

G-Cloud 13 Totara TXP Learn Service Definition

Think Learning

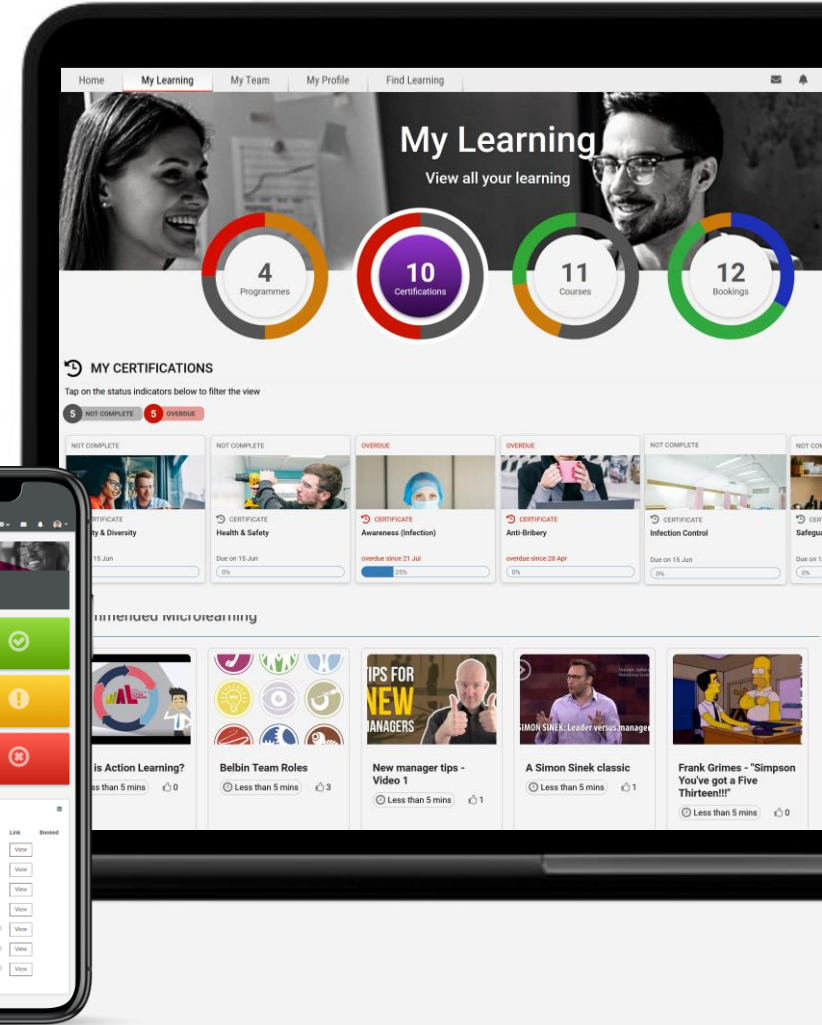


PLATINUM
ALLIANCE
PARTNER

May 2022

Why partner with Think Learning?

There is no "one size fits all" when it comes to learning technology. We pride ourselves on taking the time to understand you, your organisation and your learners, to create a solution tailored to your needs. We're an award-winning supplier to the UK Public sector, with over 50 NHS and Government organisations using our Learning & Talent Platform. Read our client stories [here](#)



Our promise to you.

Your platform should be as unique as your organisation. We've got a long-standing track record of large-scale, agile bespoke solution building for our clients. We offer amazing user experience, with a very rich core-feature set which can be enhanced to suit your needs. And all major upgrades are included! We are committed to demonstrating our values:



To be responsive

We care as much about your learners as you do. We'll work with you to ensure the end result is a learning platform that really delivers the results you need.

To collaborate with you

Our team and client base is built on communities of like-minded people who care deeply about safer, better places to work.

To be solution focused

Delivering practical solutions that meet your unique needs, ticking boxes for the organisation and users.

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Our Totara TXP key features

Totara TXP Learn LMS features.



