POLICY 11

Program Quality, Eligibility and Participant Support

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Purpose and scope

TBGN documents what each program offers, who it serves, what participants can expect and how delivery is reviewed.

Design and admission

Create a program charter covering objectives, audience, eligibility, delivery, curriculum, duration, capacity, costs, risks and completion criteria. Use published selection criteria, document decisions and provide a fair waitlist or appeal process.

A test cohort may use a defined population within TBGN's wider audience. Publish approved conditions and capacity consistently on the website and application form.

Support and review

Explain attendance, conduct, confidentiality, group messaging, assessment and withdrawal before onboarding. Offer reasonable accommodations and accessible formats. Describe jobs, placements, income or qualifications only where a documented service can deliver them.

Review facilitator qualifications, attendance, materials, participant feedback and incident trends after delivery.

Applied digital learning

Any approved AI for Opportunity activity should produce a usable output such as a source-checked career plan or market research brief. Assess independent judgment, verification and usefulness. Ensure that any pilot description matches the approved intake.

Records and review

The responsible lead keeps the records needed to demonstrate implementation, including relevant approvals, training, checks, incidents and corrective actions. Review this policy at least annually and after a material incident, change in law or funding, or significant program expansion. Refer material changes to the authority designated by Potter's House.

Standards for AI-assisted work

Use approved tools for a defined learning or operational purpose. A person reviews AI-assisted work, checks substantive claims against reliable sources and decides what to use. Protect private information, disclose material AI use and provide an accessible alternative where needed. Record the purpose, tool and permissions, privacy checks, verification, incidents and follow-up.