



DIGITAL STRATEGY 2025-30

MAKING
LEARNING
WORK

WELCOME

At Forth Valley College, our purpose is to deliver excellence in tertiary education and skills that transform lives for our students and partners.

Our Digital Strategy, designed to support Forth Valley College's Strategic Plan 2025–30, sets out how, over the next five years, we will drive digital transformation across the College.

Our focus is simple, to create an exceptional digital learning, teaching and assessing experience where access, inclusion and quality are built in from the start. We will equip all users - students, delegates and staff - with the knowledge and tools to excel, enable innovation, improve efficiency and productivity, and ensure resilient, secure, and safe digital infrastructure.

By 2030, our vision is to be Scotland's most agile, inclusive and AI-enabled College. Digital transformation for us is a cultural, organisational and operational shift. Through our Digital by Design approach, we will deliver personalised learning, connected and efficient services, and a confident digital culture. In partnership with employers and communities, we will be the partner of choice for smart learning and innovation, ensuring technology helps everyone at Forth Valley College to thrive.



OUR DIGITAL PRINCIPLES GUIDE: HOW WE DECIDE

These nine principles exist to ensure every decision through digital transformation delivers real value to the College, placing students, delegates and staff at the heart of everything we do.

1. PEOPLE-FIRST & INCLUSIVE

We design simple, consistent journeys that work for everyone, with accessibility and inclusion embedded across all campuses.

2. INSIGHT WITH PURPOSE

We treat data as a strategic asset used ethically, accurately, efficiently and confidentially to improve learning, teaching and support services.

3. OPEN, INTEROPERABLE BY DESIGN

We implement solutions that connect easily, reduce duplication, improve integrity and enable reuse at scale.

4. RESPONSIBLE AI, DILIGENTLY EMBEDDED

We responsibly embed AI to enhance learning and support services with an operational efficiency and productivity focus, not replacing but enhancing human interaction and judgement and guided by our SAFER AI framework.

5. SECURE, RESILIENT & SUSTAINABLE

We build for continuity and trust, advancing cyber maturity and security and making “green digital” choices that support Net Zero.

6. EMPOWERED PEOPLE & CONTINUOUS UPSKILLING

We invest in digital and AI capability for students, delegates and staff creating time and confidence to innovate and improve.

7. EVIDENCE LED INVESTMENT

We prioritise initiatives with the greatest impact on outcomes, starting with identification of problems and measurable process enhancement indicators, post implementation benefit reviews and learning adoption.

8. LEARN FAST, SCALE WHAT WORKS

We adopt agile pilots, test thoroughly, iterate with skilled users, and turn proven ideas into standard practice.

9. USER TESTED & MORALE ENHANCING

We will evaluate success not just through efficiency and productivity but through improved student, delegate and staff satisfaction and decreased digital fatigue.

OUR DIGITAL AIMS (2025–30)

Over the next five years, we will deliver seven, mutually reinforcing digital aims transforming pedagogy and operational excellence, to realise our vision and improve outcomes for students, delegates and staff.



1. DIGITAL FIRST CULTURE

We will embed a digital-first culture where every student, delegate and staff member is equipped, upskilled and empowered to use, explore, improve, and responsibly innovate with technology.

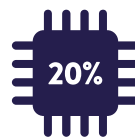
HOW IT WILL BE ACHIEVED:

- ✓ We will cultivate digital leadership at every level, ensuring all staff can confidently guide their teams, peers and students through technological change.
- ✓ We will foster an open digital innovation culture through safe measured experimentation, clear change management, learn from failure and share what works to generate learning.
- ✓ We will enable where students and staff can explore ideas, learning and challenges enabling co-creation solutions, ensuring the best ideas emerge.
- ✓ We will ensure our digital transformation enhances workplace culture and wellbeing by establishing innovation forums, digital collaboration and feedback spaces.

MEASURES OF SUCCESS:



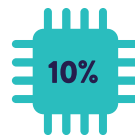
85% of relevant staff complete a digital skills assessment.



20% time reduction in non-core administration time through digital solution adoption.



5 digital projects piloted per annum with show and tell measured outcomes.



10% improvement in Net Promoter Score digital pulse checks.

2. TRANSFORMATIONAL DIGITAL LEARNING & FUTURE PEDAGOGY EXCELLENCE

We will lead the way in transforming education by creating smart learning systems that personalise teaching, boost engagement and give students the future skills they need to succeed.

HOW IT WILL BE ACHIEVED:

- ✓ We will harness technology to deliver truly personalised learning, where each student and delegate's journey is optimised for success.
- ✓ We will establish Forth Valley College as the regional leader in human-centred AI education, where technology amplifies rather than diminishes the learning and teaching relationship.
- ✓ We will elevate learning through immersive, experiential approaches aligned to awarding-body requirements and real-world complexity and demands.
- ✓ We will pioneer verifiable recognition, so every digital skill gained is validated, visible and valued.

MEASURES OF SUCCESS:



90% of courses meet a measurable Digital Learning Standard.



60% of courses issue micro-credentials/badges for defined digital skills.



80% of blended/digital component courses have personalised content and feedback for students.

