

ARTIFICIAL INTELLIGENCE OPERATIONS POLICY

SCOPE

This policy applies to all Monash Group staff, students and associates, and to members of the Monash University Council and its standing committees.

For the purpose of this policy:

- References to 'Monash' include Monash University Australia, Monash University Malaysia, Monash University Indonesia, Monash Suzhou, Monash College, the Monash University Prato Centre, and World Mosquito Program Ltd (and its subsidiaries) unless indicated otherwise; and
- Staff and associates are collectively referred to as 'staff' unless explicitly stated otherwise.

This policy will operate in jurisdictions outside Australia to the extent permitted by both the law and to related government policy of those jurisdictions. In relation to Monash University campuses or other operations outside Australia, a reference below to 'law' is a reference to the law governing that campus or those operations.

POLICY STATEMENT

Monash University is committed to the highest standards of integrity and ethical conduct, recognising the need for shared responsibility and transparency when conducting Monash-related activities. Shared responsibility is a collective effort of all stakeholders, guided by Monash's shared values. Monash acknowledges that artificial intelligence (AI) applications enhance efficiency, drive innovation and have widespread use across education, research and operational activities, with many applications being successfully integrated and posing minimal risks. Recent advancements in generative artificial intelligence (GenAI) technologies introduce complex and evolving risks that necessitate assessment and proportionate risk mitigation to uphold the integrity of the Monash AI environment. This policy sets out Monash's approach to AI procurement, development, deployment, and use across its education, research and operational activities.

Monash affirms that the design, operationalisation and use of AI must involve responsible, ethical, safe, and accountable application of the technologies to create positive outcomes while minimising risks. This approach aligns with Monash values, the [Monash Regulatory Framework](#), and promotes the wellbeing of the Monash community.

1. Principles for the Responsible Use of Artificial Intelligence

Community benefit, education and research excellence

- 1.1 AI systems are to be used by staff and students to support and enhance Monash's education, research and operational activities in line with its purpose and strategic goals.
- 1.2 AI systems are to be developed, deployed and used by staff and students to benefit the local and international communities Monash serves without causing harm.
- 1.3 Monash recognises that advancements in AI are energy intensive and results in large carbon footprints. Monash aims to minimise the environmental impact of AI systems, seeking energy-efficient solutions and sustainable practices.

Fairness

- 1.4 The development, deployment and use of AI systems will respect human rights, dignity, privacy, promote fairness, foster opportunities, and mitigate uses of AI that may perpetuate or amplify biases.
- 1.5 Steps are taken to identify and mitigate biases in training data and algorithms used for AI systems developed by Monash.

- 1.6 Monash will provide equitable access to AI systems as appropriate, considering factors such as user needs, end-user impact and reach, context, training and fairness.

Transparency and Attribution

- 1.7 Monash is transparent about its AI initiatives; clearly communicating how and when AI is deployed and the potential impact on staff, students and stakeholders.
- 1.8 Staff and students are responsible for making clear attributions on the use or involvement of AI as specified in the [Responsible Conduct of Research Policy](#), [Assessment and Academic Integrity Policy](#), [Student Academic Integrity Procedure](#), [Assessment Regime Procedure](#), [Graduate Research Candidature Management Policy](#), and the [Graduate Research Thesis Examination Procedure](#).

Integrity and Accountability

- 1.9 Human oversight of AI use and tools is necessary to ensure the validity, rigour and safe utilisation of AI assisted work.
- 1.10 Monash retains authority and accountability for decisions made with AI assistance, as set out in clauses 1.3 - 1.6 of the [Artificial Intelligence Operations Procedure](#).
- 1.11 Monash complies with all relevant laws, regulations, ethical guidelines, and any funding body requirements applicable to the use of AI. It will regularly monitor the impact of AI use across its educational, research and operational activities, and proactively identify and manage emerging risks and opportunities.
- 1.12 Educational resources and awareness programs on responsible AI use are offered to foster understanding and responsible practices among staff and students, and will be provided to support all staff and students to attain a minimum level of AI literacy as the technology develops.

Data Security and Privacy

- 1.13 Consistent with the [Data Protection and Privacy Procedure](#) and the [Data Protection and Privacy Schedule](#), information used to train and operate AI systems is securely managed and processed responsibly, including in compliance with applicable data protection and privacy laws and with Monash's cyber security controls and data governance requirements, with explicit consent obtained when necessary.
- 1.14 Consistent with the Data Protection and Privacy Procedure and the Data Protection and Privacy Schedule, the use of AI systems by staff and students must comply with applicable data protection and privacy laws and with Monash's cyber security controls and data governance requirements.

