



COMMUNICATION

AI and digital transformation in government Induction session

27/25

Geneva

23 October 2025

A global course for civil servants, created by the University of Oxford and UNESCO

To: FICSA Members – Please share with all your members

From: FICSA Secretariat

Dear Members,

UNESCO and the University of Oxford's Saïd Business School are launching a MOOC (*Massive Open Online Course*), free online course titled "AI and Digital Transformation in Government", starting 10 November 2025. It's designed for civil servants and public leaders at all levels with no technical background required!

Online course on [AI and Digital Transformation in Government](#). The course is targeted towards civil servants across all ministries and builds on UNESCO's [AI and Digital Transformation Competency Framework for Civil Servants](#).

The course is open to all civil servants worldwide, **free of charge in English and Spanish on 10 November (other languages to come soon)**. It will lead to a certificate from the University of Oxford and features expert-led sessions, interactive content, and practical resources.



Artificial intelligence is already reshaping the way governments serve their citizens. From automating services and analyzing data to improving public communications and expanding access, AI has the power to transform how public systems operate. But it also introduces real risks, including bias, exclusion, privacy breaches and accountability gaps that must be managed with care.

This online course, developed in partnership with UNESCO, is designed to equip civil servants and public sector leaders with the practical skills, strategic tools and ethical frameworks needed to lead and govern digital transformation in the public interest. This course is funded by UNESCO and is free of charge for participants.

Here's what you can expect:

- **12 hours of guided learning** on AI, ethics, human rights, inclusive service design, and leadership for digital transformation
- Available in **English and Spanish** (other language versions coming soon)
- A **certificate** jointly issued by UNESCO and Oxford upon completion
- Practical insights into using generative AI tools responsibly in the public sector
- **Completely free**

This course was co-developed a global network of Schools of Public Administration and research institutions from over 50 countries, which ensures the content is relevant and impactful across diverse governance contexts.

Launch Date: 10 November 2025

