



**UNIVERSITY  
OF LONDON**

# *Building a Global Digital Campus for Lifelong Learning*

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**Presentation to WonkHE Webinar**

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# Lifelong Learning: The University of London Federation's Unique Position



- A federation built for collaboration and global reach
- 17 specialist higher education institutions within the federation
- Long heritage in distance and international education
- Experience delivering flexible, modular, step-on/step-off provision at scale, to a diverse student body
- Diverse global learner base spanning all ages and backgrounds, studying independently, through teaching centres or on campus
- Established credit frameworks enabling collaboration



# Our digital vision for the University of London

Digital innovation can be a global game-changer for our institution, students and partners, supporting our growth in every area. In the future we will deliver:

- Hyper-personalised flexible learner experiences for our students
- World-class digital humanities research infrastructure
- 24/7/365 online self-service for everyone regardless of place and role
- Digitally enhanced physical spaces that exploit digital
- Real-time and predictive data, insight and knowledge
- Integrated sharable systems and data that optimise ways of working

To enable us to significantly expand access for local and global students across the University of London Federation.



# What we are building: The Core Concepts

We're developing a 'cross-federation lifelong learning model', for which the microcredentials are the first step.

## Lifelong learning

- Modularity
- Learner mobility
- Credit accumulation and transfer
- Flexible, personalised awards
- Skills focus
- Practical 'competency-based' assessment
- Student-centred learner journey
- Strong link between courses and employers, employability skills

## microcredentials

- Start anytime – no application windows, intakes or terms
- Self-certify against entry requirements – no application form
- Self-directed learning for busy, working adults
- Study at your own pace
- Take assessment when you are ready
- Browse, pay, register, start... within 10 minutes
- Human support, AI learning aids

## Global Digital Campus

- New technology environment
- Support all stages of a new student lifecycle and learning journey
  - ✓ Online marketplace,
  - ✓ Student and course records,
  - ✓ Learning environment,
  - ✓ Assessment
  - ✓ Credentialing,
  - ✓ Home of your lifelong 'learning record'
- Designed for flexible, modern delivery

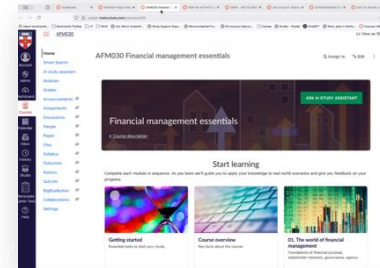
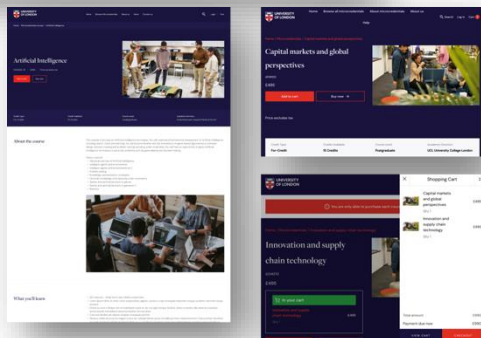
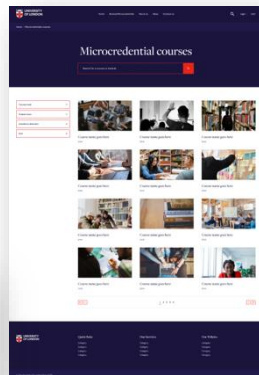
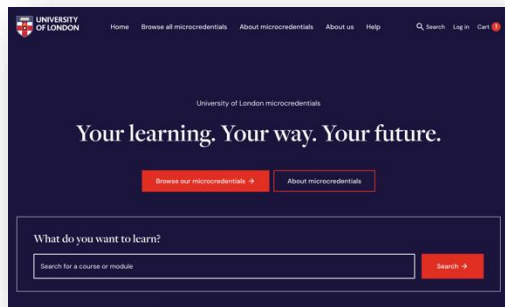
# Technical components of the global digital campus



Buy courses here

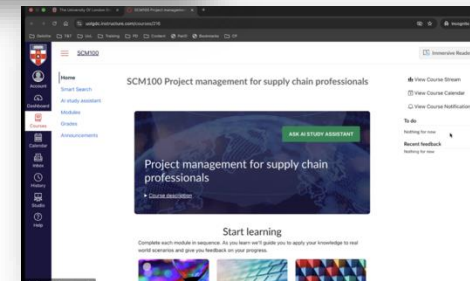


Microcredentials on the e-commerce platform Storeconnect. Enables learners to browse / pay / register / start their course



Study courses here

New online microcredentials will be studied on the new learning environment, which includes innovative tools for digital collaboration and AI tutor support