2. Responsible Use of AI at Monash

- 2.1 Artificial intelligence may be used for education, research and operational activities in a manner that aligns with the Responsible Use of AI principles outlined in section 1, and associated Monash policy.
- 2.2 Staff and students share responsibility for utilising AI responsibly and working to ensure that AI services and tools are used in ways that respect privacy and contribute positively to Monash's education, research and operational activities. Refer to the [AI at Monash website](#) for further information.
- 2.3 Monash will provide tools and guidelines to assist staff and students with assessing associated risks and accessing support to mitigate those risks to facilitate safe and responsible use of AI.
- 2.4 Staff and students must ensure that they are aware of the applicable restrictions and risks involved in order to make an informed decision prior to usage of GenAI.
 - 2.4.1 Staff and students must comply with Monash policies, and the process for undertaking [Privacy Impact Assessments \(PIA\)](#) and [Information Security Risk Assessments \(ISRA\)](#) as applicable.
- 2.5 Staff and students must:
 - 2.5.1 inform themselves of their responsibilities when using AI tools and observe the principles set out in this policy and the [Artificial Intelligence Operations Procedure](#); and
 - 2.5.2 perform necessary due diligence, review any Monash-provided guidance before using GenAI in connection with their study and/or work.

- 2.6 Deans and portfolio heads are responsible for ensuring the Responsible Use of AI principles outlined in section 1 are followed and for ensuring AI operations and risk matters are regularly discussed with their senior staff.
- 2.7 The assurance of security and compliance in the utilisation of AI services and tools is managed under the Portfolio of the Vice-President (Services). The Portfolio will establish robust controls and monitor their effectiveness in mitigating relevant risks and enforce contractual agreements to protect Monash's interests and the security of Monash data.

3. AI Governance

AI governance

- 3.1 Monash's [AI Readiness Framework](#) establishes the strategy, principles, and risk management model to ensure responsible and secure procurement, development, deployment and use of AI across Monash. This guidance balances risk and opportunity. It provides the basis for comprehensive training and awareness programs for staff, students and stakeholders on responsible AI use, ethical considerations, and the potential impact of AI on society.
- 3.2 The AI Steering Committee advises the Vice-Chancellor on strategies to champion, coordinate and monitor Monash's response to AI procurement, development, deployment and use, and guides responsible practice in Monash operations. The AI Steering Committee considers the benefits and risks of using AI for education, research and operations, both in the short- and long-term.
- 3.3 The AI Steering Committee is responsible for:
 - 3.3.1 guiding the evolution of AI technology, utilisation, and procurement strategies along with change management processes to support the development of a robust AI environment for Monash;
 - 3.3.2 periodically reviewing the Artificial Intelligence Operations Procedure and [AI Readiness Framework](#) against current developments in AI technologies, regulations and risk management and recommending any changes; and
 - 3.3.3 providing regular performance reporting on Monash-procured AI systems to stakeholders and assessing return on investment against predetermined objectives, and for making an annual report to the University Audit and Risk Committee on the effectiveness and impact of AI use on Monash operations.

Risk Management

- 3.4 Monash implements robust risk management processes to identify, assess, and mitigate risks associated with AI utilisation, with a focus on safeguarding data integrity, protecting privacy, and ensuring compliance with regulatory requirements. The impact of AI development, and mitigating the risks of its deployment and use are managed in accordance with the [Group Risk Management and Compliance Policy](#) and [Cyber Security Management Policy](#).
- 3.5 Monash will ensure ongoing compliance with relevant regulatory frameworks governing the use of AI technologies, with regular reviews and amendments made to relevant policies to respond to new risks created by the evolving technology and its requirements.

AI Procurement

- 3.6 The procurement of both enterprise-wide and specific, portfolio or discipline-based AI systems must be conducted with probity to safeguard institutional integrity and operational efficiency and protect Monash's reputation, as set out in the [Procurement Policy](#) and [Cyber Security Management Policy](#).
- 3.7 Monash commits to procuring AI systems that adhere to high standards of data protection, privacy, and responsible use principles. A thorough assessment of potential vendors will be conducted, including evaluations of their compliance with relevant laws, regulations, and industry standards. Refer to clause 3.4 of the [Artificial Intelligence Operations Procedure](#) for detailed procurement evaluation criteria.
- 3.8 To maintain consistency and adaptability with rapidly evolving AI technologies, Monash will regularly review and update procurement policies and procedures ensuring probity throughout the process.

4. Roles and responsibilities

- 4.1 All staff are required to uphold Monash's ethical culture, practise and encourage responsible AI procurement, development, deployment and use.
- 4.2 Staff and students are responsible for all activities originating from their accounts and/or when accessing Monash IT environments,

which may extend to third party information, such as intellectual property. Users must respect the privacy of others, act responsibly and in accordance with relevant laws, regulations and Monash policies. Monash's IT resources must be used lawfully and responsibly, in accordance with the [Information Technology Acceptable Use Procedure](#), and other relevant policies.

- 4.3 Users must also comply with the Terms of Service or Acceptable Use policies of third-party products or services that have been procured by Monash as set out on the [AI at Monash website](#).

