# **Opinion Article**

# **Prospects Of Artificial Intelligence (AI) And Personalized Learning in Inclusive Education Integrated to NEP-2020**

# ABSTRACT

Traditional education often operates on a one-size-fits-all model, but AI has the implicit to change that by enabling personalized learning experiences. Adaptive learning platforms, powered by AI, can assess the strength, the weaknesses and the style of learning of a student in real time, offering tailored resources and support. The National Education Policy-2020 (NEP-2020) emphasis on integrating technology as a way to change the educational system. The use of AI in the NEP-2020 is one of the important topics of attention. This study aims to assess the benefits and cons of implementing AI in inclusive education within the NEP-2020 framework. While there are many chances to use AI in education under the NEP-2020 framework, there are also many difficulties related to equality, data security and privacy, ethics, teacher readiness and training, and infrastructure constraints. This paper reviews some of the strengths and issues of using AI in the field of education and in inclusive education in particular, and highlights some of the recent studies in this area. The paper concludes with some of the recommendations for future studies and practice in the use of AI for personalized learning in education.

# KEYWORDS

Artificial Intelligence, Personalized Learning, Inclusive Education, ethics, data privacy, equity, teacher training, infrastructure, technology integration, National Education Policy-2020.

# 1.INTRODUCTION

Artificial intelligence (AI) has emerged as a transformative force across various industries, and its potential in education has gained significant attention in recent years. The National Education Policy 2020 (NEP-2020) in India recognizes “the significance of technology integration in revising the country's education system. The field of artificial intelligence (AI) has become a disruptive force in many areas, including education. Innovative educational tactics, adaptive assessment, and individualized learning are made possible by incorporating AI into teaching procedures. The field of education is seeing a revolution in the use of AI, which is transforming conventional teaching and learning techniques”. Personalized learning is one important way that AI is being used in education. AI-powered learning platforms are flexible and can adjust in real-time, continuously improving their suggestions in response to feedback and student success, making learning experiences more effective and efficient. AI-driven intelligent tutoring systems have enormous potential to improve education's efficacy and accessibility by offering individualized support and direction to students of all ages and skill levels. The area of education is starting to acknowledge the revolutionary potential of AI. Personalized learning, where AI systems evaluate enormous volumes of student data to customize educational experiences and content to match individual needs and preferences, is one of its most important milestones. Personalized learning platforms create a more inclusive and equitable learning environment by offering student-focused instruction and interventions that lead to deeper student engagement and understanding. Intelligent tutoring systems driven by AI also provide tailored guidance and feedback, mimicking one-on-one tutoring sessions and letting students’ progress at their speed. These systems optimize learning outcomes and encourage self-directed learning by modifying instructional tactics in response to individual performance. It seems that, AI is extremely relevant to education since it is reinventing traditional teaching techniques, improving student learning, and equipping students with the skills they need to succeed in a digital world that is changing speedily. This paper reviews some of the strengths and issues of using AI in the field of inclusive education, and highlights some of the recent studies in this area.

## 1.1. MEANING OF ARTIFICIAL INTELLIGENCE (AI), INCLUSIVE EDUCATION(IE) AND PERSONALIZED LEARNING(PL)

**1.1.a. Artificial intelligence**

“Artificial intelligence (AI) is a technology that allows computers and machines to perform tasks that usually require human intelligence. This includes abilities like learning, problem-solving, understanding language, and making decisions. Artificial intelligence (AI) is a technology with human-like problem-solving capabilities. AI in action appears to simulate human intelligence—it can recognize images, write poems, and make data-based predictions” **[1]**. “The Artificial intelligence (AI) is technology that enables computers and machines to simulate human learning, comprehension, problem solving, decision making, creativity and autonomy” **[2].**

**1.1.b. Inclusive Education**

“An education system that includes all students, and welcomes and supports them to learn, whoever they are and whatever their abilities or requirements. This means making sure that teaching and the curriculum, school buildings, classrooms, play areas, transport and toilets are appropriate for all children at all levels. Inclusive education means all children learn together in the same schools” **[3].**

