

ICT and Digital Strategy 2025-2027

Document status	
Document owner	Director Quality of Education
Document author	Deputy Director Information Services
Document type	Strategy
Date of document	June 2025
Version number	01
Review requirements	Bi-annually
Date of next review	June 2027
Approval body	SLT
Publication	Intranet/Website
Code	ST22

Introduction

Wirral Metropolitan College stands at a pivotal moment. As a forward-thinking institution serving over 8,000 students and 650 staff, we are proud to present a transformative strategy designed to shape the next era of teaching, learning, and operational excellence. This strategy is deeply aligned with our core values of ambition, innovation, inclusivity, and resilience. Our aspiration is to become a sector-leading college, recognised for embedding achievable innovation in every digital interaction.

This strategy is a living document and will evolve alongside our strategic goals, the needs of our stakeholders, and the pace of technological change. Through this, we aim to create a secure, agile, and digitally empowered college ready to meet the demands of tomorrow.

Executive Summary

This ICT and Digital Strategy outlines the college's approach to enhancing teaching, learning, and administration through technology and to building and maintaining a modern, innovative, and resilient IT ecosystem. It aims to:

- Improve student engagement and outcomes with digital tools
- Enhance staff capabilities through training and support
- Foster innovation in digital learning and operations, including the use of Artificial Intelligence and cloud computing
- The integration of ICT across curriculum and operational delivery
- Safe and secure systems that meet national standards (Cyber Essentials Plus)
- Scalable, modular infrastructure aligned with the Estates Strategy
- Consistent user experience across hybrid working and learning spaces

It is structured around the five pillars of the College's overarching 2024–2027 Strategic Plan:

1. Students
2. People
3. Place
4. Sustainability
5. Collaboration

Each pillar defines a set of objectives and actions for the short (12 months), medium (2 years), and long term (3+ years).

Strategic Pillars

1. Students: Enhancing Digital Access and Learning

Empowering students with reliable, inclusive, and forward-thinking digital resources is central to delivering high-quality education. This pillar focuses on improving access, building digital skills, and enhancing the learner experience through well-integrated technology.

Aims:

- Equip all students with access to high-quality digital tools
- Embed digital capability into curriculum delivery
- Use data and analytics to support personalised learning

Key Actions:

- Integrate digital skills and digital wellbeing into the curriculum to build students' digital literacy as part of their academic development and to promote safe and secure digital citizenship.
- Enhance the student experience by embedding technology in meaningful and well-integrated ways across teaching and learning activities.
- Utilise data and learning analytics to tailor and personalise the educational experience, supporting individual student needs and outcomes.
- Promote equity in digital access to minimise digital divides and ensure all students benefit from technological advancements.
- Develop students' understanding and use of AI tools to prepare them for responsible, effective, and ethical engagement with emerging technologies.
- Ensure campus-wide high-speed Wi-Fi and device availability.

Milestones:

- *Short-term:* Conduct a digital skills audit and needs assessment with all new students and audit current digital access; deploy loan schemes where needed
- *Medium-term:* Embed core digital and AI competencies into curriculum delivery across all departments
- *Long-term:* Achieve a fully inclusive, tech-integrated learning environment with personalised, data-driven support

2. People: Supporting Staff through Innovation and Security

Staff are key to delivering digitally enriched learning and support services. This section outlines our commitment to equipping all staff with the tools, environments, and support necessary to innovate and work flexibly and securely.

Aims:

- Ensure staff are confident and capable digital users
- Equip staff with the digital tools and environments they need to innovate in their teaching, research, and support roles.
- Empower staff through ongoing development and training to confidently adopt and apply innovative digital approaches, including Artificial Intelligence

Key Actions:

- Reference and align with the ICT and Digital Strategy with professional development and CPD
- Provide staff with a digital skills assessment to inform training and development needs
- Provide staff with access to high-quality digital tools and environments that support innovation in teaching, research, and support services.
- Deliver continuous professional development and training focused on building digital confidence and competence across all roles
- Foster a culture of digital innovation and flexibility, enabling staff to explore new methods and approaches in a secure and supportive environment.
- Addressing digital equity for disadvantaged individuals by providing access to devices
- Transition from desktop to laptop provision as standard
- Enable hot-desking and agile teaching spaces

Milestones:

- *Short-term:* Establish a digital CPD framework aligned with the Digital Strategy and standardise laptop issuance for new starters
- *Medium-term:* Implement a comprehensive digital training program with targeted pathways for different roles and enable all teaching areas with modular docking/hot-desk stations
- *Long-term:* Embed a sustainable culture of digital innovation and continuous learning across the institution and regularly monitor digital skills improvement via internal CPD tracking and IT survey feedback

3. Place: Building a Smart, Secure, and Modular Infrastructure

Our physical and virtual environments must be designed to support modern teaching, learning, and operations. This pillar outlines how the college will invest in resources and equipment to ensure staff and students are able to develop their digital skills.

