



AI POLICY

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Registrar and Director of Student Operations
Version 2

The Royal Academy of Music moves music forward by inspiring successive generations of musicians to connect, collaborate and create.
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INTRODUCTION

This policy sets out the principles and controls governing the ethical, safe and effective use of Artificial Intelligence (AI) and Generative AI (GenAI) across the Royal Academy of Music. It aligns with sector guidance and the Academy's values of transparency, fairness and academic integrity, and should be read alongside the ICT Network Policy and ICT Security Policy.

SCOPE

This policy applies to all staff, students and external partners. It covers the use of AI capabilities for learning, teaching, assessment and business operations, including AI embedded within enterprise platforms that the Academy already licenses and uses, such as Microsoft 365.

Under this policy, only the Academy-provisioned Microsoft Copilot may be used for Academy work and operations. Personal accounts or unapproved third-party AI tools (such as ChatGPT or Anthropic Claude AI) must not be used with Academy information. Any exception requires written approval from the Head of ICT.

GLOSSARY

AI Agent

Software that can plan and act toward goals with minimal human intervention; its use at the Academy requires additional safeguards and explicit approval.

Artificial Intelligence (AI)

Technologies that perform tasks typically requiring human intelligence, including language, vision and prediction tasks.

Automation

The use of AI or robotic technologies to perform tasks without human intervention. Automation in education may include administrative tasks, assessments, or data management.

Digital Literacy

The set of skills required to use digital technologies effectively, including an understanding of AI systems, data privacy, and critical thinking about digital media.

Hallucinations

Plausible but incorrect or fabricated output produced by an AI system.

Machine Learning

A subset of AI that involves training algorithms on data so they can make predictions or decisions without explicit programming. Machine learning models improve their performance over time through exposure to more data.

USE OF AI IN LEARNING, TEACHING, AND ASSESSMENT

The Academy is committed to upholding academic integrity in all areas of learning, teaching and assessment.

USE OF AI BY STUDENTS

Students may use AI to support learning where permitted and must transparently acknowledge AI assistance in assessed work via the submission process. Undisclosed use may constitute poor academic practice or academic malpractice under Academy Regulations. Heads of Programme will set assessment-specific rules in Programme Handbooks.

Information for students on the use of AI in academic work can be found on the Student Hub: *The use of generative artificial intelligence (GAI) and academic practice.*

AI IN ASSESSMENT

AI will not be used as the sole determinant of grades. Where tools (e.g. similarity checking or analytics) inform assessment decisions, they must complement human academic judgment. Any AI used in assessment will be transparently identified in Programme Handbooks or module outlines and regularly evaluated for fairness and reliability by the Programme Board.

USE OF AI BY STAFF

Staff may use AI to enhance teaching and reduce administrative burden while retaining human oversight. Staff must verify factual accuracy, ensure accessibility and avoid introducing bias through AI-assisted materials.

ACCESSIBILITY AND EQUALITY

The Academy will strive to provide equitable access to approved AI tools and will consider accessibility needs in any deployment.

LIMITATIONS OF AI

AI systems can produce inaccurate, out-of-date or biased outputs. Users are responsible for critically evaluating AI outputs and for ensuring accuracy before use. Inputs to AI should be treated as potentially persistent and shareable beyond the user's control; sensitive information must be avoided unless specifically approved and safeguarded.

Generative AI may re-present others' work, creating risks around copyright and plagiarism. Users must not submit AI-generated content as their own without required acknowledgement and must respect intellectual property rights.

Further information on this is contained in the online training modules for staff.

