



SMART: STAFF COPILOT – FURTHER EDUCATION

SERVICE DEFINITION DOCUMENT

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

SERVICE OVERVIEW

SMART: Staff Copilot – Further Education is a governed AI workspace designed to support staff across further education colleges and training providers. **Built on the ICS.AI SMART: Platform**, the service enables staff to draft, summarise, search, and analyse information safely using AI grounded in institution-approved knowledge and policies.

The service reduces administrative burden, improves consistency, and supports productivity across teaching, learner services, employer engagement, quality, and corporate functions. It provides a familiar conversational interface with embedded governance, auditability, and role-based controls, allowing colleges to deploy AI at scale while maintaining accountability and compliance.

Utilising an Organisational Language Model (OLM) the SMART: Staff Copilot augments existing systems rather than replacing them and can be deployed college-wide or by department, scaling from individual staff use to multi-campus rollout.

SERVICE SCOPE

SMART: Staff Copilot – Further Education supports:

- Staff productivity through AI-assisted drafting and summarisation
- Secure access to institution-approved policies, procedures, and guidance
- Support for teaching, learner services, employer engagement, and operations
- Knowledge search across internal documents and systems
- Meeting capture, notes, and action tracking (Premium+)
- Role-based specialist copilots for FE-specific domains (Specialist+)
- Central governance, analytics, and audit controls

The service is designed for **institution-wide use** and supports diverse staff roles and responsibilities.

SERVICE TIERS

Tier	Description
Foundation	OLM-powered document drafting, summarisation, and knowledge search from approved college sources. Templates for common outputs, prompt guidance for safer use, personal workspaces with conversation memory, and third-panel agent access for staff productivity.
Premium	Foundation plus SMART: Notes for meeting capture (web and mobile). Automated minutes, action tracking with reminders, document summarisation, and collaborative workspaces for further education teams.
Specialist	Premium plus Specialist Copilots for Teaching & Learning, Student Services, Employer Engagement, Recruitment & Admissions, Quality & Compliance, and Student Success Analytics. Extended UX for specialist workflows, domain-specific templates, and governed approval controls.
Ultra	Complete bundle: all channels (SMART: Staff UX, SMART: Notes, Microsoft Teams, Phone where enabled), all Specialist Copilots, central admin console, adoption toolkit, advanced analytics, and priority support for college-wide or multi-campus rollout.

KEY FEATURES

- Conversational AI interface for staff productivity
- Answers grounded in approved college knowledge with citations
- Retrieval-augmented generation (RAG) over institutional content
- SMART: Notes for meetings, lectures, and reviews (Premium+)
- Specialist Copilots for FE domains (Specialist+)
- Role-based access to knowledge and capabilities
- Personal workspaces with conversation memory
- Multi-LLM support to avoid vendor lock-in
- Full audit logs for prompts, outputs, and usage
- Central analytics for adoption, usage, and value

KEY BENEFITS

- Reduces administrative workload for teaching and support staff
- Improves consistency of guidance and communications
- Accelerates access to trusted institutional information
- Supports quality, compliance, and inspection readiness
- Enables safer, governed use of AI across the college
- Improves staff confidence and capability
- Frees up time for teaching, learner support, and employer engagement

TECHNICAL ARCHITECTURE

SMART: Staff Copilot – Further Education is delivered using the **ICS.AI SMART: Platform**, providing:

- Microsoft Azure deployment with UK data residency
- Organisational Language Model (OLM) grounding
- Retrieval-augmented generation (RAG) services
- Multi-LLM orchestration and routing
- Identity integration via Microsoft Entra ID
- Connector framework for Microsoft 365 and FE systems
- Central telemetry for usage, quality, cost, and risk

SYSTEM INTEGRATIONS

The service supports integration with common further education systems, including:

Student Information Systems: ProSolution, Tribal EBS, Unit-e

Learning Platforms: Moodle, Canvas, Google Classroom

Quality & Compliance: SAR, QIP, inspection evidence repositories

Recruitment & Admissions: Internal CRM and admissions systems

Microsoft 365: SharePoint, Teams, Outlook, OneDrive

Integrations are configured in line with institutional governance policies.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for staff users
- Granular permissions for sensitive information
- Central policy configuration and enforcement
- Full audit trails for prompts, outputs, and actions
- Human-in-the-loop controls for higher-risk use cases
- GDPR compliant with UK data residency
- WCAG 2.2 AA accessibility compliance

IMPLEMENTATION APPROACH

- **Provision** – deploy SMART Platform Core
- **Configure** – apply college policies, roles, and controls
- **Ground** – connect approved content and systems
- **Enable** – onboard staff and priority use cases
- **Adopt** – phased rollout with analytics and feedback
- **Optimise** – continuous improvement and governance tuning

SUCCESS MEASURES

- Adoption: active users by role/team; prompt volumes
- Time saved per task (drafting, summarising, searching)
- Quality measures: review pass-rate, template compliance
- Meeting admin reduction (minutes/actions)
- Knowledge coverage and answer acceptance
- Cost per user/month and model consumption

CHANNEL ADD-ONS

SMART: Staff UX included as default. SMART: Notes included from Premium. Additional channels:

Channel	Capabilities
MS Teams	In-Teams copilot, meeting transcripts to summaries/actions, chat summarisation
Phone (Staff Voice)	Call transcription, structured case notes, voice note capture, next-step prompts

DEPENDENCIES & PREREQUISITES

- SMART Platform Core
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID
- Approved institutional content and systems

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

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BOOK A MEETING

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

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