3. INTELLIGENT SYSTEMS & ORGANISATIONAL DATA EXCELLENCE

We will use smart, connected data and flexible processes to give trusted, real-time insights for evidence-based decisions at every level.

HOW IT WILL BE ACHIEVED:

- ✓ We will integrate our data systems to provide a strategic advantage in reliable, real-time intelligence that drive better decisions and outcomes across the College.
- ✓ We will protect and respect our data, ensuring it is used ethically and responsibly to benefit Forth Valley College while maintaining privacy and trust.
- ✓ We will liberate staff from repetitive bureaucratic administrative tasks, enabling them to invest their expertise in activities that directly enhance student and delegate success.
- ✓ We will implement proportionate digital solutions that transform student, delegate and staff data into actionable insight, triggering timely engagement and driving better outcomes.

MEASURES OF SUCCESS:



Top 10 student, delegate and staff member's digital journeys re-engineered to remove duplicate data entry.



95% accuracy and completeness across the business-critical data elements.



95% of systems are correctly connected to ensure improved operational efficiency and enhanced productivity.

4. RESILIENT DIGITAL INFRASTRUCTURE

We will deliver secure, reliable and scalable digital systems so technology works seamlessly and builds trust to support learning, teaching and delivery of college wide services.

HOW IT WILL BE ACHIEVED:

- ✓ We will provide enterprise-grade infrastructure that delivers consistent, dependable performance across all locations and access methods.
- ✓ We will maintain sector-leading cybersecurity and data protection that builds trust through demonstrated resilience against evolving threats.
- ✓ We will design future-ready architecture that scales, integrates, avoids silos and supports sustainability.
- ✓ We will ensure business continuity through comprehensive resilience planning that maintains critical services during disruptions.
- ✓ We will adopt proactive infrastructure management that prevents issues before they impact users, moving from reactive fixes to predictive maintenance.

MEASURES OF SUCCESS:



99% of planned uptime for core learning and business support systems.



100% classrooms and meeting rooms are digitally and Wi-Fi enabled.



100% software compliance to Forth Valley College IT Security Policy.



Device lifecycle and cloud efficiency trend positively toward Net Zero goals.



Cyber assurance maintained with no major incidents.

5. DIGITAL INCLUSION & ACCESSIBILITY

We will ensure digital inclusion and accessibility for every student, delegate and staff member to support the success of the Digital Transformation Strategy.

HOW IT WILL BE ACHIEVED:

- ✓ We will invest in digital skills development for all to ensure every student, delegate and staff member have the knowledge and confidence to fully participate.
- ✓ We will ensure equitable access for all recognising that true digital transformation excellence requires every individual to have fair opportunity to participate and succeed.
- ✓ We will eliminate digital barriers to participation, because technology must be an enabler of achievement rather than a source of exclusion or frustration.
- ✓ We will promote digital wellbeing, so technology reduces stress and enables participation for all.

MEASURES OF SUCCESS:



100% of new digital solutions achieve a positive Forth Valley College Equality Impact Assessment.



10% improvement year on year in student, delegate and staff digital engagement.



95% of eligible students and delegates receive device/ connectivity support within the agreed timeframes.

6. AI EXCELLENCE & FUTURE DIGITAL CAPABILITIES FRAMEWORK

We will integrate AI and improve digital skills across the College, so every student graduates AI fluent, and all staff can confidently use AI-augmented tools.

HOW IT WILL BE ACHIEVED:

- ✓ We will implement AI governance and alignment through the comprehensive SAFER AI frameworks.
- ✓ We will transform into being digitally confident where AI literacy is embedded throughout learning, teaching, and support operations.
- ✓ We will leverage AI to transform how we work, reducing the administrative burden and improving decision-making to improve operational efficiency and productivity.
- ✓ We will create a network of Digital AI champions across all departments who will model digital behaviours with enthusiasm, provide peer learning support, and support digital adoption locally.
- ✓ We will embed AI literacy programs across curriculum and operations, so students graduate AI-fluent and staff use AI confidently.
- ✓ We will integrate AI with sustainability in mind ensuring where possible AI initiatives strengthen environmental objectives.

MEASURES OF SUCCESS:



100% of high-risk AI enabled software reviewed under adopted SAFER AI principles and policies.



50% of staff trained to expert level in the use of AI tools.



100% coverage of Digital/ AI Champions across departments.



10 AI Pilot projects graduate from pilot to live implementation use.

7. INNOVATION PARTNERSHIPS & DIGITAL ENTREPRENEURSHIP

We will deliver smart digital solutions and partnerships that strengthen our financial resilience through efficient processes and opportunities to generate income.

HOW IT WILL BE ACHIEVED:

- ✓ We will co-create commercially reusable sector tools or digital services where they cut operational cost or generate sustainable income.
- ✓ We will empower in-house development with the right tools and environments with agile deployment of updated and new digital services.
- ✓ We will contribute to digital cross sector collaboration for best practice data sharing that enables benchmarking insight and collaboration opportunities.

MEASURES OF SUCCESS:



95% of FVC software solutions are benchmarked against industry best practice.



Target a 10% improvement in digital cost-efficiency.



Establish a measurable digital revenue baseline in Year 1 and demonstrate growth against that baseline in subsequent years through digital platforms, subscriptions or partnerships.



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