



هيئة جودة التعليم والتدريب
Education & Training Quality Authority

BQA Artificial Intelligence Policy

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1. Purpose

This document is to be used as a policy to ensure the ethical, responsible, transparent, and effective use of Artificial Intelligence technologies within the Education & Training Quality Authority. This policy aims to promote responsible artificial intelligence practices while ensuring transparency, accountability, and compliance with national and international standards and safeguarding the integrity of data and processes.

2. Scope

This policy applies to all Education & Training Quality Authority internal and external members including consultants, panels, and part-time staff and the education and training institutions participating in Reviews and National Qualifications Framework operations.

3. Definitions

- External BQA members:** All external parties' participation in the Education & Training Quality Authority's evaluations including consultants, panels, and part-time staff.
- Institution:** Education and training providers undergoing reviews or involved in National Qualification framework operations, including schools, vocational and higher education providers, and awarding bodies.
- Internal BQA members:** All Education & Training Quality Authority's staff and management.

4. Related Documents

- Bahrain's Personal Data Protection Law (PDPL).
- Civil Service Law.

5. Abbreviations

ASPIRE	Encapsulates the core values of Accountability, Sensitivity, Professionalism, Integrity, Respect, and Excellence
BQA	Education & Training Quality Authority
BoD	Board of Directors
CE	Chief Executive
CSB	Civil Service Bureau
DHF	Directorate of Human Resources & Financial Affairs
DNE	Directorate of National Examinations



DVR	Directorate of Vocational Reviews
DHR	Directorate of Higher Education Reviews
DPS	Directorate of Private Schools & Kindergartens Reviews
DGS	Directorate of Government Schools Reviews
DFO	Directorate of Framework Operations
EMB	Executive Management Board
GDR	General Directorate of Education and Training Institutes Review
GDQ	General Directorate of National Qualifications Framework & National Examinations
HR	Human Resources
HEC	Higher Education Council
MCO	Media & Communication section
MoE	Ministry of Education
MoL	Ministry of Labor
NCC	National Communication Centre
NE	National Examinations
PR	Public Relations Section
RP	Reports and Publications Section

6. Artificial Intelligence Policy:

6.1 Alignment with BQA's Mission:

Artificial Intelligence (AI) tools are used, where relevant, to support the Education & Training Quality Authority (BQA)'s objectives and enhance the efficiency of its operations.

6.2 Ethical Use:

AI tools must be designed and used in a manner that is fair, non-discriminatory, and respects the rights of all individuals. Discrimination, biases, and unethical practices are strictly prohibited.

6.3 Data Protection and Privacy:

- All AI activities must comply with Bahrain's Personal Data Protection Law (PDPL) and relevant international standards, safeguarding sensitive information related to individuals and institutions.



- The Information Technology Department (IT) must be consulted before using any AI tool. Posting or sharing any work-related data or files on AI tools without prior consultation with IT may result in disciplinary action based on Civil Service law.

6.4 Fairness and Equity

AI tools should promote equitable treatment for all institutions and stakeholders, avoiding any form of bias.

6.5 Transparency and Accountability

- All AI-assisted decisions must be clearly documented, including the rationale behind their use and results.
- Any reliance on AI in BQA operations must be clearly disclosed to relevant stakeholders. Stakeholders should be informed about the presence and role of AI in processes that affect them.

6.6 Capacity Building and Awareness

IT should provide training to staff and guidance to ensure responsible and informed use of AI.

6.7 Human Oversight:

Critical decisions involving AI must include human oversight to ensure accuracy and fairness. This means that AI tools should assist, not replace, human judgment in important decisions. There should be mechanisms for humans to review, override, or challenge AI decisions when necessary.

6.8 Continuous Improvement:

- IT will perform regular evaluations of AI tools and processes to identify vulnerabilities and areas for improvement.
- BQA members must report to IT any issues or concerns related to AI usage to ensure accountability and corrective action.

7. Responsibilities:

7.1 BQA members

- Appropriate Use: Only approved AI tools and systems may be used to support BQA's operations. These should not replace professional judgment or expertise but serve as support tools.
- Data Management: Anonymize and encrypt sensitive data before processing it with AI tools unless otherwise directed by IT.
- Reporting on AI Issues:
 - a) Any unexpected or biased output generated by AI tools or potential breaches and risks must be reported to IT.
 - b) Maintain documentation of how AI tools were used, including inputs and outputs, to ensure accountability.
- Review and Approval: Directors must ensure the validation of AI-generated outputs, including reports or recommendations, through manual checks before dissemination.

7.2 IT Department

- Tool Selection and Deployment:
 - a) Evaluate and procure AI tools that are aligned with BQA's mission and security standards.
 - b) Regularly assess AI tools for compliance, fairness, and accuracy.
- Support and Guidance: Provide technical support and training to ensure proper usage of AI tools.
- Incident Response: Address any reported issues related to AI tools promptly, including potential data breaches or system failures.

7.3 Institutions

- Compliance: Ensure all AI tools comply with BQA policies and PDPL.
- Data Integrity:



- a) Ensure that any AI-generated reports, evidence, or data submitted to the BQA are accurate and reviewed by qualified personnel.
 - b) AI-generated content must be clearly labeled, with documentation of the AI tools used.
 - c) Disclose steps taken to ensure fairness and accuracy in AI outputs.
- Accountability: Institutions are responsible for ensuring data accuracy and quality before submission.

8. BQA's Oversight Role:

8.1 Policy Enforcement:

- BQA will monitor compliance with this policy during its operations.
- Institutions found in violation of these guidelines will be required to implement corrective measures and may face further action.

8.2 Support and Collaboration:

BQA will provide institutions with resources, training, and technical support to ensure responsible AI use for tools identified by BQA for its operations.