



Canada School
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AI Literacy and Innovation in the Canadian Public Service:

Capacity Building for What's Next

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The Government of Canada Learning Landscape

Policy Framework

Responsibility for learning and training for public servants fall under:

- o Treasury Board Secretariat
- o Departments and Agencies

CSPS Mandate

Canada School of Public Service (CSPS) provides learning that builds knowledge, skills, and competencies that are common to public servants.

Serving over 300k public servants each year.

Departments offer specialized training; private providers fill additional needs.

Learning Priorities

Collaborating with federal organizations to develop and deliver training that supports government priorities and high-quality service to Canadians.

AI is a strategic learning priority for CSPS, aligned with Government of Canada direction.

Advancing AI in the Public Service

AI skills development is guided by strategies dedicated to AI in government, including the **AI Strategy for the Federal Public Service** and **Canada's Digital Talent Strategy**.

These strategies support public service goals for **responsible AI deployment**—enhancing productivity, improving services, and building a tech-enabled workforce.



Strategies call for a balanced mix of competencies:

AI Literacy – understanding what AI is, how it works, and how to use it responsibly and ethically in public service contexts.

Operational Competence – knowing how to apply AI effectively to solve real-world challenges and drive innovation.

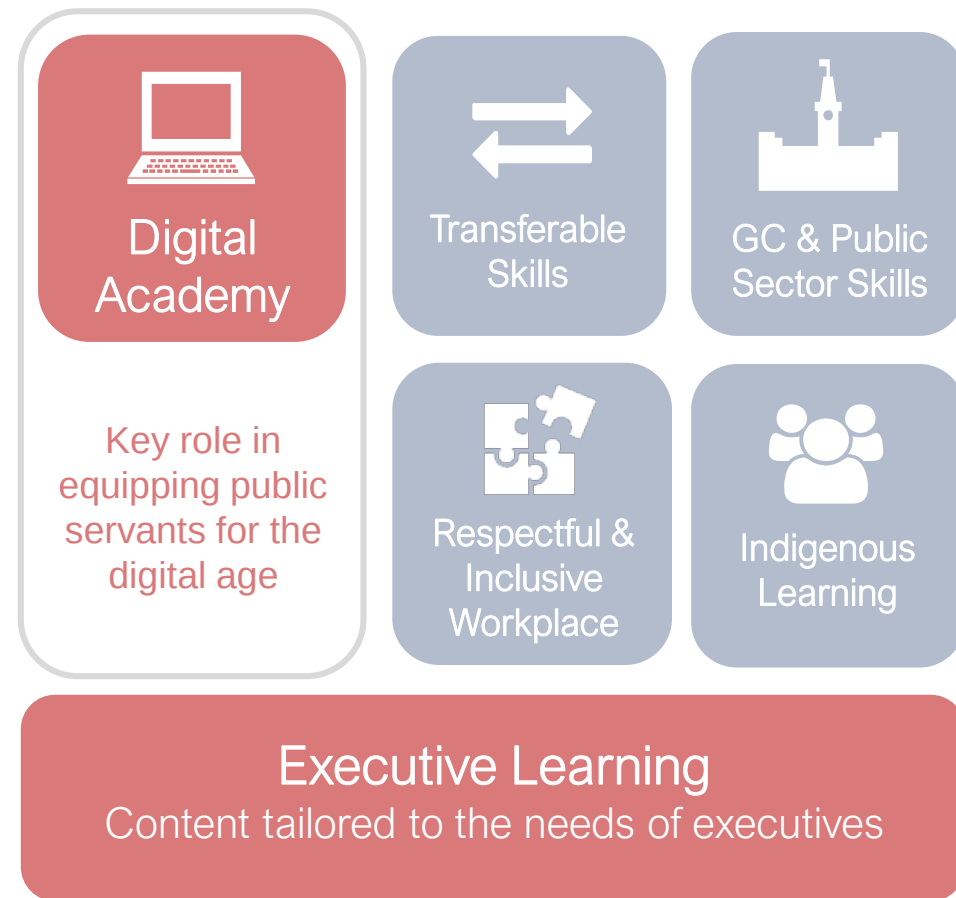


Driving AI Capacity at CSPS

As a key enabler of AI capacity across government, CSPS has been advancing work in three key areas:

- o **Literacy & Competence:** Delivering AI learning experiences that develop understanding of applications, ethics, and implications tailored to public sector needs.
- o **Product Development:** Experimenting with AI in the design and development of learning products within core training areas.
- o **Back-Office & Operations:** Leveraging AI to enhance internal processes and increase efficiency.

Core Training Areas



Digital Competencies for Public Servants

AI literacy and skills are integrated into CSPA learning as part of a broader competency framework



Digital and AI literacy

Use and understand the power of modern tools, technologies and approaches to enhance productivity, collaboration and creativity.