**1.1.c. Personalized Learning**

“The United States National Education Technology Plan 2017 defines personalized learning refers to instruction in which the pace of learning and the instructional approach are optimized for the needs of each learner. Learning objectives, instructional approaches, and instructional content (and its sequencing) may all vary based on learner needs. In addition, learning activities are meaningful and relevant to learners, driven by their interests, and often self-initiated. Typically, technology is used to try to facilitate personalized learning environments. AI is often used as a source to develop personalized learning programs for students” **[4].** “Personalized learning is an educational approach that aims to tailor curriculum and teaching methods to meet the unique needs, interests, and aspirations of each individual student. It involves high-quality teaching that is responsive to different learning styles and focuses on developing students' confidence, competence, and autonomy. Personalized learning not only promotes excellence but also contributes to equity and social justice in education” **[5].**

# 2.INCLUSIVE EDUCATION

## 2.1 RATIONALE

Inclusive education is founded on equity, diversity, and the right of every learner to access quality education regardless of individual differences **[6]**. “Inclusive education seeks to eliminate barriers to learning and ensure that all students have equal opportunities to participate in the educational process. This involves addressing physical, cognitive, and socio-economic barriers, thus creating an inclusive learning environment that accommodates the diverse needs of students” **[7]**.

“Recognizing the diversity among learners, inclusive education emphasizes the provision of individualized support to meet the unique needs of each student. This may involve differentiated teaching methods, assistive technologies, and personalised learning plans to cater to varying learning styles and abilities. Inclusive education promotes collaboration among educators, parents, students, and community stakeholders. Collaboration ensures a holistic approach to support, drawing on the expertise and insights of all involved parties” **[8].**

Such partnerships might foster a sense of shared responsibility for the success and well-being of every learner. A positive environment contributes to the overall well-being and engagement with diverse needs. This involves fostering a culture of respect, understanding, and acceptance among students, educators, and staff **[9].**

“Inclusive education recognizes that students learn at different paces and through varied modalities. Differentiated instruction involves tailoring teaching methods, content, and assessments to meet the diverse needs of students, ensuring that each learner can engage with and comprehend the material. Inclusive education extends beyond academics to promote social inclusion and emotional well-being. Inclusive practices create an environment where all students feel valued, respected, and included in the broader school community. Understanding and embracing these principles and practices is essential for educators, policymakers, and stakeholders as they navigate integrating AI technologies into inclusive education in India. The intersection of AI and inclusive education can enhance the application of these principles, fostering a more inclusive and equitable educational landscape” **[10].**

## 2.2. AI IN INCLUSIVE EDUCATION

“Artificial intelligence (AI) has emerged as a transformative educational force as technology advances, offering innovative solutions to address diverse learning needs. Incorporating AI into special education has the potential to be a significant breakthrough for students with learning disabilities. AI-driven tools can identify challenges and adjust educational approaches to cater to individual requirements. For instance, speech recognition technology can support students facing language-related obstacles, and AI-powered visual aids can improve comprehension for individuals with visual impairments” **[11].**

“Intelligent tutoring systems leverage AI algorithms to provide personalized learning experiences, adapting content and pace to individual student needs. Speech recognition and natural language processing technologies facilitate communication for students with speech or language impairments. Furthermore, AI-driven assistive technologies, such as text-to-speech and image recognition, have proven instrumental in supporting students with various disabilities” **[12].**

AI tools also promote inclusivity, as classrooms are now globally available to learners, including those with special needs, who are visually or hearing impaired, or who use different languages. This paves the way for personalized learning experiences that adapt to each student’s unique needs and learning styles.

Automation is another crucial benefit for teachers, who have much to manage, including grading tests, making progress reports, and various administrative tasks. Considering that human teachers cannot be omnipresent to do all these and cater to every student’s concern in real-time, AI-backed automation tools can lend a hand and complement their subject matter expertise, allowing them to focus on the more complex and social aspects of teaching. Automating the grading process through AI can enable educationists to focus on more significant duties like delivering personalized feedback, mentoring students, and organizing dialogues. AI-powered feedback systems may also give immediate and constructive feedback, allowing students to learn from their mistakes and grow. AI has the potential to assist educators in creating high-quality instructional content, especially in the case of inclusive education. The automated processes free up instructors’ time, enabling them to focus on enhancing instructional design and fostering student interaction.