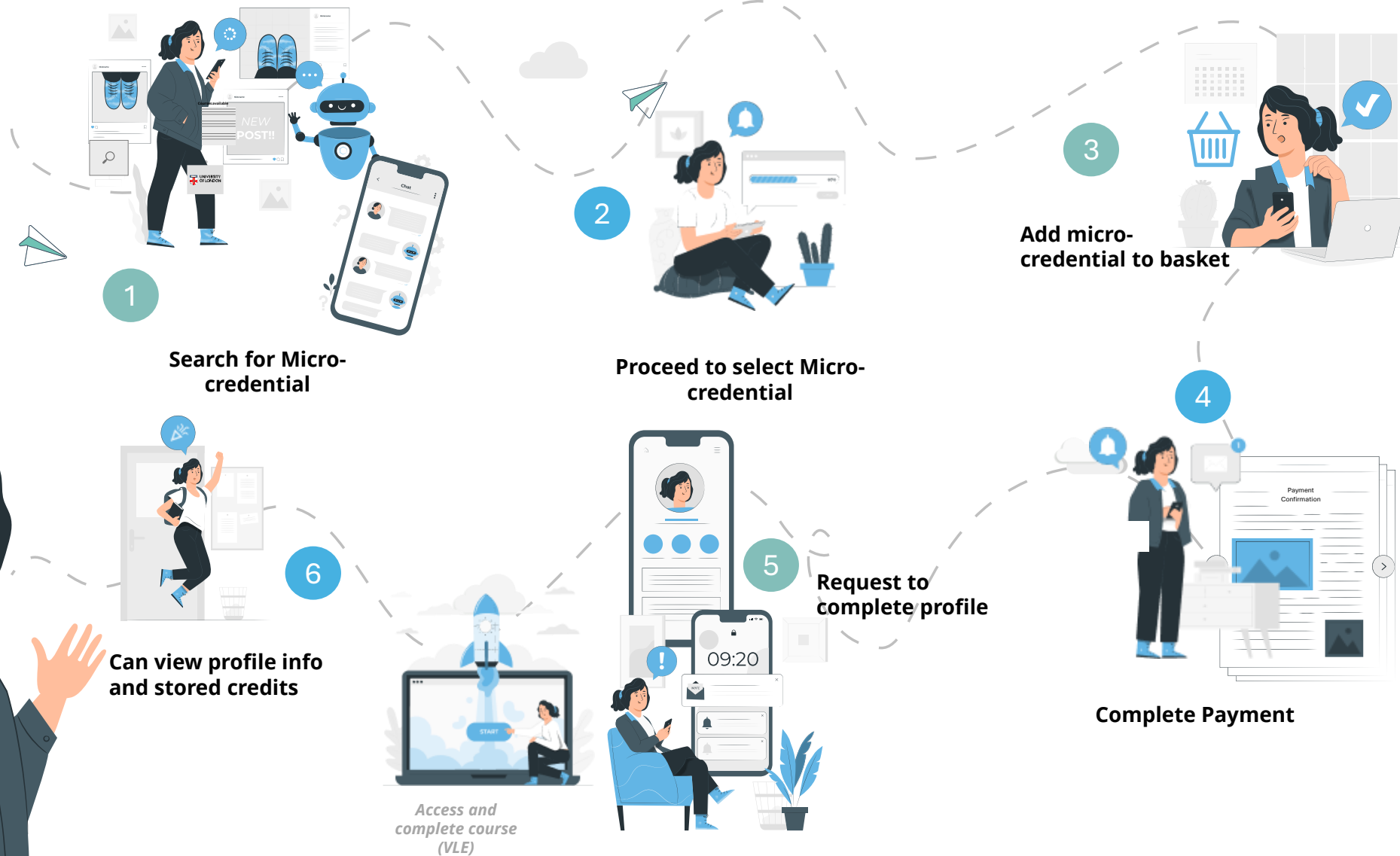
Manages it all

Under the bonnet for both Storeconnect and Canvas is the Salesforce engine that brings it all together

The University of London website, an Azure and Microsoft integration layer, digital experience layer and payment provider (Flywire), complete the suite of platforms that will surface and complement our new, online microcredentials offer.

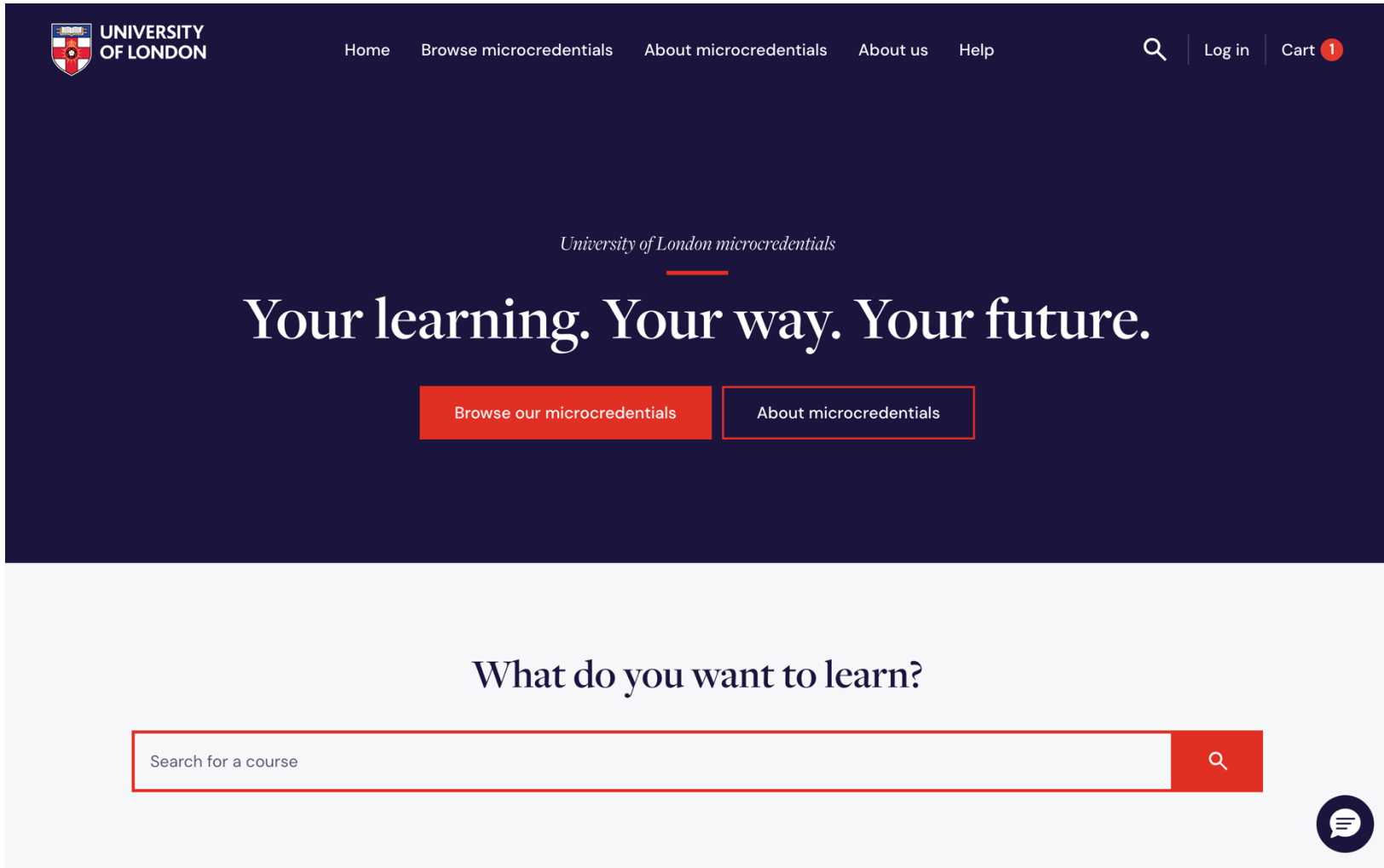
# Initial user journey for microcredentials / lifelong learning

