University of London Careers Service Statement on the Use of Artificial Intelligence in Career Planning, Job Applications and Assessment Processes

This statement is designed to support service users, internal and external stakeholders, to make effective and ethical use of artificial intelligence (AI) tools available to service users, alongside outlining how we expect employers to commit to transparency and integrity in their deployment of technology in recruitment processes.

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This statement should be read alongside the:

University of London Artificial Intelligence Policy.

The University of London is committed to innovation in the delivery of its strategy and mission. Artificial intelligence provides both opportunities and challenges for how we develop and deliver our educational programmes, our research and knowledge exchange activities and our commitment to public engagement in the arts and humanities. It also enables new ways of

working and of the delivery of our internal and external facing professional services.

The University of London wishes to maximise the benefits of artificial intelligence whilst recognising that artificial intelligence technologies, their operational capabilities and the implications of these new and emergent technologies are constantly evolving. These technologies require us to consider the opportunities, benefits, and risks within developing legal and ethical and good practice frameworks

The University has committed to an overarching set of principles based on its own work and that of the Russell Group. These principles are designed to support our intention to maximise the benefits of artificial intelligence in support of our strategy, mission, and values. They do so by providing a framework for our work and thinking in relation to the use of artificial intelligence.

The principles are as follows. The University will:

i. Work collaboratively with the Federation, our partners, and other stakeholders to maximise the benefits of AI and develop and share good practice as the technology and its application in education, research and service provision evolves.

ii. Support AI-literacy through learning and skills development for its students and staff.

iii. Ensure that our use of and approach to AI is clear, fair, and transparent.

iv. Adapt and keep under regular review its policies, practices, and services to ensure and promote the legal, ethical, and inclusive use of AI in all areas of its work.

v. Ensure we uphold and maintain the highest standards of academic rigour and integrity in education and research.

vi. Ensure that we are pro-active in monitoring, understanding, and mitigating discriminatory impacts arising from the use of AI and that we are engaged and innovative in using AI to enhance our commitments to equity and inclusion.

vii. Within the parameters of our mission, values and strategic commitments consider, understand, and take proportionate action to address the wider impacts of AI on society and the environment.

Introduction

The University of London Careers Service (UoLCS) is committed to leveraging the potential of generative artificial intelligence to enhance our provision, in accordance with the University of London AI policy as noted above. With its increasing influence in the job market, it is critical that individuals are equipped with the education and awareness to best support their own career thinking, and this **statement** outlines our principles and guidelines for the ethical use of AI, ensuring fairness, transparency, privacy, and accountability.

We believe that AI can be used positively to support our users and stakeholders, enabling all parties to make informed decisions, maintain integrity and contribute positively to their knowledge, attributes, and skills whilst upholding equity and authenticity.

1. Equity and Bias Mitigation

a. We will ensure that any AI systems purchased are designed and implemented in a manner that is fair and unbiased, treating all individuals equally regardless of their personal characteristics, including but not limited to race, gender, age, or socioeconomic background.

b. We will work with the University of London Data Protection and Information Compliance to ensure the fair and ethical use of data is always upheld.

c. We will work with University of London Procurement to ensure that adoption of any new generative AI software is carried out using the standardised procurement processes, including an Equality Impact Assessment.

d. We will ensure that any use of AI within our own careers education, workshops and activities is available across geographic locations.

e. We will strive to procure AI tools that are inclusive and unbiased.

f. We will use AI responsibly, adhering to ethical principles, legal requirements, and professional standards.

g. We will ensure our own use of AI adheres to the UoLCS strategy and operational plans, as well as the wider UoL strategic plans **and the UoL Artificial Intelligence policy**.

2. Transparency of Procured Systems

a. UoLCS employs systems which utilise AI, for example CV and Covering Letter check software.

b. We will be transparent about the use of AI in supporting our services, informing our service users about how AI may be utilised and the potential impact on the services provided. We will also disclose any limitations or potential risks associated with the use of AI.

c. We will strive to ensure that the decisions and recommendations made by AI systems are explainable and understandable to our service users through educational workshops, resources and regular engagement with employers and technology suppliers.

d. If used in our own recruitment, where appropriate, we will provide clear explanations of the factors and reasoning behind AI generated outcomes.

