“Generative AI” is a category of AI algorithms, often using Large Language Models, trained on vast amounts of data to create original content (such as text, images, audio, video, code or simulations) in response to a user’s prompt.

“Large Language Models (LLMs)” are a type of general purpose AI designed to understand and generate human-like text. These models form the basis for many generative AI tools, such as ChatGPT, Copilot and Gemini.

“Prompt” is an instruction, question or input that a user gives to a generative AI tool to generate a response. Effective prompts lead to better quality outputs.

“Hallucination” an output generated by AI that is factually incorrect, nonsensical or not grounded in the input data or reality.

“Personal data” is any information relating to a data subject who can be identified (directly or indirectly) either from those data alone or by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that data subject. It excludes anonymised data, i.e. where all identifying particulars have been removed.

“Special categories of personal data” means personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, genetic data, biometric data, data concerning the physical or mental health of a data subject or data concerning a data subject’s sex life or sexual orientation.

Introduction

Artificial Intelligence (AI) is rapidly growing throughout many sectors and is increasingly being integrated in educational and residential care settings to enhance learning and improve operational efficiency; many products used across the group everyday are already integrating AI functionality into their products. SENAD recognises the opportunities and risks of using AI, particularly when supporting vulnerable individuals. This policy is intended to ensure the safe, ethical and legal use of AI tools across the group.

By embracing AI technology in a structured and responsible manner, we aim to:

- support staff to manage their workloads more efficiently and effectively
- enhance the quality and effectiveness of our educational and care delivery
- prepare the children and adults we support for a future where AI technology is an integral part of society and the workplace
- promote fairness and leverage AI to help bridge learning and accessibility disparities

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- improve and streamline operations to maximise efficiency
 - ensure the safe, ethical and legal use of all AI tools across the group.

Scope

This policy applies to all employees, agency staff, contractors and volunteers / work placements, collectively referred to as 'staff' throughout this document, using AI in a professional capacity. It covers all AI tools used on company or personal devices for work purposes, regardless of the time or location in which they are used.

Guidance for students can be found in policy number 718C

Use of AI by staff

Upon completion of SENAD's AI training module, staff are permitted to use AI tools in their work. When using AI, staff must adhere to the group's Code of conduct and the following points:

- personal and / or confidential data must not be entered into any AI tool, except for those listed in Annex A
- AI must not be used for the prohibited uses listed below
- the use of the AI tools listed in Annex B is prohibited
- subscriptions should be purchased via the IT team.

Staff remain professionally responsible and accountable for the quality and content of any output generated by AI and should rely on their expertise to ensure that they review and edit output as required.

All AI usage should comply with the relevant laws and regulations. Key documents are noted on the policy cover; this list is not exhaustive.

For any queries regarding the use of AI, please contact your local IT team or the AI Governance Officer.

Best practice prompts

To achieve the highest quality and reliable outputs from generative AI, we recommend using the FACTS framework:

Focus prompts: Ensure your prompts are clear, concise and purposeful. Vague instructions lead to vague or irrelevant answers. Provide sufficient context to guide the AI such as "in a residential care home" or "in a SEN school for children with autism".

Analyse outputs: Critically evaluate the AI's response. Check for misunderstandings, hallucinations (fabricated information) and where applicable, references to the latest laws and legislation. Cross-reference with reliable sources.

Check for bias: Scrutinise the output for any cultural, gender, racial or other biases that may have been present in the AI's training data. For example, AI often depicts a nurse as a female.

Tailor suitability: Ensure the content, tone and complexity are suitable for your specific context and intended audience. AI outputs almost always require human editing and refinement. Pay particular attention to the language used, with AI often favouring American spellings and institutional wording, such as references to the organisation.

Strengthen Prompts: Based on the output, refine and iterate your instructions to achieve better, more precise results in future interactions.

Examples uses of AI in the workplace

The use of AI in the workplace should enhance our provision of education or care, streamline operations and / or improve efficiencies. Below are examples of tasks that AI can assist with:

- Drafting of example policies, reports or letters / emails
- Transcription of calls and meetings (with appropriate consent)
- Summarising large documents
- Populating templates forms from multiple documents or a transcription
- Translating materials into different languages (consider how you will check this is accurate)
- Adapting materials to ensure they are accessible to the intended audience, whether that be staff, student, parent or other stakeholder
- Creating content for internal or external uses, such as posters, social media posts, personalised social stories, songs or podcasts
- Creation of lesson plans and educational resources
- Tracking attainment
- Menu planning
- Planning of trips / holidays

Ethical use of AI

All staff are responsible for using AI tools ethically, following the 5 overarching principles:

Transparency: Staff must be transparent about their use of AI, particularly where AI has contributed to a decision. Suggested wordings: 'Produced using AI' or 'Contains content created by AI'.

Accountability: Staff are ultimately responsible and accountable for all AI generated outputs. Professional expertise must be used to review, fact check and tailor the content. Do not solely rely on AI for critical decisions.

Explainability: Staff should be able to understand how the AI arrives at its outputs or decisions.

Fairness: Ensure the AI output is free from bias (eg. race, gender, age). AI decisions should not result in unjust disparities across different groups.

Safety: Use AI systems in a secure and responsible manner. Follow all guidelines to prevent misuse, protect data privacy and avoid harm to individuals or the group. The inclusion of personal data or commercially confidential information is prohibited in most AI tools and should be minimised when used.

Prohibited uses

The following uses are prohibited:

- The use of offensive, discriminatory or inappropriate content in prompts
- Using AI to generate misleading content, impersonate individuals or create fake documents or communications
- Using AI to deceive, manipulate, bully, harass, coerce or influence human behaviour in harmful ways
- Using AI to automate phishing, fraud, misinformation or other unethical or illegal activities
- Using AI to reproduce, distribute or modify copyrighted materials without permission
- Generating content that violates trademarks, patents or intellectual property rights – that includes pupils' work
- Using AI to bypass internal controls, audit trails or regulatory requirements
- Reliance on AI for automated decision making; particularly for critical decisions
- Reliance on AI for medical diagnosis
- Entering any personal, sensitive or confidential data related to children, adults, staff or the group into any AI tool not listed in Annex A
- Using AI in any way that violates the groups other policies, particularly data protection, safeguarding, online safety, equality & diversity, personal harassment & bullying and sexual harassment

Any breach of this policy may, where appropriate, result in disciplinary action, up to and including dismissal or termination of your employment or engagement with us.

SENAD reserves the right to monitor all content, including but not limited to prompts and outputs, in accordance with the Computer Use policy.

Data Protection Impact Assessments (DPIAs)

Personal or sensitive data must not be entered into an AI tool without having a completed Data Protection Impact Assessment (DPIA) which must be approved by the group's Data Protection Officer (DPO). This process is detailed in the GDPR policy.

For queries regarding the use of personal or sensitive data, please contact your local Privacy Officer or the DPO.

DPIAs have been completed and approved for the AI tools listed in Annex A.

Annex A – AI tools authorised for use with personal data*

- Microsoft Copilot – recommended with GPT5 option selected
- Google Notebook LM
- Grammarly – paid for option via IT team with line manager approval

* When accessed using your SENAD Group email address

Annex B – Prohibited AI tools

- ChatGPT