Student Journey:

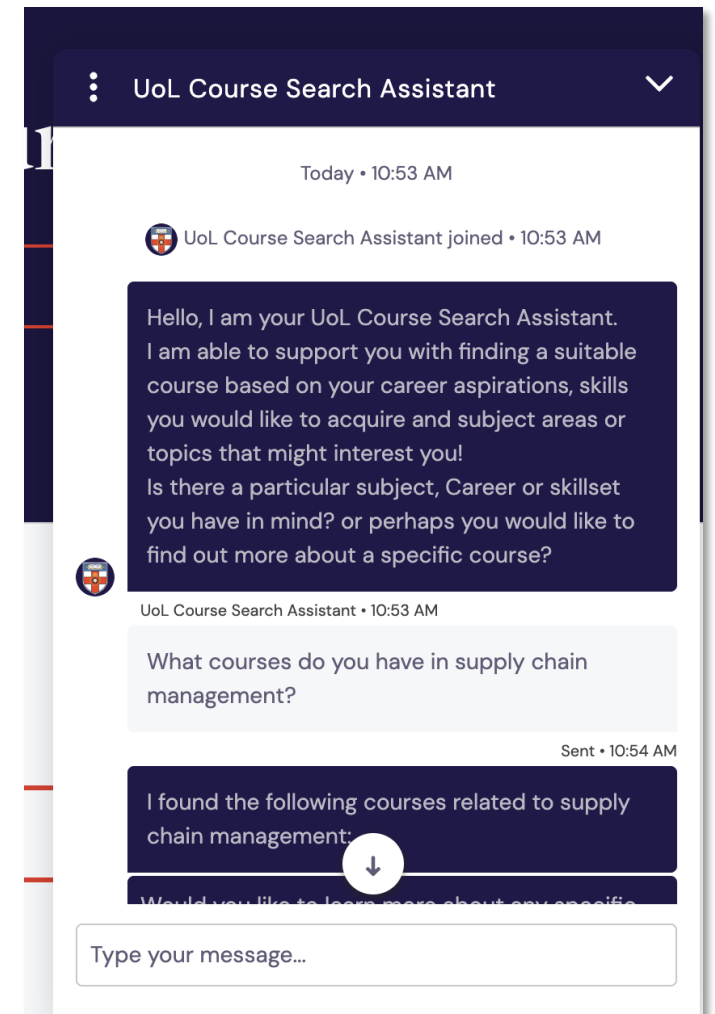


# Experience Walkthrough

# Microcredentials entry page, AI course search



The screenshot shows the top navigation bar with the University of London logo, home, browse, and about links, along with search, login, and cart icons. The main banner features the text "Your learning. Your way. Your future." and two buttons: "Browse our microcredentials" and "About microcredentials". Below the banner is a search bar with the text "What do you want to learn?" and a search icon. A chat icon is visible in the bottom right corner.



The screenshot shows a chat interface for the "UoL Course Search Assistant". The chat starts with a timestamp "Today • 10:53 AM" and a notification "UoL Course Search Assistant joined • 10:53 AM". The assistant's message reads: "Hello, I am your UoL Course Search Assistant. I am able to support you with finding a suitable course based on your career aspirations, skills you would like to acquire and subject areas or topics that might interest you! Is there a particular subject, Career or skillset you have in mind? or perhaps you would like to find out more about a specific course?". The user's response is "What courses do you have in supply chain management?". The assistant's reply is "I found the following courses related to supply chain management:" followed by a downward arrow icon. The chat ends with a text input field "Type your message..." and a timestamp "Sent • 10:54 AM".

# Marketplace to browse and buy courses

Home Browse microcredentials About microcredentials About us Help

## Microcredentials


Choose from our growing range of career-focused microcredentials — with new courses launching soon.

What do you want to learn?


Search for a course

Course level ▾  
Subject area ▾  
Academic direction ▾  
Sort by ▾


Hide




**Advanced financial analysis**  
£495




**Analysing risk for decision makers**  
£495



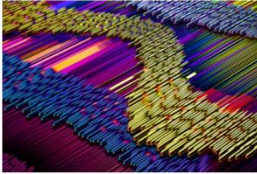
**Business forecasting and data analytics**  
£495



**Capital markets and global perspectives**  
£495



**Core concepts of supply chain management**  
£495




**Financial accounting frameworks**  
£495

### Core concepts of supply chain management

SCMO10\_MC | £495 | Price excludes tax

Add to cart Buy now



Credit Type: For-Credit  
Credits Available: 15 Credits  
Course Level: Postgraduate  
Academic Director: City St George's, University of London

#### About the course

The aim of this microcredential is to provide you with an overview of a range of essential supply chain related concepts to prepare you for engagement with later microcredentials.

Various topics, from inbound to outbound supply chain, will be covered to provide you with a comprehensive foundation across the field to enable you to explore more specialist topics in supply chain management (SCM) in the later part of your studies.


This microcredential will support you to develop the required critical analysis and synthesis skills required for master's level study. Moreover, the interdisciplinary links of SCM with other disciplines will be explored and you will have a chance to explore the practical side of SCM by analysing various global cases studies.

