

Micro-credentials: Advancing Sustainable Business Practices Through Targeted Workforce Upskilling



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Poster Description

Employer perspectives of micro-credential short course learning were studied through a Quality Assurance Agency (QAA) Scotland commissioned collaborative project (SFC, 2025). Despite the recognised educational benefits of micro-credentials, limited research has been conducted regarding employer views of this type of short-term learning (Perkins & Pryor, 2021). To address this research gap, a mixed-methods survey was circulated to HR managers, employers and employees involved in recruitment practices. In this poster, key findings from our employer-based, micro-credential survey are presented. Participants were asked whether they had engaged with the concept of micro-credentials prior to completing this survey, their familiarity with micro-credential terminology, the potential use of micro-credentials in recruitment, and the benefits and use of micro-credentials in upskilling and professional development.

The poster captures the findings from the 92 employer survey respondents, of whom 13% were not familiar with the concept of micro-credentials. Survey responses are from a wide range of employment sectors and organisational sizes – micro-businesses to large corporate organisations. Research findings include, but are not limited to, employer perspectives regarding the need and urgency to develop more robust ways of working between higher education and businesses. Results also highlight, that universities need to focus more on the benefits and the value of micro-credentials, rather than the delivery features (e.g., length of the course, number of lectures etc.), when it comes to promoting micro-credentials to businesses. Despite employer lack of awareness, respondents revealed their acceptance of the potential value of micro-credentials, as illustrated in Table 1. Survey findings also indicate employer interest in the co-development of micro-credentials, especially in areas that align with workforce trends, technology advancements, and evolving industry standards. Based on survey findings, the poster offers a practical 5-stage model (Figure 1) to help to co-develop sustainability focused micro-credentials through business-university partnerships.

References

1. Perkins, J., & Pryor, M. (2021). Digital badges: Pinning down employer challenges. *Journal of Teaching and Learning for Graduate Employability*, 12(1), 24-38.
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