USE OF AI IN BUSINESS PROCESSES AND ADMINISTRATION

PERMITTED USES

Acknowledged permitted uses of AI using MS Copilot Chat are as follows:

- As a search engine and for information discovery
- Drafting communications and policies
- Summarising meetings and documents
- First-pass data exploration on anonymised datasets
- Creating teaching/training aids and templates
- Bulk data reformatting, clean up and standardisation

PROHIBITED OR RESTRICTED USES

Prohibited or restricted uses include:

- Entering personal data or special category data into AI
- Automated decisions with legal or significant impact on individuals (e.g. hiring, performance ratings, disciplinary outcomes)
- Generating legal commitments, financial approvals or public statements without human sign-off
- Uploading confidential materials prior to release
- Processing unredacted third-party content.

HUMAN-IN-THE-LOOP

All AI-assisted outputs must be reviewed and signed off by a competent staff member before external circulation or operational use. Where AI is used to produce draft correspondence or reports, the final author or process owner is accountable for the content.

APPROVED TOOL

The Academy's approved tool is Microsoft Copilot provisioned by the Academy. Use of any other AI service for Academy information is not permitted without formal approval. Configuration and permissions will be managed by the ICT Department to uphold security, privacy and records management.

GOVERNANCE AND OVERSIGHT

The Academy AI Working Group, comprising representatives from relevant departments, meets twice each term to monitor developments, review risks and opportunities, advise on guidance and training, and recommend changes to this policy. The Group escalates matters to the Information Governance Group, E-Learning Committee, Technology Infrastructure Committee, Standing Committee, Academic Board and the Senior Management Team as appropriate.

System owners are responsible for ensuring AI features in their platforms meet Academy standards; IT Security and Information Governance provide assurance; Heads of Department ensure local compliance; all users are accountable for their own use of AI tools.

AI LITERACY AND TRAINING

The Academy will provide role-appropriate training and guidance for staff and students. HR will co-ordinate staff training via the Academy's online platform; Heads of Programme will ensure students are supported in ethical and appropriate use of AI in assessment.

Staff are encouraged to conduct their own research, to maintain their own digital and AI literacy and remain up to date on the evolution of AI in a higher education, arts and musical context through attendance and participation at relevant webinars, seminars and conferences.

The AI Working Group will disseminate information on updates to permitted uses, prohibited uses and other relevant developments via groups such as the Professional Managers Group (PMG), Programme Management Team (PMG) and other groups as appropriate. Colleagues are expected to proactively cascade information to teams such as teaching staff, tutorial staff and administrative teams as appropriate.

Staff must be cognisant of where AI tools have been added into familiar services and websites and avoid using them where it contravenes this policy, such as through the sharing of personal data.

RISK AND COMPLIANCE

Data protection: AI uses that process personal data require data minimisation, appropriate lawful basis and security controls; where high risk is likely, a Data Protection Impact Assessment (DPIA) is required. International considerations apply where data is accessed from or transferred to other jurisdictions.

Intellectual property and copyright: Ownership and licensing of AI-assisted outputs must be considered before use or publication. Staff must ensure they have rights to input content and to use generated outputs for Academy purposes.

Records and transparency: AI-assisted materials that form part of official records must be stored in approved repositories. Where appropriate, documents should transparently indicate AI assistance and the responsible human approver.

Incident reporting: Any suspected data loss, inappropriate output (e.g. discriminatory content) or system misuse must be reported promptly via the Data Protection Officer channel dpo@ram.ac.uk

OPERATIONAL GUIDANCE FOR AI USE

Prompt data hygiene: Do not input personally identifiable information, confidential business information, unreleased assessments or third-party content without rights. Use anonymised or

synthetic examples at all times when using AI. Microsoft Copilot Chat interactions are stored for 30 days before deletion.

Quality assurance: Fact-check, verify sources where applicable and review for bias, inclusivity and accessibility before use. For numerical outputs, retain calculations or assumptions used to reach conclusions.

Change management: Significant new AI features or tools require review by IT Security and Information Governance, and approval through standard change processes before activation.

MONITORING AND REVIEW

This policy will be reviewed annually and updated as AI capabilities and regulation evolve. The AI Working Group will maintain an overview of deployments and user feedback and will recommend interim updates as needed to Academic Board via Standing Committee.