“AI-powered tutoring solutions can prove to be very helpful especially in the case of inclusive education by giving students engaging and adaptable learning experiences. These systems can measure student performance, identify areas of difficulty, and provide tailored feedback and advice” (Rizvi, 2023). “Educators may use these tools to augment classroom learning, help problematic students, and efficiently measure individual development. AI systems can effectively analyse massive volumes of data, giving instructors essential insights. By analyzing student performance data, instructors may uncover trends, patterns, and opportunities for improvement” **[13].** “These findings can indeed assist in driving instructional decisions, curriculum creation, and student interventions, which may eventually improve teaching effectiveness” **[14].**

# 3.OBJECTIVES OF THE STUDY

The primary objectives of this study are:

1. To provide a comprehensive understanding of the National Education Policy-2020 (NEP-2020) and its emphasis on technology integration in education.
2. To explore the potential applications of artificial intelligence (AI) in personalised learning in Inclusive Education.
3. To understand the implications of AI in promoting inclusive education and bridging the digital divide in line with the goals of the NEP-2020.

# 4.RESEARCH METHODOLOGY

This study aims to explore the Personalized Learning in Inclusive Education Integrated to NEP-2020 in the context of AI in education. To achieve this, a systematic literature review of secondary data and studies on the subject matter was conducted. The paper has analyzed various research findings from journal articles, books, periodicals and webpages available online. This approach ensures that the study is evidence-based, and the findings are supported by previous studies. The research design and strategy are appropriate, given the objective of the study.

# 5.FINDINGS

## 5.1 AI CAN TRANSFORM PERSONALIZED LEARNING UNDER NEP 2020

“Artificial Intelligence (AI) has the potential to revolutionize education, and the [National Education Policy (NEP) 2020](https://www.extramarks.com/blogs/national-education-policy-2020/) provides a framework for its integration. By using AI, we can create personalized learning experiences that cater to the unique needs of each student” **[15].** The National Education Policy (NEP), 2020, has outlined on various points related to Artificial Intelligence (AI) to integrate in the Indian education system. As it has recognized the significant role of technology, particularly AI in modern education.

1. **Integration of the Technology**

The NEP-2020 have emphasized on the potential of technology to augment the quality and accessibility of education. It suggests that AI can provide personalised learning experiences, adapting the education to the needs and abilities of individual student.

1. **AI in the Classroom**

The NEP-2020 have proposed the incorporating of AI and the coding into the school curriculum starting from the Class-VI This initiative will help to equip the students with the necessary skills and knowledge required to thrive in this digital age. By equipping AI and coding, students can better prepare themselves for the forthcoming job markets and contribute more to the digital world economy.

1. **AI for Teacher Training**

To ensure the proper implementation of AI in education, the policy (NEP-2020) emphasizes the importance of trainings for the teachers to use the technology effectively. The training programmes includes to provide necessary skills to integrate AI-powered tools into their teaching practices and keep them stay updated on the latest technological advancements.

1. **AI-Driven Assessments**

The NEP 2020 suggests that AI- driven assessment can revolutionize the evaluation process. By automating tasks like grading and furnishing immediate feedback, AI can ameliorate the delicacy and effectiveness of assessments. Also, AI can help reduce subjectivity and bias in evaluations, confirming a fairer and further indifferent assessment experience for scholars.

## 5.2. BENEFITS OF AI FOR PERSONALISED LEARNING

1. **Improved Accessibility**

“AI helps make education more accessible to all students, including those with learning disabilities or special needs. By breaking down barriers, AI provides a personalised learning experience tailored to individual challenges. For example, AI tools like text-to-speech and natural language processing can assist students who may struggle with traditional learning methods. Through interactive dialogue between the AI system and the student, learning becomes easier and more adaptive. AI can also modify content to meet the unique accessibility requirements of each student, ensuring that everyone gets the support they need to succeed” **[16]. “**Consider this simple formula: “l*ess training time + greater personalization = better learning outcomes”.* You would spend less on online training without sacrificing desired outcomes as predictive analytics and your AI-equipped learning platform track and forecast every move each of your learners makes. This also gives the power to launch online learning resources wherever and whenever they’re required” **[17].**

1. **Flexible Content Delivery**

“AI can deliver educational content in the ways that fit each student’s unique learning style and pace. It adjusts lessons in real time based on a student’s progress, offering materials that match their personality and learning needs. AI-enabled platforms can present lessons through different formats, like videos, interactive simulations, or written text, giving students multiple ways to engage with the content. Additionally, AI can recommend extra resources and activities aligned with the student’s interests and learning curve, offering more opportunities for enrichment and deeper understanding” **[18].**

