AI Literacy for Staff at Queen's

Skills	Level 1	Level 2	Level 3	Level 4
Technical Knowledge: How AI systems work, what they do, and where they apply.	Can define basic AI terms; recognizes common AI applications.	Can explain how AI learns and data's role in this learning.	Can compare AI approaches and identify appropriate use cases.	Assesses emerging tools and trends; evaluates strategic implications for unit operations and service delivery.
Ethical Awareness: Recognizing bias, dilemmas, and responsibilities in AI use.	Aware of basic ethical, data protection, and privacy concepts; identifies obvious biases in AI outputs.	Applies ethical frameworks to scenarios; recognizes when a tool would mishandle sensitive information.	Evaluates AI tools against institutional data governance and accessibility standards; identifies what information is off limits for AI.	Contributes to developing unit and departmental practices for responsible and equitable tool use.
Critical Thinking: Questioning, evaluating, and verifying AI claims and outputs.	Questions AI claims; recognizes its limitations and inaccurate, and/or biased information. Aware of AI-enable social-engineering.	Applies evaluation criteria; detects biases.	Examines underlying assumptions; judges when AI supports vs. replaces own thinking, aware of risk of skill erosion.	Develops evidence-based critiques; advocates for standards for responsible AI use.
Practical Use: Working with AI tools effectively and in context.	Identifies common AI tools and their basic functions.	Operates AI tools through guidance; compares outcomes.	Integrates AI into operational workflows and optimizations; considers data sensitivity and accuracy; keeps a human involved in decisions.	Leads workflow automation and process redesign; conducts vendor and procurement due dilligence against Queen's data, security, and accessibility standards.
Societal Impact: Understanding AI's wider effects across people and sectors.	Recognizes AI's influence across sectors and its potential impacts.	Analyzes specific examples; evaluates benefits vs. risks.	Analyzes power dynamics and examines how AI impacts staff roles and service equity.	Evaluates approaches for equitable deployment; creates engagement strategies and promotes equitable and responsible deployment.

Your Learning Plan

Foundations

Build baseline AI awareness and learn ground rules for using AI well at Queen's.

- **Foundational AI Literacy for Queen's**
- **Open Educational Resources and Guidelines**

Competence

Learn to question AI, recognize bias, and use it critically.

- **Operational Excellence**
- Building Leadership Capacity Coffee Chat Series
- GenAI T&L Forum

Excellence

(Advanced credentials and courses)

Invest in yourself and your skills through for a fee and graduate programs.

- Multiple options for a Queen's MSc AI, **MMAI**, or **MBA**
- **Exec Ed: AI for Leaders**
- **Leading an AI-Ready Organization**