

Use of Artificial Intelligence Policy

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1. Overview of the policy

1.1 Policy introduction

This policy is for staff and contractors of English Speaking Board (International) Ltd, as well as qualification users, including learners and tutors. This policy should be read with ESB International's [Malpractice and Maladministration Policy](#), [Privacy Policy](#) and [IT Acceptable Usage Policy](#).

1.2 Purpose of the policy

This policy sets out the principles, expectations, and rules governing the appropriate use and misuse of generative artificial intelligence (AI) tools provided via open-access platforms in relation to teaching, learning, assessment, and examination processes.

1.3 Communication of the policy

To meet their responsibilities to individual learners, and in terms of current equality legislation and regulatory requirements, a centre must communicate this policy with personnel involved in the management, assessment and quality assurance of ESB International's qualifications.

1.4 Review of the policy

ESB International will review this policy annually, to ensure that our procedures and practices continue to meet legislative and regulatory compliance. We reserve the right to make ongoing changes in line with customer and stakeholder feedback, changes in our practices, actions from the regulatory authorities or external agencies, and changes in legislation.

1.5 Relevant UK Legislation and Regulatory Frameworks

This policy aligns with the following UK legal and regulatory frameworks:

Data Protection Act 2018 and UK General Data Protection Regulation

Equality Act 2010

Copyright, Designs and Patents Act 1988

Ofqual General Conditions of Recognition

Joint Council for Qualifications (JCQ) Malpractice Guidance

1.6 Scope

This policy applies to:

- learners (candidates)
- teachers, tutors and trainers
- assessment writers and reviewers
- assessors, moderators and markers
- administrative and quality assurance staff in centres.

1.7 Definitions

- **Generative AI:** Tools that generate text, images, code, audio, or other content in response to prompts (e.g., ChatGPT, Google Gemini, Microsoft Copilot, Claude, Perplexity).
- **Open-access platforms:** Publicly available AI services accessible via web or app interfaces.
- **Malpractice:** Any action that undermines the integrity, authenticity, or security of assessment.

1.8 Principles

- **Integrity of Assessment**
The validity, reliability, and fairness of assessments must be protected. Learners' work must represent their own knowledge, skills, and understanding.
- **Transparency and Accountability**
Use of generative AI must be transparent where permitted, and individuals remain accountable for all outputs and decisions, regardless of AI involvement.
- **Fairness and Equity**
AI use must not create unfair advantage or disadvantage for any learner or staff member.
- **Data Protection and Privacy**
Users must not input confidential, personal, or examination-secure information into open-access AI platforms.
- **Human Oversight**
AI outputs must be reviewed and verified by a competent human. AI must not replace professional judgement.

2. Use of AI in Teaching and Learning

Teachers may use generative AI to generate lesson ideas, outlines, and exemplars, draft practice questions and mock assessments, and support accessibility. AI-generated materials must be reviewed for accuracy, bias, and alignment with specifications. Teachers must not upload any learner data, assessment content, or secure materials to open-access platforms. Teachers remain responsible for the quality and appropriacy of any AI-supported materials used in teaching.

Learners may use AI tools for support in learning, to clarify concepts, generate study questions, receive feedback on practice responses, and support revision and understanding. Where required by the centre or ESB International, learners must declare use of AI in non-assessed work. Learners are responsible for verifying information and are accountable for any work they submit.

3. Learners' Use of AI in ESB ESOL and Speech Assessments

The use of generative AI tools by learners during live, timed and supervised assessments is strictly prohibited. It is also strictly prohibited to generate spoken or written texts, visual aids or materials that are used in an assessment and passed off as original work.

3.1 Unacceptable use of AI and regarded as Malpractice

This includes, but is not limited to:

- using AI tools to generate responses during an assessment
- inputting assessment prompts and questions into AI platforms
- using AI-enabled devices or applications where prohibited
- submitting AI-generated content as the learner's own work, e.g. learning AI-generated text by rote and writing it as a response to a Writing task, or delivering it as a talk in an Oracy assessment.

3.2 Acceptable use of AI-generated content

This includes using AI tools to:

- help understand topics and concepts
- support revision and practice by creating quizzes or example questions
- get feedback on draft work or practice answers.

3.3 Consequences

Any use of AI in live assessments or in generating responses subsequently used in live assessments is regarded as malpractice and managed in accordance with ESB International's [Malpractice and Maladministration Policy](#).

4. Writers' and Reviewers' Use of AI in the Creation of Assessments

4.1 Permitted Supportive Use

AI may be used to support early-stage drafting and development of assessment materials, including:

- generating draft questions or scenarios
- producing alternative wording
- creating marking guidance drafts.

AI may also be used in producing assessment materials, including:

- pictures for prompts
- audio materials.

4.2 Mandatory Safeguards

All AI-assisted assessment content must:

- be reviewed, edited, and approved by a qualified subject specialist
- be checked for validity, reliability, bias, accessibility, and alignment with specifications
- be screened to ensure originality and absence of copyrighted or inappropriate material
- not be uploaded to or generated within open-access platforms once content becomes live, secure, or confidential.

4.3 Security and Confidentiality

Secure assessment content must not be shared with open-access AI platforms under any circumstances.

5. Use of AI by ESB International staff

5.1 Unacceptable use of AI by staff

- Staff must not input confidential, personal, or secure assessment data into open-access AI tools.
- AI must not be used to make final decisions on learner outcomes, grading, or malpractice determinations.

5.2 Acceptable use of AI by staff

Staff may use AI to:

- draft internal documents and guidance
- summarise policy documents
- support workflow efficiency.

5.3 Accountability

Staff remain accountable for all outputs produced with AI assistance and must ensure compliance with organisational policies, data protection legislation, and professional standards.

6. Use of AI by Assessors and Markers

All ESB International written and spoken assessments are marked by trained, standardised and moderated human raters. Currently there is no machine-marking of learners' written scripts, oral ESOL assessments or Speech or Debating assessments.

6.1 Unacceptable use of AI tools by markers and assessors

AI must not be used to:

- generate grades or marks
- make pass/fail or classification decisions
- replace professional judgement in marking
- process or analyse live candidate scripts on open-access platforms
- access identifiable candidate data.

6.2 Acceptable use of AI tools by markers and assessors

Assessors and markers may use AI tools to draft feedback for report forms.

Revision No	Change to previous release	Reason for change