3. Employer Engagement and Collaboration

a. We will proactively engage with employers and technology suppliers to gather intelligence and insights on their use of AI in their recruitment and assessment processes, gathering feedback and taking this into consideration when making decisions on how best to educate service users.

b. We will collaborate with relevant experts, organisations, and professional bodies to stay informed about emerging best practice, ethical guidelines, and advancements in AI technologies.

c. We will actively participate in discussions and initiatives related to AI ethics, including working with our partners within University of London Worldwide.

d. We will continue to work with colleagues across our professional bodies (AGCAS (Association of Graduate Careers Advisory Services), ISE (Institute for Student Employers) to learn, adapt and build greater understanding of the opportunities provided by artificial intelligence.

4. Careers Education

a) We are working to enable our users to become AI-literate in their job search, applications, and career thinking, supporting them through a variety of platforms and tools available from University of London Careers Service (UoLCS).

b) We will provide adequate training and education to our staff involved in the education of our service users on AI technologies and continually evaluate our expertise.

c) We will educate our service users on the ethical and productive use of AI in their career search, applications, and assessment.

Students, Researchers & Alumni

1. Transparency, Data Privacy & Informed Consent

a. You should be aware of and understand how your data and personal information may be utilised by generative AI tools both when registering and in their continued usage.

b. You must handle personal or sensitive information obtained through AI tools in compliance with relevant data protection regulations.

2. Authenticity and Honesty

a. You should not use AI tools to generate false information, exaggerate qualifications, or misrepresent your experiences in job applications, assessment or when agreeing to any terms of employment.

b. When employing generative-AI to support your career search, produce cover letters, CVs (Curriculum Vitae) or responses to application questions, you should ensure that you review and edit the content to maintain authenticity and accuracy.

3. Continuous Learning and Ethical Awareness

a. You are encouraged to stay informed about AI ethics, understand the potential biases and limitations of AI tools, and engage in ethical discussions within your academic and professional communities.

b. You should become literate in how to best utilise technologies through appropriate prompts and searches.

4. Responsible Decision-Making

a. You should exercise critical thinking and human judgment when interpreting AI-generated recommendations or insights during your career search.

b. AI tools should be seen as supportive aids, and final decisions should be made based on careful consideration of personal values, goals, and professional aspirations.

c. You should ensure that any outputs from usage of AI are checked for accuracy, and do not contravene any existing copyright.

Employers & External Partners

1. Transparency, Data Privacy & Informed Consent

a. Employers and suppliers should always inform applicants how their data and personal information may be used and processed with AI-driven tools throughout the recruitment and assessment process.

b. Where possible, this communication should be made with good advance notice and confirm data will be limited to only what is necessary and relevant to the undertaking of any process, and to enable candidates to raise any concerns with the employer.

c. Where possible, employers will aggregate and anonymise data to ensure individual privacy and confidentiality.

d. Employers and suppliers must handle personal or sensitive information obtained through AI tools in compliance with relevant General Data Protection Regulations (GDPR).

e. Employers and suppliers using AI tools or platforms used for career search and job applications should prioritise robust security measures to safeguard user data against unauthorised access, disclosure, alteration, or destruction.

f.   Employers should conduct period assessment of their AI systems, monitoring their performance, effectiveness and compliance with any identified issues or concerns being promptly addressed.

2. Fairness and Equal Opportunities

a. Employers must not use AI tools in a manner that knowingly discriminates against individuals based on any protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation) under the Equality Act 2010.

b. Employers must have a defined condition under GDPR for processing of any special category data.

c. AI algorithms employed by employers should be designed to provide equal opportunities to all candidates, eliminating bias and promoting diversity and inclusion.

3. Ethical Partnerships:

a. UoLCS will collaborate with AI tool providers and employers to promote ethical AI practices in the job market.

b. Partnerships will be established with organisations committed to fairness, transparency, and inclusivity in their AI-powered recruitment processes.

c.   We will work with suppliers and intermediaries supporting industry sectors to diversify their workforce, ensuring that artificial intelligence can be seen and is used as a positive.

Last updated: February 2025