Cyber security vigilance

Take responsibility for safeguarding data, information, and systems within one's work environment by consistently employing cyber security best practices and dept. standards.



Inclusive interactions

Ensure that documents, communications, and interactions are accessible, inclusive, equitable, and usable by all in any setting.



Digital responsibility

Demonstrate ethical and legal behaviour in the use of digital tools.



Information and data stewardship

Manage, organize and use information and data to inform decisions and achieve and measure outcomes.



Continuous improvement

Improve work based on ongoing collaboration, feedback, and learning to solve problems and deliver value in a timeline manner.

AI Literacy & Competence

CSPS offers AI learning for all public servants, including targeted programs for managers and executives, to advance digital competencies across the workforce.

Types of Learning

Foundational: what AI is, how it's used, and principles of responsible, ethical, and secure application

Practical: how to apply AI in government contexts and functions

Self-paced courses:

- Discover Artificial Intelligence
- Ethical Considerations in Artificial Intelligence

Instructor-led courses:

- Using Generative AI in the Government of Canada

Job Aids:

- AI Project Support Toolkit

Videos:

- Adopting Artificial Intelligence with Security in Mind

Events and Event Series:

- AI Horizon Series (September 2025)
- Understanding the Coming Artificial Intelligence Revolution and Seizing its Opportunities (October 2025)

Examples of formats & products

Executive AI Learning



Delivered through two business lines:

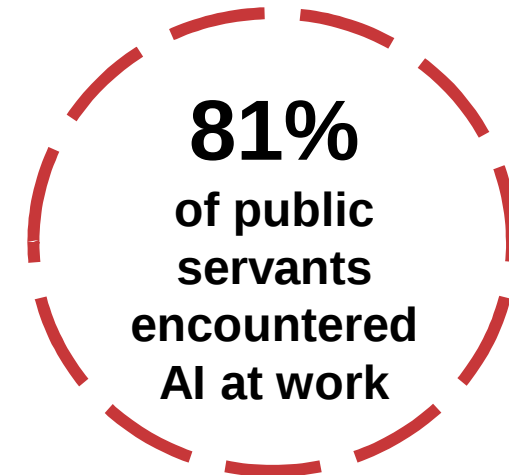
- Executive Learning integrates AI alongside topics like modern government, data and leadership – helping executives understand how AI connects to their broader responsibilities.
- Digital Academy offers specialized AI learning opportunities, including the Executive AI Learning Accelerator
 - o An immersive, cohort-based program for Government of Canada executives, connecting them to Canada's leading researchers and innovators.
 - o Participants explore AI's potential to transform public service, identify forward-thinking strategies and equip participants with roadmaps to drive action post-program.

AI Learning Trends

There is a fast-growing demand from public servants for AI learning:



Drawing from learner feedback and AI Workforce Survey:



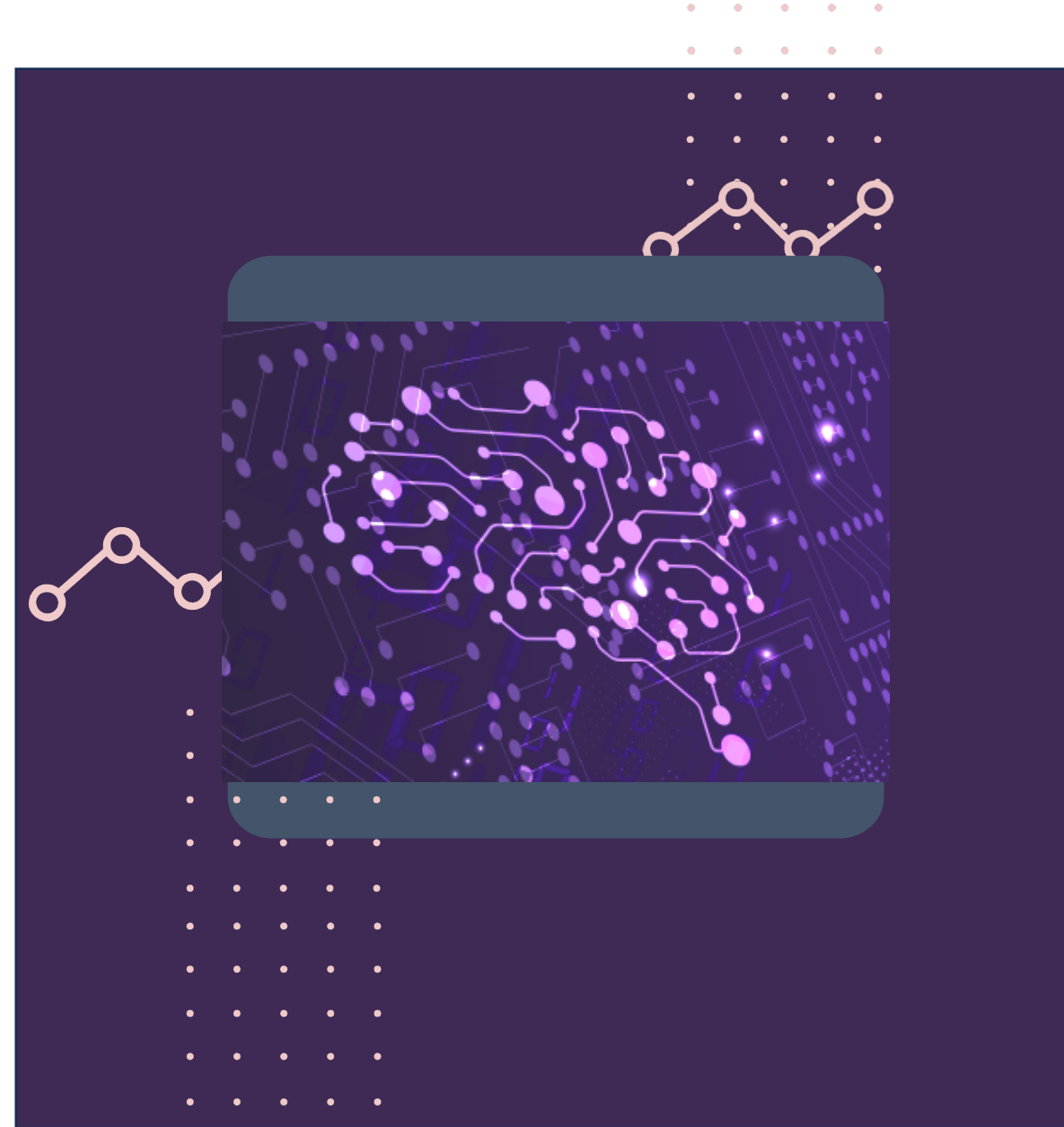
Learners want:

- specific examples and use cases
- discussions on AI ethics, the impact of AI on the environment, and how AI could influence the workforce
- more and deeper hands-on demonstrations and applied learning

AI-Assisted Product Development

CSPS is also integrating AI across learning design and delivery within its core training programs, using a variety of technologies. The works spans several areas, including:

- Content Production
- Accelerated Product & Course Development
- Immersive & Interactive Learning Experiences
- Facilitation and Feedback



Recent Pilots

Learning Products



Piloting AI-generated content in select learning products to support personalization and learner preferences.



Topics include secure AI use, misinformation, risk management, values and ethics, and procurement, with built-in learner feedback function to inform future offerings.

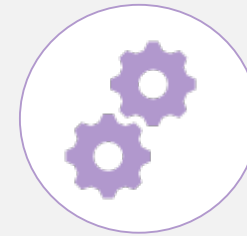
Alternative Formats



Podcasts
Narrated articles
Infographics
Branching scenarios
Lectures
Quizzes
Videos
Gamified content



Technologies



Several technologies used (e.g., Google Gemini with NotebookLM and Google AI Studio, Canva AI, Murf AI, and many others)

AI in Back-Office and Operations

CSPS is also leveraging AI to modernize internal processes and enhance client responsiveness through AI-powered back-office initiatives, including both client- and office-facing projects.

EXAMPLES OF ADVANCED PROJECTS



Catalogue Management

- AI optimizes indexing and classification of learning resources
- Improves accuracy, searchability, and learner access to content



SchoolGPT

- Large language model interprets questions and makes learning recommendations
- Allows learners to ask conversational questions and get suggested learning products



ThAlmis

- Scans jurisprudence and case law to predict potential outcomes
- Provides insights and actionable recommendations on key labour relations issues while ensuring no personal information is used

Key Takeaways

Explore

- ✓ **AI experimentation requires significant resources and time** but is a valuable learning experience.
- ✓ **Begin with small pilots** to manage risk and build on validated success.
- ✓ **Integrate proven AI tools into existing processes** to enhance efficiency, and monitor outcomes, while **exploring new tools** (e.g., Lumi).

Empower

- ✓ **AI supports product development and operational processes, but human validation and oversight remain essential.**
- ✓ **Overarching strategies and proper supports** (guidance, training) are key to advancing AI competence.
- ✓ Employees need **practical learning with concrete examples, ethical discussions** to understand AI's role in the workplace.

Lead

- ✓ **Central coordination** (e.g., an AI hub) fosters collaboration, keeps initiatives on track with organizational goals and helps employees navigate AI.
- ✓ **Monitoring how AI affects workload, productivity, and engagement** ensures that AI adoption remains people-centered and sustainable.



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