Managers and Supervisors

- 4.4 Managers and supervisors are responsible for promoting a culture of ethical behaviour, accountability and transparent decision-making and ensuring mandatory compliance training is completed by all staff.
- 4.5 Heads of units/departments, managers and supervisors will ensure that the endorsement and approval of AI systems follow the agreed upon process outlined in this policy and the [Information Technology Acceptable Use Procedure](#), with clear criteria for evaluation and decision-making.
- 4.6 Heads of units/departments, managers and supervisors are responsible for ensuring staff:
 - 4.6.1 read and familiarise themselves with the [Framework for the Responsible use of AI at Monash](#) which provides key principles, working definitions and examples of responsible use of AI systems at Monash; and
 - 4.6.2 complete any required Monash AI systems training and/or risk assessments applicable to their role(s).

University Audit and Risk Committee

- 4.7 The University Audit and Risk Committee will receive regular reports from the AI Steering Committee and Audit and Risk Committees of University controlled entities (where such a committee has been formally established) and will actively participate in the review of any matters pertaining to unacceptable AI control within these entities.

5. Breach of Policy

- 5.1 Monash treats any breach of its policies, procedures, and schedules seriously; it encourages reporting of concerns about non-compliance and manages compliance in accordance with the applicable Enterprise Agreement, relevant instrument of appointment and/or applicable contract terms. A failure to comply with this policy may result in action by Monash. Such action may include disciplinary and other action up to and including potential termination of employment, or for associates and other persons, the termination of engagements with Monash.
- 5.2 Any matter relating to alleged general, research or academic misconduct will be dealt with as set out in the [Student Academic Integrity Procedure](#), [Student Code of Conduct](#), [Assessment and Academic Integrity Policy](#) and [Responsible Conduct of Research Policy](#), [Graduate Research Thesis Examinations Procedure](#) and related instruments or any equivalent policies for Monash controlled entities.

DEFINITIONS

Artificial Intelligence (AI)	The science and technology of creating machines or systems that can perform tasks that normally require human intelligence, such as understanding language, recognising images, or assisting in decision-making in line with Monash's Principles for the Responsible Use of Artificial Intelligence. Further information on Monash's use of AI can be found at AI at Monash website and Teach HQ .
Artificial Intelligence (AI) Systems	Innovative advancements encompassing AI technologies used in computer software, programs, applications and tools, including Generative Artificial Intelligence (GenAI).
Associates	For the purposes of this policy, 'associates' are defined as contractors, conjoint appointments, affiliates and adjunct appointees.
Generative Artificial Intelligence (GenAI)	Artificial Intelligence that possesses the ability to autonomously create or generate new content, data, or information, often based on learned patterns and examples from existing datasets and using transformer or diffusion AI models . Further information on Monash's use of AI can be found at AI at Monash website and Teach HQ .
Shared responsibility	The collective effort of all stakeholders, guided by Monash's shared values and applying to both students and staff across the Monash Group, to ensure that AI systems are used ethically, safely, and effectively across education, research and operational activities.

GOVERNANCE

Supporting procedure	Artificial Intelligence Operations Procedure
Supporting schedules	N/A
Related procedure	Assessment Regime Procedure Data Protection and Privacy Procedure Data Protection and Privacy Schedule - Monash University Indonesia Graduate Research Thesis Examinations Procedure Information Technology Acceptable Use Procedure Information Security and Classification Management Procedure Student Academic Integrity Procedure
Associated policies	Assessment and Academic Integrity Policy Copyright Compliance Policy Cyber Security Management Policy Equity, Diversity and Anti-Discrimination Policy Group Risk Management and Compliance Policy Procurement Policy Responsible Conduct of Research Policy Staff Code of Conduct Student Code of Conduct
Related legislation	<p>Australia</p> Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010) (Cth) Copyright Act 1968 (Cth) Corporations Act 2001 (Cth) Equal Opportunity Act 2010 (Vic) Freedom of Information Act 1982 (Vic) General Data Protection Regulation 2016/679 Patents Act 1995 (Cth) Privacy Act 1988 (Cth) Privacy and Data Protection Act 2014 (Vic) Public Interest Disclosure Act 2012 (Vic) Public Records Act 1973 (Vic)
	<p>China</p> Copyright Law 2010 Patent Law 1984 Personal Information Protection Law 2021
	<p>Indonesia</p> Copyright Act No. 28/2014 Patent Law No. 13/2016 Personal Data Protection Law No. 27/2022
	<p>Italy</p> European Union Artificial Intelligence Act General Data Protection Regulation 2016/679 Protection of Copyright and Neighboring Rights Law 1941/633



	Malaysia Copyright Act 1987 Malaysian Qualifications Framework Malaysian Qualifications Agency Act 2007 Patents Act 1983 Personal Data Protection Act 2010 (as amended)
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