Recommended learning hours: 150

### makers

AFM080\_MC | £495 | Price excludes tax

Add to cart Buy now



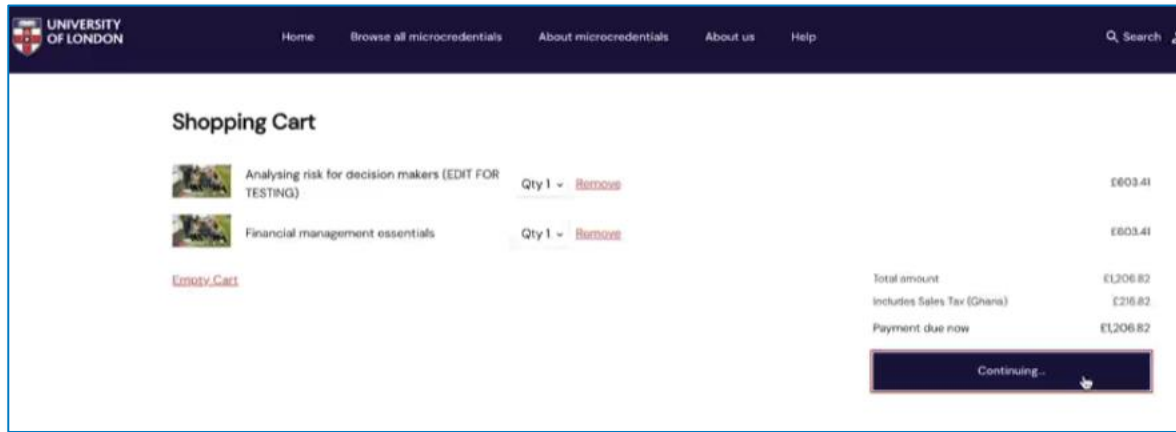
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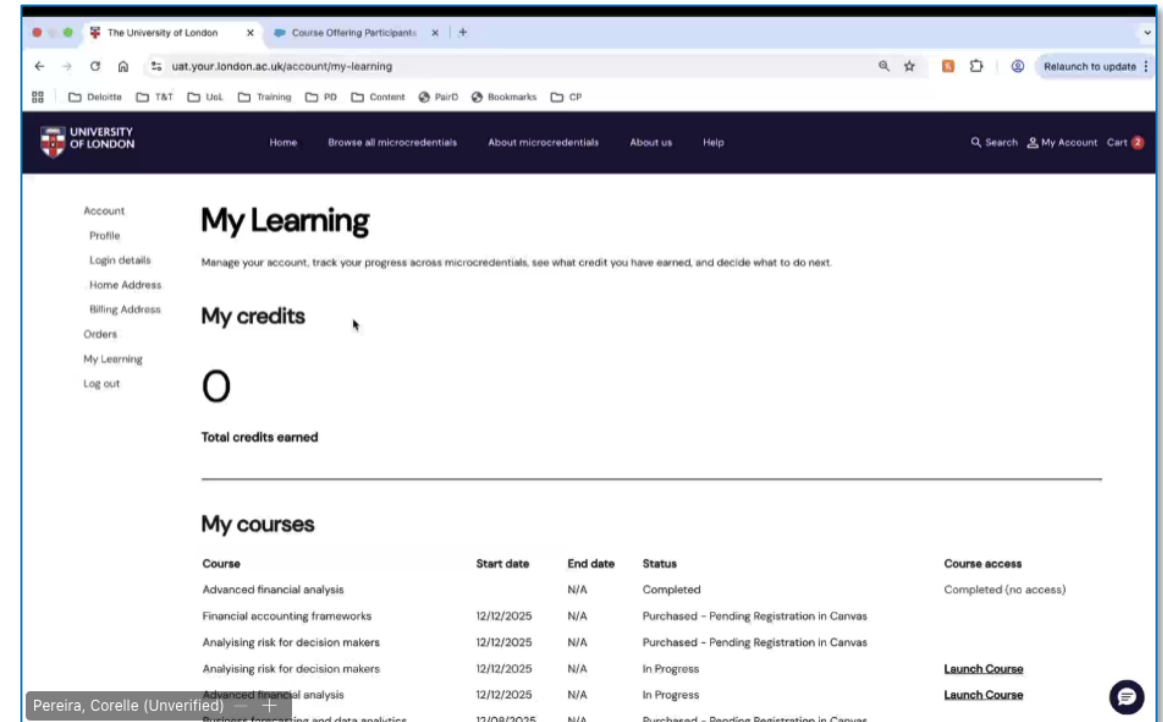
This course provides the knowledge, understanding and skills to develop risk analysis within decision making and apply tools to proposed investment opportunities. It develops skills that contribute to constructing a robust business case which demonstrates that key risks have been identified, analysed and evaluated. Areas include:

- data analysis;
- structuring decisions;

# E-commerce, learner record



The screenshot shows a shopping cart with two items: 'Analysing risk for decision makers (EDIT FOR TESTING)' and 'Financial management essentials'. The total amount is £1206.82, including sales tax. A 'Continue' button is visible at the bottom.