Personalised learning paths

Easily develop personalised learning paths for different groups and roles, increasing compliance and engagement



Robust compliance

Our enhanced Totara platform is laser focused on providing critical compliance audit trails without compromising learner experience



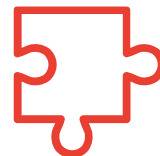
Fully responsive

Anytime, anywhere learning. The user interface will adjust seamlessly to display on desktops, laptops, tablets or smartphones



Motivation & credentials

Help boost motivation by assigning micro-credentials, points and rewards based on learner activity and engagement



Blended learning

Blend learning activities in a single course: elearning (hosted & streamed), quizzes, video, seminars and social features



Reporting & dashboards

An amazing range of real-time, graphical reports and dashboards for learners, managers and senior stakeholders

Totara TXP Learn from Think Learning.

Home My Learning My Team My Profile Find Learning Laura Learner

MY LEARNING

Tap on a chart below to see more a detailed record of your learning

12 PROGRAMMES 7 CERTIFICATIONS 18 COURSES 11 SKILLS

MY CERTIFICATIONS

Tap on the status indicators below to filter the view

2 EXPIRED 1 WINDOW OPEN 1 IN PROGRESS 2 NOT STARTED 1 COMPLETED

Item title, dolor sit amet consectetur diam

nk learning do more. expect more.

Dashboards Explore Collaborate Manage Links

nk learning do more. expect more.

Dashboards Explore Collaborate Manage Links

Up to 50 items 42 items Sort by Featured

A Balancing Act
This course will help you to improve your communication style and strike the balance between... ★★★★★

A Management Playlist

AM, Data Security
Information security risks are growing – you may have heard of hacking, phishing, spyware... ★★★★★

Anti-Bribery
The Bribery Act 2010 known as “the toughest anti-bribery law in the world”... ★★★★★

Authoring with H5P
Create engaging interactive modules and activities with this in-course builder ★★★★★

Communication
Discover how to be a more engaging speaker using body language, voice projection, personal... ★★★★★

Corporate Induction

Difficult Conversations
Compliance Assessment. Learn new strategies for handling difficult... ★★★★★

Equality and Diversity
The course takes you through the law of the Equality Act 2010 and specifically our legal duties... ★★★★★

Food Hygiene
A comprehensive look at the underpinning knowledge required to allow you to safely... ★★★★★

GDPR (PrqPfa)
Over the years, the regulatory environment has changed and organisations need to ensure... ★★★★★

Goal-Setting
Goals should always be expressed in terms of what the learner will be able to... ★★★★★

Infection Awareness
This session covers the statutory and mandatory training for infection... ★★★★★

Infection Prevention and Control
This session covers the statutory and mandatory training for infection... ★★★★★

nk learning do more. expect more.

Compliance Reports

COMPLIANCE Overall compliance target 90%

Region	Compliant	Non-compliant
Central Region	80.1%	19.9%
East of England Region	76.2%	23.8%
London Region	84.6%	15.4%
Midlands Region	82.2%	17.8%
North East & Yorkshire Region	83.1%	16.9%
North West Region	74%	26%
South East Region	76.2%	23.8%
South West Region	80.2%	19.8%

Totara TXP Engage.

The Totara Engage LXP feature-set provides the ability to create & share resources, & libraries of peer-reviewed content items (including with discussion threads and private/public Workspace membership controls).

Totara Engage effectively adds an LXP layer, including a recommendations engine for more adaptive content search results and dashboard displays.

Building on Totara Learn's social features (Forums, Wikis, Chatrooms, and virtual classroom functionality), the additional Totara Engage functionality enables users to interact in more collaborative and feature-rich Workspaces, which include polls and Resource/Playlist libraries.

Your subject matter experts are able to share knowledge easily through the platform, and the use of user generated content at local levels will help build out induction and training resources. This suits a fast-paced modern work environment where decentralised curation of learning is an essential part of the blend.