1. **Predictive Data Analysis**

“AI can use predictive analytics to evaluate students’ performance and identify potential problem areas before they become serious. By analyzing a variety of data points—such as past academic performance, engagement levels, and even environmental factors—AI systems can predict where a student might struggle in the future. This helps educators take action early, offering targeted support to prevent academic setbacks before they occur. With insights from this data, teachers can intervene in a timely manner, helping students overcome challenges before they affect their overall learning progress” **[19].**

1. **Personalised Interventions**

“AI tools also make it easier for teachers to give students the exact support they need. By analysing a student’s progress and behavior, AI can identify where they might be struggling. It can then suggest things like extra practice exercises, specific learning materials, or even one-on-one tutoring. This kind of personalised help makes it easier for students to improve and reach their learning goals” **[20].** “It’s ironic that AI and machine learning are, in fact, designed to handle fairly menial, yet crucial tasks in the name of saving humans time to focus on bigger-picture activities. With AI, the learning platform could schedule coursework or deliver resources based on individual learner assessment results or simulations. This would create an environment in which it would be possible to automatically predict course maps for each of the learners who enroll in any courses, and then readjust whenever the need arises” **[21].**

1. **Adaptive Education**

“One of the biggest advantages AI brings to personalised learning is its ability to adapt to each student’s needs. AI-powered platforms can analyse a student’s learning patterns, strengths, and weaknesses to provide tailored content and exercises. This means that students get material that suits their specific learning pace and level. The students using adaptive learning tools, powered by AI saw a [significant boost](https://d3.harvard.edu/platform-digit/submission/knewton-personalizes-learning-with-the-power-of-ai/) in their test scores. By adjusting the speed and difficulty of lessons based on each student’s abilities, AI can create a more customized learning experience that helps them meet their educational goals” **[22].**

1. **Increased Engagement and Results**

“AI-based personalised learning is naturally more engaging for students. By aligning the lessons with each student’s interests, preferences, and learning styles, AI helps make the content feel more relevant to them. This, in turn, keeps students more focused and motivated to learn. The increased engagement often leads to improv results, as students are more likely to enjoy and absorb the material when it connects with their personal interests and learning needs” **[23]**. “Machine learning algorithms predict outcomes, allowing to provide specific content based on a learner’s past performance and individual goals. For example, online learners that express a particular skill gap receive targeted recommendations that build knowledge related to their skill gap in a more personalized format. This could include scenarios where the system would recognize that a learner might be able to actually skip a few modules to take a more comprehensive and less linear learning journey than someone who might lack the basic skills related to that particular topic” **[24]**.

1. **Empowering to the Educators**

“AI doesn’t just benefit students; it also supports teachers by giving them valuable insights into their students’ progress. With AI handling routine tasks like tracking student performance and providing tailored exercises, educators can focus more on what they do best—teaching and mentoring. It allows teachers to understand each student’s needs more clearly, enabling them to provide targeted support and spend more time on creative and meaningful interactions in the classroom” **[25].**