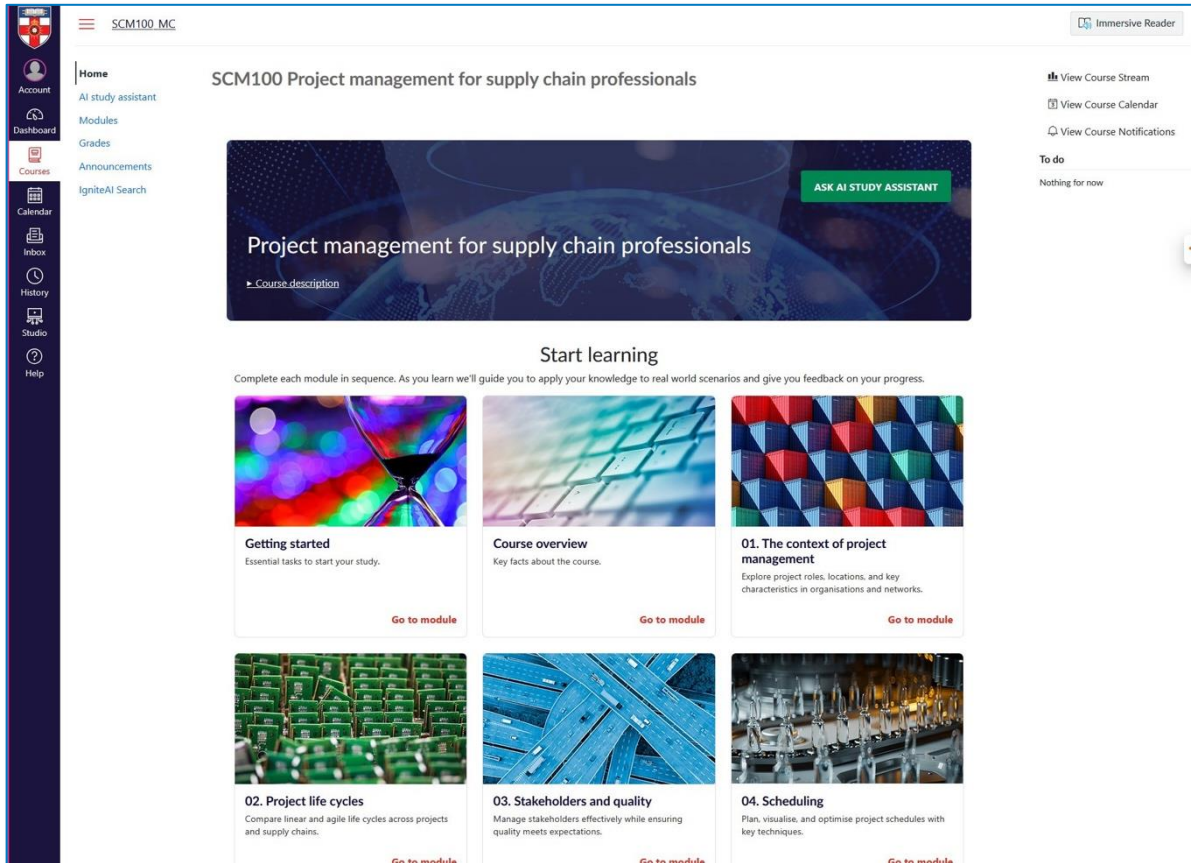
The screenshot shows the 'My Learning' dashboard. It includes a sidebar with navigation links, a 'My credits' section showing 0 credits earned, and a 'My courses' table. A red arrow points from the text below to the 'My courses' table.

Course	Start date	End date	Status	Course access
Advanced financial analysis		N/A	Completed	Completed (no access)
Financial accounting frameworks	12/12/2025	N/A	Purchased - Pending Registration in Canvas	
Analysing risk for decision makers	12/12/2025	N/A	Purchased - Pending Registration in Canvas	
Analysing risk for decision makers	12/12/2025	N/A	In Progress	<a href="#">Launch Course</a>
Advanced financial analysis	12/12/2025	N/A	In Progress	<a href="#">Launch Course</a>
Business forecasting and data analytics	12/08/2025	N/A	Purchased - Pending Registration in Canvas	

Quick links to your microcredential courses, a record of your assessment attempts, results, and see your credits build up over time.

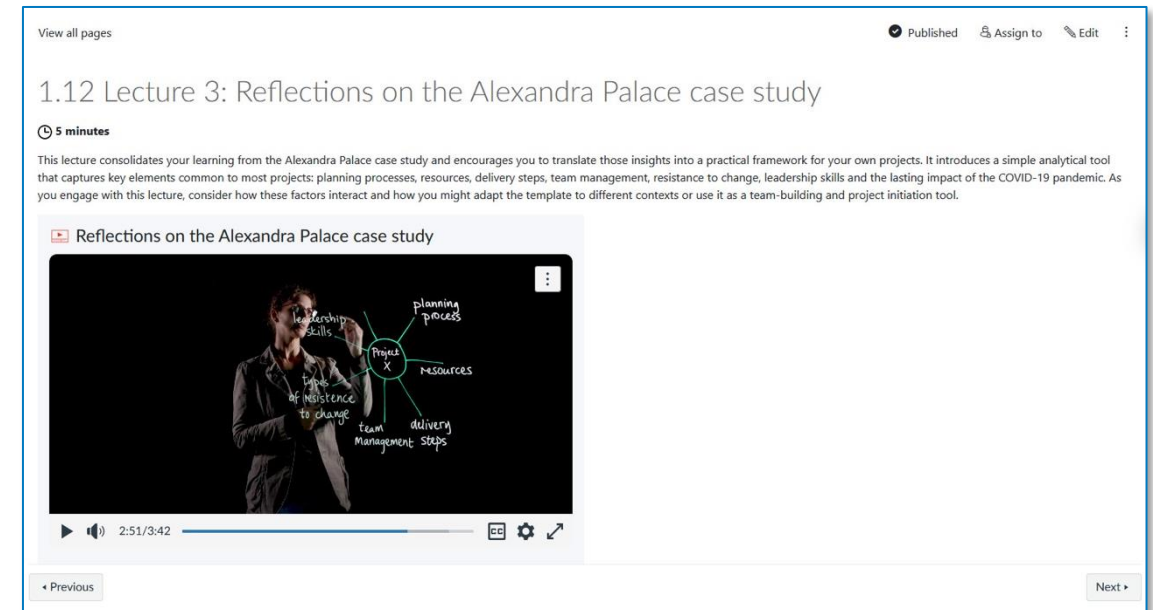
In future releases, this will be a hub for accessing your transcripts and badges and seeing how you can build your microcredentials into pathways for academic awards tailored to your interests.

