

Global Learning International achieves 87% teacher retention through AI-enabled upskilling with Coursera



Industry
Education



Location
Lebanon and Italy



Size
500–1,000 employees

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Global Education Academy (GEA) is the operational arm of Global Learning's published vision: 'Beyond the Answer: Reimagining Schools for the Age of Artificial Intelligence.'



Milad Sebaaly

Founder and Managing Director

Overview

Global Learning International operates a network of schools across Lebanon, as well as a strategic partnership in Rome, at a time when education systems are facing unprecedented pressure. Economic instability, rapid advances in generative AI, and outdated memorization-based teaching models created a widening gap between what students were learning and what the future workforce requires.

To address this challenge, Global Learning launched the GEA, a network-wide upskilling engine powered by Coursera. The initiative was designed to strengthen teacher capabilities in AI-enabled pedagogy while giving students access to career-oriented learning pathways, industry-recognized credentials, and future-ready skills. Rather than treating Coursera as an optional resource, the organization embedded it directly into professional development, student pathways, and institutional transformation efforts.

Snapshot

87 %

teacher retention achieved across the network, up from 71% before the initiative

325

teachers earned international certifications in AI, data science, critical thinking, creativity, and modern pedagogy

320 +

students earned internationally recognized credentials that strengthened university admission and career readiness

The challenge

Global Learning identified two critical gaps. Teachers were not equipped to teach the growing list of competencies required in an AI-driven world, including critical thinking, creativity, judgment, AI literacy, and responsible technology use. At the same time, students were graduating with strong exam preparation but limited exposure to globally recognized skills, career exploration, and workforce-relevant learning experiences.

The organization also faced the broader challenge of delivering meaningful professional development and student upskilling at a scale that remained sustainable despite economic pressures. Success would require a model capable of improving employability, supporting AI adoption, modernizing teaching practices, and creating opportunities for learners regardless of location or circumstance.

The solution

To better connect teacher development and student pathways, Global Learning implemented Coursera through GEA as a shared-service model across its network of 10 schools. The rollout followed a two-phase strategy, ensuring teachers were ready before the schools introduced student pathways. This layered approach supported consistent adoption across the school network.

Teachers were trained first, creating a foundation of AI-literate educators who could support future student cohorts. Learning pathways were customized according to teaching backgrounds, subject areas, and levels of AI integration. Personalized learning journeys were created using Coursera Professional Certificates, Skills Tracks, Career Academy pathways, Program Builder, Coursera Coach, and analytics dashboards. These journeys aligned with teaching responsibilities, AI adoption goals, and institutional priorities. Consequently, teacher certification became a formal component of appraisal, progression, and compensation.

Then, students were introduced through a structured career-orientation model supported by innovation hubs located within each school.

This created a consistent process for guiding learners from career exploration to credential attainment. Learners completed career discovery activities, selected a field of interest, and pursued a corresponding Coursera specialization that provided deeper exposure to the discipline and an industry-recognized credential.

This approach transformed Coursera from a learning platform into a core element of Global Learning's digital ecosystem and educational model.

The results

The initiative produced measurable transformation across teaching, student outcomes, and institutional culture.

The most significant workforce outcome was teacher development. Within two academic years, all **325 teachers** across the network earned at least one international certification. These certifications covered areas such as AI, data science and visualization, critical thinking, creativity, and modern teaching methodologies. This shift supported a broader cultural transition from technology apprehension to AI-enabled teaching and learning.

The impact extended beyond certification. Teachers redesigned learning experiences around inquiry, critical verification, and AI-supported instruction while automating routine administrative work. On average, educators saved **4–5 hours per week** through AI-supported workflows, allowing them to devote more time to student learning and coaching. Teacher retention also increased from **71% to 87%**, reflecting stronger engagement, professional growth opportunities, and institutional investment in development.

Students benefited through structured career pathways that combined AI-powered career guidance, Coursera credentials, and project-based learning. More than 320 secondary students earned internationally recognized credentials across two years, helping them strengthen university applications and gain exposure to future career fields before selecting degree programs. Students who completed certifications gained admission to leading universities in Lebanon and abroad, including institutions such as the American University of Beirut.

As the initiative continues to expand, the combination of Coursera-powered learning, innovation hubs, AI literacy, and career-focused pathways is helping Global Learning build a generation of educators and students prepared to thrive in an AI-enabled future.

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Within two years, all 325 teachers across our 10 schools earned international AI certifications, moving the network from the ad hoc, hidden use of AI to use that is open, ethical, and pedagogically guided.



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