Totara TXP Engage (LXP) features



Curated content playlists

To break down silos, spread know-how to where it's needed and encourage collaborative learning



Collaborative workspaces

To accelerate skills acquisition, deliver digestible knowledge in the flow of work and unite teams



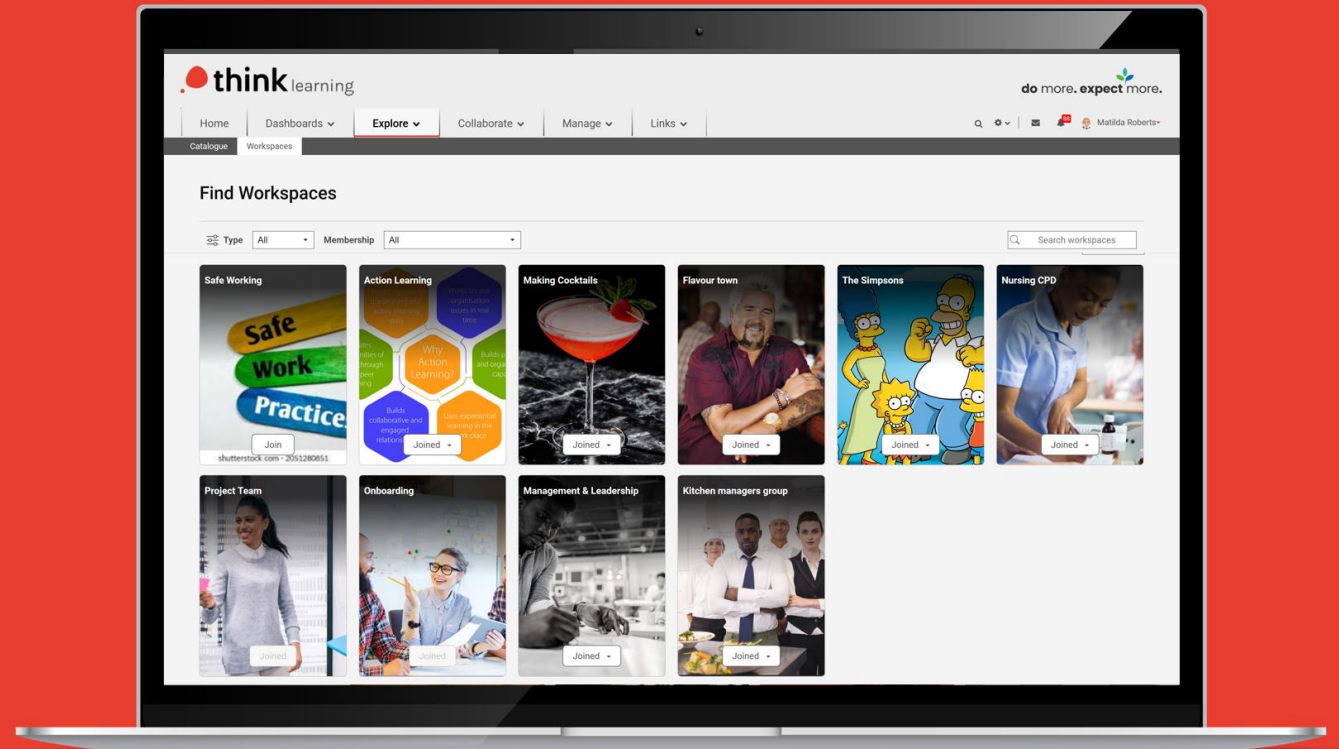
Personalised recommendations

Suggest content relevant to employees' interests, skills and needs, based on actual user behaviour



Microsoft Teams integration

To solve problems from a central digital space without having to switch between different tools



Totara TXP Performance & Talent.