# New learning environment



The screenshot shows the course page for SCM100: Project management for supply chain professionals. The page features a dark blue header with the course title and an 'ASK AI STUDY ASSISTANT' button. Below the header is a 'Start learning' section with a grid of six module cards. Each card includes a representative image, a title, a brief description, and a 'Go to module' link. The left sidebar contains navigation icons for Account, Dashboard, Courses, Calendar, Inbox, History, Studio, and Help. The top right corner has an 'Immersive Reader' button and a 'To do' list.

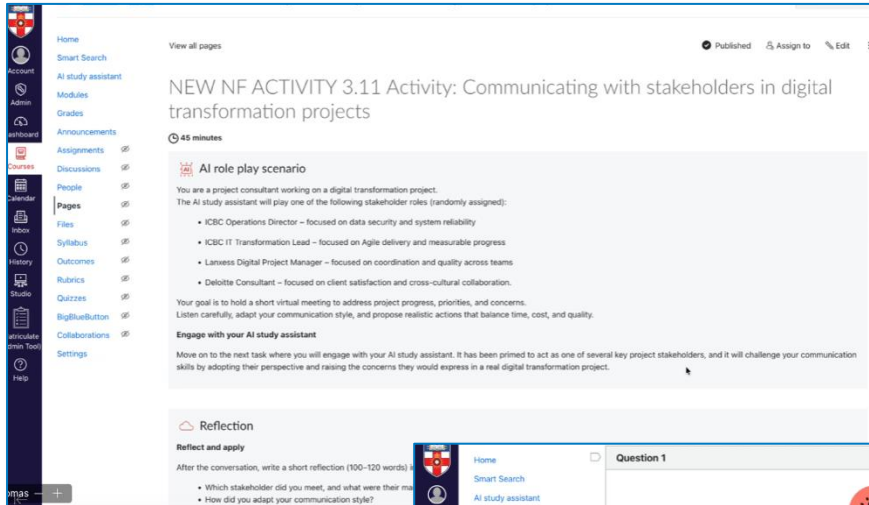
Clean course page



The screenshot shows a video player interface for a lecture titled '1.12 Lecture 3: Reflections on the Alexandra Palace case study'. The video is 5 minutes long. The player includes a progress bar, volume control, and a 'Next' button. The video content shows a person standing in front of a blackboard with a mind map diagram. The diagram has 'Project X' at the center, with branches for 'Leadership skills', 'planning process', 'Resources', 'delivery steps', 'Team Management', and 'Resistance to change'.

Sequenced videos, activities, readings

# Integrated components of the learning environment



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## NEW NF ACTIVITY 3.11 Activity: Communicating with stakeholders in digital transformation projects

45 minutes

### AI role play scenario

You are a project consultant working on a digital transformation project. The AI study assistant will play one of the following stakeholder roles (randomly assigned):

- ICBC Operations Director – focused on data security and system reliability
- ICBC IT Transformation Lead – focused on Agile delivery and measurable progress
- Laxness Digital Project Manager – focused on coordination and quality across teams
- Deloitte Consultant – focused on client satisfaction and cross-cultural collaboration.

Your goal is to hold a short virtual meeting to address project progress, priorities, and concerns. Listen carefully, adapt your communication style, and propose realistic actions that balance time, cost, and quality.

#### Engage with your AI study assistant

Move on to the next task where you will engage with your AI study assistant. It has been primed to act as one of several key project stakeholders, and it will challenge your communication skills by adopting their perspective and raising the concerns they would express in a real digital transformation project.

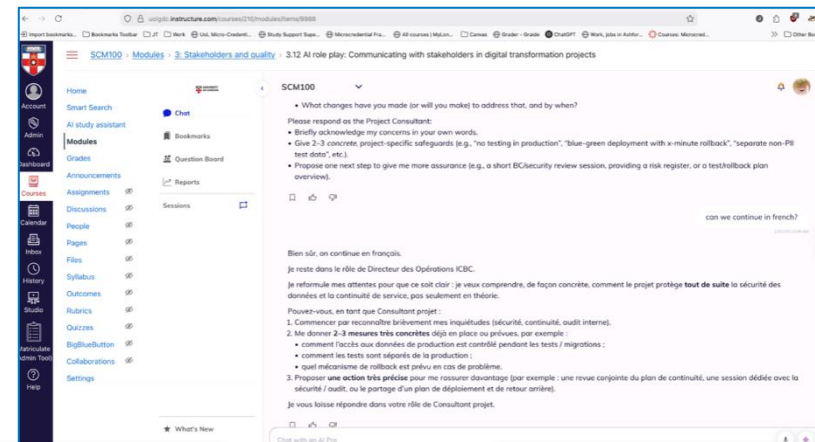
#### Reflection

Reflect and apply

After the conversation, write a short reflection (100–120 words) on:

- Which stakeholder did you meet, and what were their main concerns?
- How did you adapt your communication style?

AI roleplay simulations



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## UPDATED 3.7 Activity: Mapping stakeholder networks

20 minutes

### Study journal

This activity has three parts.

1. Identify the stakeholders for a project that you have been, or will be involved in.
2. Consider each stakeholder or stakeholder group and draw a diagram to show how they relate to the project and the organisation. Don't forget that project team members can also be considered as stakeholders.
3. Choose three contrasting stakeholders from your chosen project and plot their positions on a power-interest grid.

You can put your answer and ideas in your study journal.

If you are able to complete the task easily, then you have mastered the basics of the first lesson of Module 3. Well done!