## 5.3. CHALLENGES OF USING AI IN PERSONALISED LEARNING IN INCLUSIVE EDUCATION

1. **Limited Access to Technology:** One of the main challenges of using AI in education is the lack of access to necessary technology for many students and schools. Not every school has the budget or resources to provide the devices or internet access needed to fully use AI tools. This can create a digital divide, where students with more resources get the benefits of AI-enhanced learning, while others are left behind, struggling to keep up with more traditional methods. For AI to be effective, it’s important to ensure that all students have equal access to the technology required.
2. **Lack of Trust and Transparency:** Another challenge is the lack of trust and transparency surrounding AI in education. Many people worry about how their data is being used, whether it’s being kept private, and whether the AI systems are biased in some way. Since AI relies heavily on data to make decisions, there is concern about whether these systems are truly fair and unbiased, especially when it comes to issues like grading or predicting student performance. Without clear transparency and understanding of how these systems work, many educators, students, and parents may feel uneasy about relying on AI in schools.
3. **Need for Teacher Training:** For AI to be used effectively in classrooms, teachers/special educators need proper training. Educators must learn how to interpret the data and insights generated by AI tools and use them to improve student learning. This requires not only technical skills but also an understanding of how to integrate AI into teaching in a meaningful way. Without this training, there’s a risk that the technology may not be used to its full potential, or worse, it may even hinder learning if not applied correctly. Teachers need support and ongoing education to make the most of AI in the classroom.
4. **Complexity of Implementation:** Using AI in education can be complicated and requires a lot of resources. Schools may need advanced technology, skilled staff, and a big budget to get AI systems up and running. Many educators and institutions might struggle with this due to limited financial resources or lack of technical expertise. For AI to be effectively integrated into classrooms, schools need to invest in proper training, infrastructure, and support, which can be a challenge for many.
5. **Impact on Human Interaction: “**AI can take over some tasks that teachers normally handle, like grading or giving feedback. While this might save time and make things more efficient, it could also affect the quality of the interaction between teachers and students. AI might not be able to provide the personal attention, encouragement, or detailed feedback that students often need. This shift could make learning feel less personal, reducing the valuable human connection in the classroom” **[26].**
6. **Job displacement**: AI becomes more sophisticated, there is a potential for some tasks traditionally performed by teachers to be automated, leading to concerns about the future role of educators in the classroom.
7. **Technological Dependence**: Over-reliance on AI in education may lead toa technological dependency, where students become reliant on AI systems for learning instead of developing critical thinking and problem-solving skills. This reliance can hinder their ability to adapt to situations that require human judgment and creativity.
8. **Algorithmic Bias and Discrimination**: AI algorithms used in educational settings can be prone to biases, perpetuating discrimination or inequalities. If not carefully designed and monitored, AI systems may inadvertently reinforce stereotypes, disadvantage certain student groups, or limit opportunities for marginalized learners.
9. **Ethical Decision-Making**: AI in education raises ethical dilemmas regarding the responsibility for decisions made by AI systems. Teachers, administrators, and policymakers need to navigate complex ethical considerations, such as data privacy, informed consent, and accountability, to ensure the ethical use of AI in educational settings.

“AI has the potential to transform education in many ways. However, it is important to be aware of the challenges and threats associated with the use of AI in education. By carefully considering the potential benefits and risks, we can ensure that AI is used in a way that benefits all students” **[27].**

# 6.CONCLUSION AND SUGGESTIONS

In conclusion, the integration of Artificial Intelligence (AI) in inclusive education presents both challenges and opportunities within the framework of the National Education Policy-2020 (NEP-2020). While AI offers incredible potential to improve the teaching and learning practices, student engagement, and administrative efficiency, several challenges must be addressed to maximize its benefits. Ethical concerns surrounding AI use in education, such as algorithmic bias and privacy issues, call for the development and implementation of ethical frameworks and guidelines specific to AI integration. Ensuring data privacy and security measures is paramount to protect student data and maintain trust in AI systems. Teacher training and professional development programs are essential to equip educators with the necessary skills and knowledge to effectively integrate AI tools into their pedagogical practices. Collaborative partnerships and stakeholder engagement are crucial for fostering a shared understanding, exploring innovative solutions, and ensuring the successful implementation of AI in education. Continuous monitoring and evaluation mechanisms enable the assessment of the impact of AI technologies on student learning outcomes and inform iterative improvements. By implementing these strategies and recommendations, the challenges associated with AI integration in education can be mitigated, and the opportunities can be optimized. As we navigate the future of education within the NEP-2020, it is imperative to embrace AI as a tool that enhances the learning experience, fosters personalized learning pathways, and empowers educators **[28].** By addressing the challenges and leveraging the opportunities, we can harness the full potential of AI to create inclusive, equitable, and effective educational environments that prepare students for the demands of the digital era. Through careful consideration of ethical, privacy, equity, training, and infrastructure aspects, policymakers, educators, researchers, and technology developers can work together to create an AI-driven education ecosystem that empowers learners, supports educators, and transforms the landscape of education for the better. However, to fully utilize AI in inclusive education, the stakeholders must work together to solve issues including fairness concerns, ethical considerations, and responsible implementation techniques to make AI a transformative force in shaping the future of inclusive education.

Disclaimer (Artificial intelligence)

Option 2:

Author(s) hereby declare that generative AI technologies such as Large Language Models, etc. have been used during the writing or editing of manuscripts. This explanation will include the name, version, model, and source of the generative AI technology and as well as all input prompts provided to the generative AI technology

Details of the AI usage are given below:

1.

2.

3.

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