



# Use of AI for eLearning in the Public Service

September 2021





# Objective and deliverables

- D1: Systematic review of the scope of AI for eLearning across governments around the world.
- D2: Environmental scan and discussion paper on best practices of AI integration for learning and professional development in government workplaces.
- D3: Proposal - A general plan for the adoption and leveraging of AI for training, learning on-the-job, and professional development within GoC.






# General Findings

- Governments throughout the world are increasingly experimenting and discussing AI to support their operations
- Few examples of their use to support on-the-job learning, and the professional development of their workforce.
- Limited use of AI in the public service (mostly through third party apps).
- AI is researched and applied in higher education and leveraged by the private sector



# Takeaways

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- AI will effectively support on-the-job learning
    - if it reflects the context of work,
    - If it aims for better performance and individualizes learning paths for career development.
  - Questions worth exploring further:
    - How to curate specialized content for AI use.
    - How support interoperability
    - How to use AI to facilitate just-in-time learning for public servants.



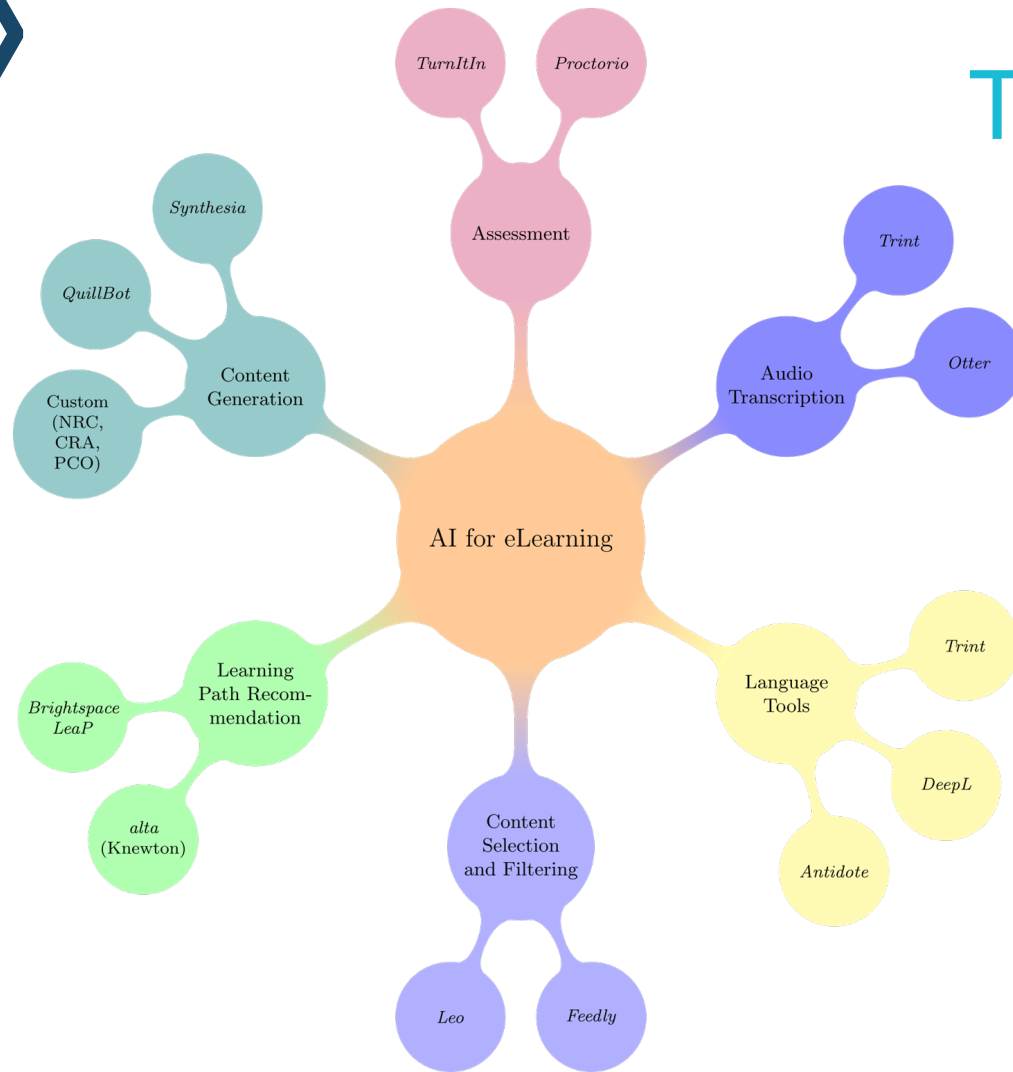


# Applying AI in Learning

- Learning path recommendation
- Content and learning resource selection and filtering
- Audio transcription / Automated captioning
- Language learning / writing aids / automated translation
- Automated assessment and dashboards
- Automated learning content creation and update
- Intelligent assistants



# Tool map





# Good Practices

- Design for humans
- Promote diversity, equity, inclusiveness
- Understand AI
  - Design for interpretation, explainability
- Use AI appropriately
  - Privacy, surveillance, security, accountability
- Ensure social responsibility





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