

Generative AI for public-sector productivity

Course outline · issued 14 September 2026

Technology areas	Artificial Intelligence and Generative AI
Level	Foundation
Short course	2 days
One-month track	4 weeks · 8 training days · 48 contact hours
Two-month track	8 weeks · 16 training days · 96 contact hours
Delivery	In person, Virtual, Hybrid
Class size	10 to 30 participants
Certification	Certificate of completion
Entry requirements	None. Open to officers at every level.

Who it is for

Officers and managers who draft, analyse and correspond at volume.

REVENUE USE CASE

Summarising taxpayer correspondence and drafting standard responses without exposing personal data.

By the end, participants can

- Use generative AI safely for drafting, summarising and analysis
- Apply prompting patterns and verify outputs
- Recognise data-protection and confidentiality limits

Short course modules (2 days)

1. How large language models work
2. Prompting patterns and verification
3. Document and data tasks
4. Confidentiality, bias and policy
5. Team use-case workshop

One-month track — weeks 1 to 4

4 weeks · 8 training days · 48 contact hours

Week 1 — What these tools are and are not

- How large language models actually produce text
- Strengths, limits and confident wrong answers
- The tool landscape and what an agency can approve
- Setting expectations with colleagues

Practical: Run the same task through two tools and compare what came back.

Week 2 — Prompting and verification

- Prompting patterns that work for official writing
- Giving context, format and constraints
- Verifying every claim before it leaves your desk
- Recognising fabricated citations and figures

Practical: Draft a standard response letter, then verify it line by line.

Week 3 — Document and data tasks

- Summarising long correspondence and reports
- Extracting structure from unstructured text
- Drafting, editing and translating
- Where a spreadsheet or a person is still the right tool

Practical: Summarise a bundle of taxpayer correspondence into an action list.

Week 4 — Confidentiality, bias and policy

- What must never be pasted into a public tool
- The Nigeria Data Protection Act 2023 in practice
- Bias, fairness and decisions affecting taxpayers
- Drafting a departmental acceptable-use note

Practical: Write the acceptable-use rules for your own unit.

Checkpoint: the one-month track is assessed [here](#).

Two-month track — continues through weeks 5 to 8

8 weeks · 16 training days · 96 contact hours

Week 5 — Building reliable workflows

- Reusable prompt templates for recurring tasks
- Chaining steps and keeping a human in the loop
- Quality checks and sampling output
- Measuring whether it actually saved time

Practical: Turn a recurring task into a documented, repeatable workflow.

Week 6 — Working with agency data

- Retrieval over approved internal documents
- Why grounding matters and how it fails
- Redaction and anonymisation before use
- Record-keeping and auditability

Practical: Build a grounded question-answering workflow over a policy document set.

Week 7 — Governance and rollout

- Assessing a use case for risk before approval
- Procurement and vendor questions to ask
- Training and supporting colleagues
- Monitoring use and handling misuse

Practical: Run a risk assessment on a proposed departmental use case.

Week 8 — Capstone use-case pack

- Selecting the three use cases worth keeping
- Documenting prompts, checks and limits
- Presenting to management for approval
- Planning the next quarter

Practical: Present the departmental use-case pack for approval.

Capstone assessment and post-course evaluation.

Capstone

A departmental generative-AI use-case pack: three approved use cases, the prompts behind them, the verification steps and the confidentiality rules that apply.

About this outline

Indicative extended tracks. The one-month track runs weeks 1 to 4; the two-month track continues through week 8 with deeper labs, certification preparation and a capstone. Weeks, contact hours and cohort sizes are finalised with each client.

Prepared by	Dividend Consulting Nigeria Limited
RC number	463831
Contact	0806 022 0612 · imudiagra@gmail.com