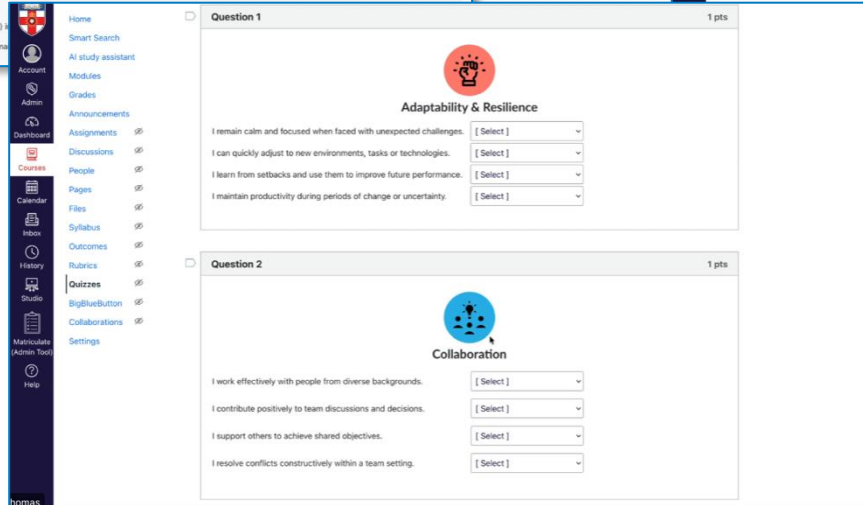
#### Employability connections

This activity supports the development of the following **Global Employability Skills**:

- **Collaboration** – identifying and mapping stakeholders to understand collaboration dynamics.
- **Complex Problem-solving** – navigating competing priorities and expectations of stakeholders.
- **Communication** – plotting stakeholders on a power-interest grid to inform strategic insights.

These are part of the University of London's Global Employability Skills framework, helping you to apply your learning in real-world contexts and enhance your career readiness.

Translation option



Question 1 1 pts

### Adaptability & Resilience

I remain calm and focused when faced with unexpected challenges. [ Select ]

I can quickly adjust to new environments, tasks or technologies. [ Select ]

I learn from setbacks and use them to improve future performance. [ Select ]

I maintain productivity during periods of change or uncertainty. [ Select ]

Question 2 1 pts

### Collaboration

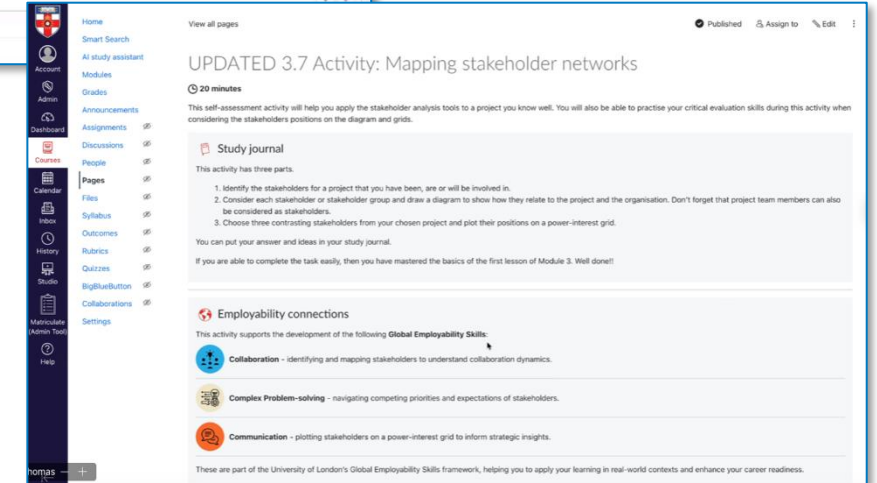
I work effectively with people from diverse backgrounds. [ Select ]

I contribute positively to team discussions and decisions. [ Select ]

I support others to achieve shared objectives. [ Select ]

I resolve conflicts constructively within a team setting. [ Select ]