Aims:

- Create physical and virtual environments that effectively support modern teaching, learning, and operational needs.
- Invest in up-to-date digital resources and equipment to facilitate skill development for both staff and students.
- Ensure accessible and reliable technology infrastructure that enhances digital capability across the college community.
- Deliver standardised digital infrastructure in all new estate developments
- Maintain a secure and scalable core network
- Provide seamless on-campus and remote access

Key Actions:

- Integrate ICT into all Estates capital planning
- Design and upgrade physical and virtual learning spaces to support flexible, modern teaching, learning, and operational activities.
- Adopt modular design principles for AV and classroom builds
- Invest in and maintain up-to-date digital resources and equipment that enable both staff and students to build and apply digital skills effectively.
- Provide ongoing technical support and training to help staff and students maximise the use of digital environments and resources for enhanced learning and productivity.
- Expand monitoring and alerting through centralised logging

Milestones:

- *Short-term:* Complete an audit of current physical and virtual environments and digital resources and define digital build standards for new rooms
- *Medium-term:* Implement upgrades to learning spaces and digital resources and replace all server rooms where possible with cloud or VDI
- *Long-term:* Establish fully integrated, accessible, and sustainable digital learning environments and create a digital twin model of the college infrastructure

4. Sustainability: Embedding Environmental and Operational Efficiency

Digital skills and ICT can play an active role in supporting the college's environmental goals. This section sets out actions to reduce waste, improve energy efficiency, and move towards more sustainable and where appropriate, cloud-based operating models.

Aims:

- Reduce energy consumption and hardware waste
- Support paperless practices and cloud-first thinking
- Align with environmental targets through technology

Key Actions:

- Provide training on sustainable digital practices, such as cloud-first approaches, paperless workflows, and responsible device usage to reduce energy consumption and hardware waste and promote digital meeting practices across teams
- Promote awareness and adoption of energy-efficient technologies, helping staff and students make informed choices that align with the college's environmental goals.
- Integrate sustainability into digital training and resource use, ensuring that environmental impact is considered in how digital tools are selected, used, tracked and maintained
- Implement hardware lifecycle/replacement programme
- Migrate key services to the cloud

Milestones:

- *Short-term:* Launch introductory training and awareness campaign on sustainable digital practices and publish device retirement roadmap
- *Medium-term:* Embed sustainability themes into digital literacy programs and institutional practices and use Cloud-hosted file management and VLEs
- *Long-term:* Establish a digitally sustainable culture aligned with the college's environmental goals and eliminate local print servers and legacy infrastructure

5. Collaboration: Enhancing Partnerships and Sector Leadership

Digital transformation is not achieved in isolation. This pillar highlights how strategic partnerships, knowledge exchange, and sector engagement will support the college's ambition to lead in the digital space.

Aims:

- Leverage partnerships with JISC, other FE colleges, and employers
- Adopt shared digital service models when beneficial
- Share best practice in digital transformation

Key Actions:

- Develop and deliver collaborative training sessions and events with partners such as JISC, other FE colleges, and employers to share expertise, align on digital standards, and build sector-wide digital capacity
- Pilot shared procurement or licensing initiatives
- Create and contribute to shared training resources and toolkits, supporting the adoption of shared digital service models across institutions and promoting consistency and efficiency
- Celebrate and showcase internal digital best practices both internally and externally, through webinars, case studies, and professional networks

Milestones:

- *Short-term:* Establish an ICT and Digital steering group with sector representation and initiate collaborative training sessions and resource sharing with key partners
- *Medium-term:* Appoint staff members to lead innovation and mentor colleagues and engage in regional digital learning initiatives
- *Long-term:* Expand and formalise shared training resources and collaborative networks and become a case study of good practice in digital innovation

Leadership and Governance

Directors of MIS and Quality of Education will oversee the strategy's implementation, supported by the quarterly ICT and Digital steering group. Annual reports will be presented to senior leaders and governors to ensure accountability and transparency.

Monitoring and Evaluation

This strategy will be monitored by Quality & Information Services, with any further revisions approved by Senior Leadership Team as required. Progress will be evaluated using:

- Internal IT user surveys (students and staff)
- Audit results (internal and external)
- Progress towards the stated milestones