

Crystal&Co Artificial Intelligence Usage Policy & Procedure

INTRODUCTION

At Crystal&Co, we uphold the principles of academic integrity and fairness in all our training programs and assessments. To maintain the credibility of our educational offerings, the use of artificial intelligence (AI) by learners and candidates is considered a form of plagiarism and is strictly prohibited. This policy outlines the guidelines and consequences associated with the use of AI during any training activities, examinations, or assessments conducted by our organization.

This document is to be read in conjunction with the current version of the Malpractice Policy.

POLICY STATEMENT

Definition of AI Usage:

For the purposes of this policy, artificial intelligence refers to the use of AI-based software, machine learning algorithms, automated systems, or any other technological means to complete assignments, assessments, or examinations by learner/candidates and/or on behalf of learners and candidates.

Prohibition of Artificial Intelligence Usage:

Learners and candidates enrolled in Crystal&Co's programs are strictly forbidden from using any form of artificial intelligence to gain an unfair advantage in their learning or assessment process. Such usage is regarded as plagiarism, as it undermines the authenticity and originality of their work.

Acceptable Use of Technology:

Learners and candidates may utilize technology that adheres to standard industry practices and guidelines for educational purposes, such as standard computer software, online learning platforms, and approved digital resources provided by Crystal&Co. However, the use of any technology that employs AI capabilities to complete assignments, assessments, or examinations is explicitly prohibited.

Reporting AI Usage:

Learners and candidates are required to promptly report any instances of AI usage they become aware of during the training or assessment process. Reporting should be made to the relevant assessor, IQA or to the Crystal&Co centre administrator/senior management, maintaining confidentiality if requested.

Penalties for Violation:

Any learner or candidate found in violation of this policy by using artificial intelligence during training, examinations, or assessments will be subject to appropriate disciplinary actions.

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Such actions may include, but are not limited to:

- Cancellation of examination or assessment paper.
- Disqualification (without an option of a refund) from the training or assessment.
- Termination of enrolment.
- Escalation to candidate's employer especially if they are responsible for payment for the training or assessment.
- Reporting to regulators and/or awarding organisation where required and/or
- Any other measures deemed necessary by Crystal&Co in line with the organisation's Malpractice Policy.

Training and Awareness:

Crystal&Co will provide information and guidance to all learners and candidates regarding this policy and the importance of upholding academic integrity. Awareness sessions and educational materials will be made available to ensure that all individuals understand the consequences of AI usage.

Policy Updates:

This policy will be reviewed periodically to ensure it remains relevant and aligned with the evolving technological landscape. Any updates or revisions to the policy will be communicated to all learners and candidates.

Conclusion:

By implementing this Artificial Intelligence Usage Policy, Crystal&Co aims to maintain the credibility and fairness of its training programs and assessments. We trust that all learners and candidates will adhere to this policy, demonstrating their commitment to academic integrity and ethical learning practices.

PROCEDURE FOR DEALING WITH SUSPECTED AI USAGE

Purpose and scope

This procedure outlines the steps to be followed by assessors, trainers, and internal quality assurers (IQA) to ensure that candidates do not use Artificial Intelligence (AI) to gain an undue advantage in examinations, tests, write-ups, or assessments.

This procedure applies to all candidates, assessors, trainers, and IQAs involved in Crystal&Co's programs.

Detection and Investigation of candidate's use of AI

Assessors and trainers are required to ensure candidates do not gain an unfair advantage from the use of AI which is regarded as a form of plagiarism. Therefore, assessor and trainers are advised to conduct random tests and sampling of candidate's works to check for the possible use of AI where applicable. When checking, marking, or grading candidates' work or submissions, if an assessor or trainer suspects that a candidate has used AI assistance, they must investigate the matter further in the first instance and must gather evidence to support their findings. Assessors and trainers are advised to avail themselves the use of AI detection tools and to keep records of any significant findings during their investigation.

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Rejection Criteria

Single Instance AI Usage:

If AI usage is established in any form by the assessor, the work submitted by the candidate must be immediately rejected.

If AI assistance is used sparingly (i.e., in only one instance or for answering only one question), the specific submission or question containing AI-assisted content must be rejected. The candidate must be given one more chance to rectify the situation and submit work that is purely their own effort.

Multiple Instances of AI Usage:

If the assessor finds more than one instance of AI usage or if AI is used to answer more than one question, the whole of the candidate's submissions for the qualification must be mandatorily rejected.

The assessor is also required to report the AI usage to the centre administrator, referring the candidate to the centre management.

Consequences and Punishments

Candidates:

On receiving a report into a candidate's unfair usage of AI, the centre shall conduct a thorough investigation based on the report and may impose appropriate punishments on the candidate should the report be justified. These may include total expulsion from the program or cancellation of the candidate's registration to the qualification with no option of a refund.

Assessors and Trainers

Assessors and trainers who fail to report AI usage or inadvertently give candidates an undue advantage may face consequences, such as being dropped down a level on the centre's RAG rating scale.

** RAG rating (Red, Amber, Green rating) is the rating scale within the organisation's sampling plan, that is used to determine the risk level of assessor's and trainers and consequently the percentage of sampling required for their works.*

Any assessor dropped down a level on the RAG rating scale would be given an official warning by the Crystal&Co management and may be allowed to continue assessing the qualification but with more scrutiny from during internal quality assurance. Any assessor required to drop down from Red on the RAG rating would be taken off the assessment of the qualification in question completely.

IQAs

IQAs must ensure that decisions regarding AI usage are thoroughly checked during their quality assurance sampling process. If an IQA establishes any instance of AI usage (either a single usage or multiple usage), the IQA is required to reject the assessor's decision on the candidate's assessment and request the assessor to cancel the candidate's submissions and re-assess the candidate. The IQA is also required to report such to the centre administration.

Should an IQA be seen to allow the use of AI go unchallenged during their quality assurance sampling process, they may face sanctions from the organisation and the EQA of the awarding organisation during their external quality assurance visits.

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Documentation

All instances of AI detection, investigations, and outcomes shall be documented and maintained for reference and quality assurance purposes.

Training and Awareness

Crystal&Co shall provide relevant training to assessors, trainers, and IQAs on the policy and this procedure to ensure consistent implementation and understanding.

Approval

The undersigned certifies that this policy has been reviewed and approved for implementation within Crystal&Co.

Managing Director

Signature:*Ramona Marcu*.....

Name: Ramona Marcu

Date: 04/09/2025

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