Employability skills embedded throughout



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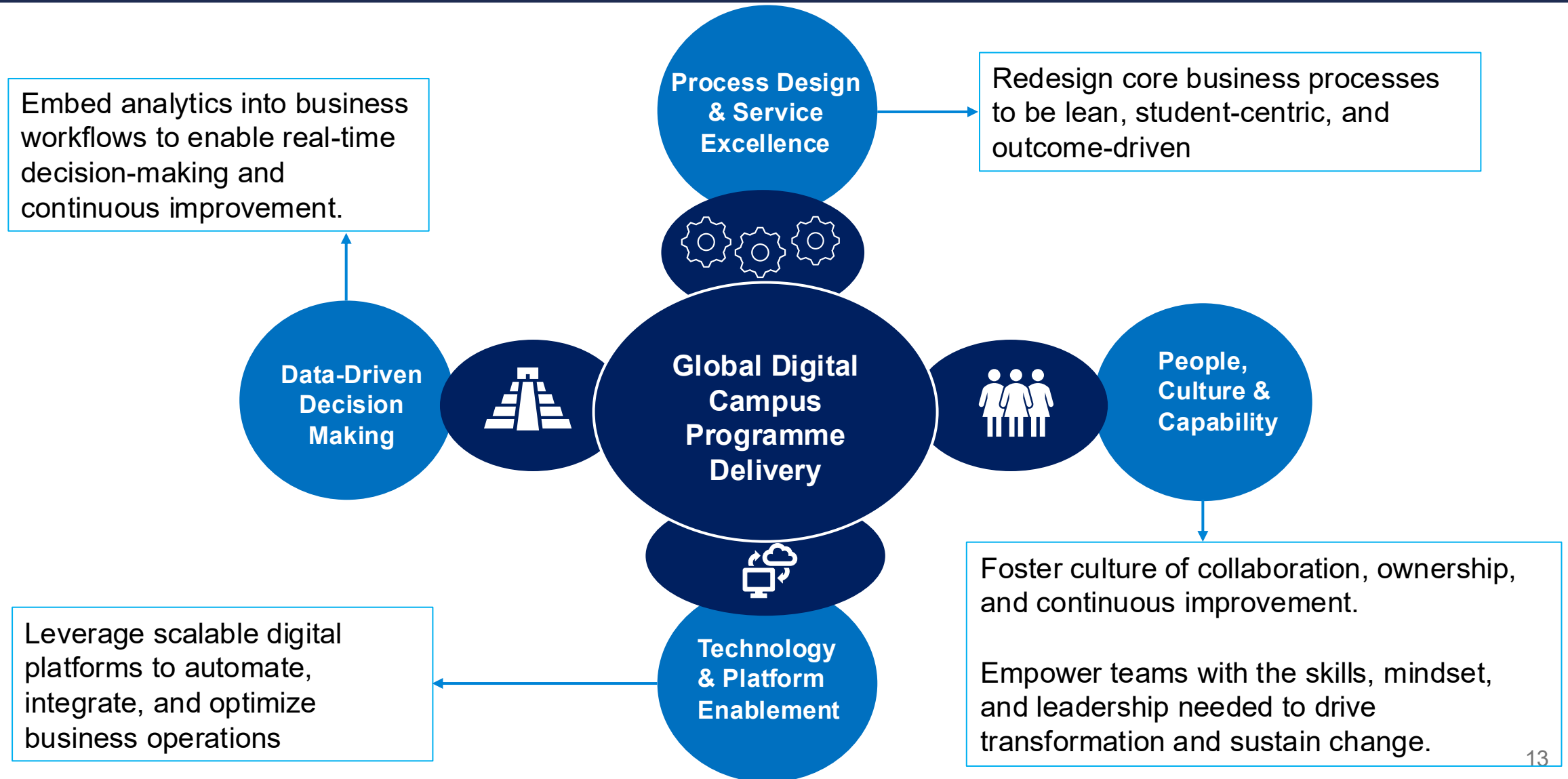
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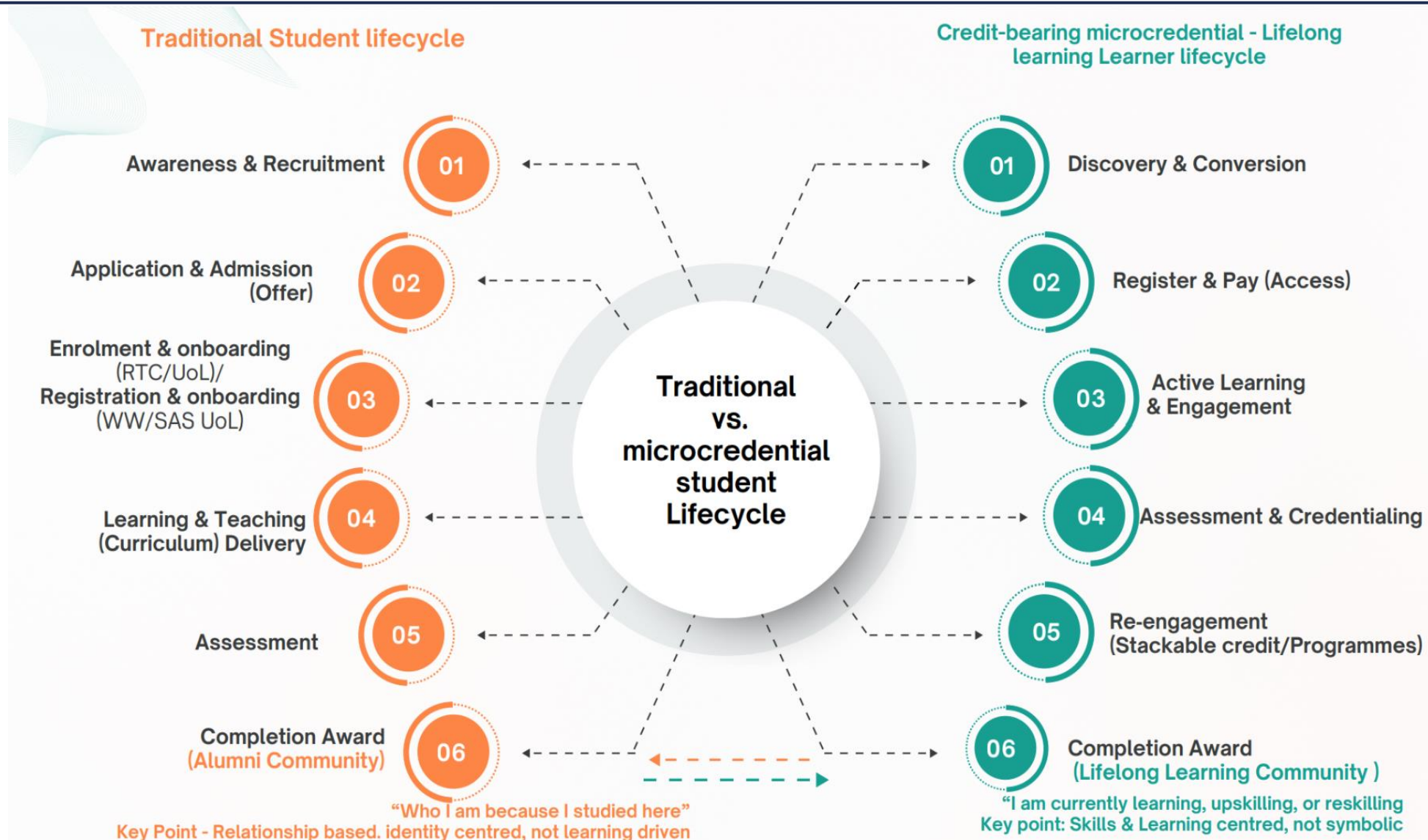
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Topics follow a content – activity – feedback – evaluation sequence, providing a rich learning and consistent study experience across microcredentials

# Change Management for the Global Digital Campus



# Traditional vs, microcredential Lifelong Learner Lifecycle





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# Roadmap

## Now

- 5 microcredentials in Supply Chain Management from City St. Georges
- 5 microcredentials in Accountancy and Financial Management from UCL
- Launched on 11th March 2026

## Next

- microcredentials planned in:
  - Data Science (Goldsmiths)
  - Project Management (Royal Holloway)
  - Global Diplomacy (UoL)
- Strong interest from other Federation Member and UoL Programmes for whom the modular, stackable option appeals

## Later

- A new way to create flexible degrees
- Cross-federation presence
- Ability for Federation Member institutions to host their own courses on the platform
- Ability to provide a marketplace for learner access to online and on-campus pathways



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Questions?