

AI in Public Sector Policy & Service Delivery

COURSE OVERVIEW

Artificial Intelligence presents a transformative opportunity for the public sector to improve citizen services, optimize policy outcomes, and strengthen democratic processes. However, its implementation carries unique challenges around accountability, equity, and algorithmic fairness. This course provides public servants and policymakers with the strategic framework to responsibly harness AI, focusing on its potential to enhance service delivery, inform evidence-based policy, and build public trust. Through practical studies, participants will learn how AI supports policy analysis, automates processes, and enhances public trust through accountable and responsible AI use.

WHO SHOULD ATTEND?

This course is essential for public sector leaders, policymakers, and civil service professionals including agency directors, policy advisors, and digital transformation leads who are responsible for modernizing government services, developing effective regulation, and ensuring AI is deployed ethically to improve citizen outcomes and uphold public trust.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Evaluate AI applications based on their potential to improve equity, efficiency, and citizen trust.
- Pinpoint opportunities for AI in critical areas like healthcare, social services, transportation, and regulatory compliance.
- Address critical issues of algorithmic bias, transparency, and accountability to ensure fair and equitable outcomes for all citizens.
- Create frameworks for ethically acquiring, auditing, and managing AI systems within government.
- Design inclusive processes for citizen engagement and transparent communication about AI use.
- Understand the components of effective public policy that fosters innovation while protecting fundamental rights.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- How to define and evaluate AI's public value based on equity, efficiency, and trust.
- The process for identifying and prioritizing high-impact AI use cases in citizen services.
- The unique risks of public sector AI, including algorithmic bias and its impact on communities.
- Frameworks for responsible AI procurement, governance, and oversight in government.
- Strategies for building public trust and engaging citizens in AI initiatives.
- Methods for auditing public AI systems for fairness, transparency, and accountability.
- The key components of effective AI policy and regulation that balances innovation with public protection.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded