SMART: STAFF COPILOT FOR SCHOOLS & MATs

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

ICS.AI

SERVICE OVERVIEW

SMART: Staff Copilot for Schools & Multi-Academy Trusts (MATs) provides a governed AI workspace for school and trust staff to draft, summarise, analyse, and search organisational knowledge safely. Built on the ICS.AI SMART: Platform, the service uses ICS.AI's OLM (Organisational Language Model) to deliver responses grounded in approved school and trust knowledge with citations, embedded guardrails, and comprehensive audit trails.

The service supports everyday productivity across teaching staff, SEND teams, safeguarding leads, school leaders, central trust teams, and professional services. SMART: Staff Copilot enables schools and MATs to adopt AI safely and consistently, improving efficiency while maintaining safeguarding, inspection readiness, and educational governance.

SERVICE TIERS

Tier	Description
Foundation	OLM-powered document drafting, summarisation, and knowledge search from approved school and trust sources. Templates for common outputs, prompt guidance for safer use, personal workspaces with conversation memory, and third-panel agent access.
Premium	Foundation plus SMART: Notes for meeting capture (web and mobile). Automated minutes, decisions, and action tracking with reminders. Shared workspaces for schools, departments, and trust teams.
Specialist	Premium plus Specialist Copilots for key school and MAT domains including Teaching & Learning, SEND, Safeguarding, Behaviour & Attendance, and Trust Operations. Extended workflows, domain templates, and governed approval controls.
Ultra	Complete bundle: all channels (SMART: Staff UX, Notes, MS Teams, Phone), all Specialist Copilots, central admin console, adoption toolkit, advanced analytics, and priority support for trust-wide rollout.

SPECIALIST COPILOTS (SPECIALIST & ULTRA TIERS)

Tier	Description
Teaching & Learning	Lesson planning support, curriculum documentation
SEND	EHCP documentation support, review preparation
Safeguarding	Policy lookup, record summarisation, reporting support
Behaviour & Attendance	Case summaries, communications, reporting
Trust Operations	HR, finance, governance, and compliance support

KEY FEATURES

- Copilot chat for drafting, summarisation, and analysis tasks
- Answers grounded in approved school and MAT knowledge with citations
- Templates for policies, reports, plans, and communications
- SMART: Notes for meeting capture (Premium+)
- Automated extraction of actions, decisions, and follow-ups
- Specialist Copilots aligned to school and trust workflows (Specialist+)
- Personal and team workspaces with conversation memory
- Role-based access to knowledge sources and capabilities
- Audit logs for prompts, outputs, and governance compliance

KEY BENEFITS

- Reduces time spent on administrative and compliance tasks
- Improves consistency across trust-wide documentation
- Supports safeguarding with governed, auditable AI use
- Improves inspection readiness and evidence preparation
- Reduces meeting administration overhead
- Enables safer AI adoption for teaching and support staff
- Maintains accountability with comprehensive audit trails
- Scales AI access across schools and central trust teams

TECHNICAL ARCHITECTURE

Built on the ICS.AI SMART: Platform, providing:

- Microsoft Azure deployment with tenant isolation
- Multi-LLM orchestration for policy, cost, and performance control
- Retrieval-augmented generation (RAG) over approved knowledge sources
- Identity integration via Microsoft Entra ID with RBAC
- Connector framework for Microsoft 365 and education systems
- Agent runtime with tool permissions and approval gates
- Central logging and telemetry for usage, cost, quality, and risk

SCHOOLS & MAT SYSTEM INTEGRATIONS

The connector framework supports integration with common school and trust platforms, including:

- Management Information Systems (MIS)
- Safeguarding and SEND systems
- Attendance and behaviour tracking platforms
- Microsoft 365 (SharePoint, Teams, Outlook, OneDrive)
- Intranets and policy repositories
- Integrations are configured in line with safeguarding, trust, and data-sharing policies.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for users, knowledge, and admin actions
- Policy controls for prompts, outputs, and agent actions
- Approved knowledge sources with review and version control
- Full audit logging for prompts, outputs, and routing decisions
- Sensitive data handling with redaction and minimisation
- Human-in-the-loop controls for safeguarding and high-risk workflows
- WCAG 2.2 AA compliant interfaces
- GDPR compliant with UK data residency
- Agentic Dome governance embedded by design

IMPLEMENTATION APPROACH

- Discover & scope – staff roles, school and trust priorities
- Configure governance – safeguarding rules, roles, approvals
- Build & ground – connect policies, curricula, and templates
- Integrate – identity, Microsoft 365, MIS, safeguarding systems
- Test & assure – safeguarding review, accessibility checks
- Pilot & iterate – phased rollout across schools
- Scale & operate – trust-wide optimisation and reporting

SUCCESS MEASURES

- Active users by role and school
- Time saved on documentation and reporting
- Quality and inspection readiness indicators
- Meeting administration reduction
- Knowledge coverage and answer acceptance
- Cost per user and model consumption

CHANNEL AD-ONS

Additional access channels are available via SMART: Staff Copilot – Channel Add-ons.

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the SMART: Staff Copilot. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication.

Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT

VISIT OUR WEBSITE

Learn more about ICS.AI, our services, and how we support the UK public sector with responsible AI

https://www.ics.ai/

EMAIL US

Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

info@ics.ai

BOOK A MEETING

Schedule a call with our team to discuss your requirements or learn more about our services

book a meeting