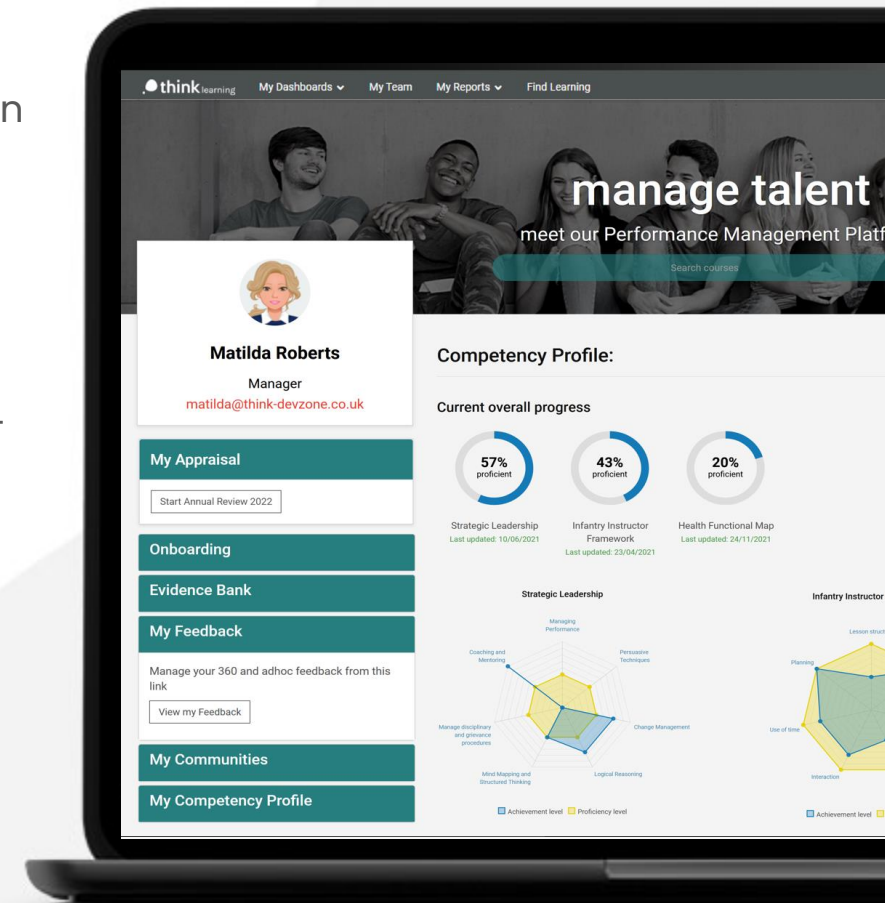
Fuel productivity and organisational growth with Totara Performance, a functionally rich, responsive talent and performance platform which we implement quickly and affordably. Combines appraisal, 9-box grids, e-Forms, revalidation and CPD; users can set goals, record 360 feedback, undertake online appraisal processes, and manage team performance (talent pipelines and pay progression). Healthcare, NHS, Government specialist experience.

You can tailor your Think platform to match your unique processes, utilising our form-builder, email automation and workflows.

Performance management features sit alongside Totara Learn functionality, and can also be supplemented with Competency features in Totara TXP Perform.

Easily develop multiple, bespoke processes to ease performance management administration. Manage professional CPD among your learners, including revalidation and sector-specific tools.

We also offer 9-box grid Talent Management graphical reporting outputs, and succession planning features.



Totara TXP Performance & Talent features



Talent management tools

9-box grid editor, value & behaviour frameworks, competencies (Totara Perform), graphical reports & visualisations, succession planning



Performance conversations

Check-ins, dynamic appraisal cycles, multiple actors, Personal Development Plans, training needs analysis, objectives

The screenshot displays the Totara TXP Performance & Talent management interface. At the top, there's a navigation bar with 'think learning' and various menu items like 'My Dashboards', 'My Team', 'My Reports', and 'Find Learning'. Below the navigation bar, there's a header image with the text 'manage talent' and 'meet our Performance Management Platform'. The main content area is divided into several sections:

- User Profile:** Matilda Roberts, Manager, matilda@think-devzone.co.uk.
- My Appraisal:** Start Annual Review 2022.
- Onboarding:** Evidence Bank, My Feedback, My Communities, My Competency Profile.
- Performance Metrics:** A row of six cards: Objectives (My Appraisal) with a green checkmark, Development (My Appraisal) with a yellow target icon, Competencies (My Appraisal) with a grey 'X', Ongoing Reviews (My Appraisal) with a grey 'X', End of Year (My Appraisal) with a grey 'X', and Talent grid (My Appraisal) with a grey 'X' and a red plus sign.
- Objectives Section:** 'Add New Objectives' with a 'Remove' button. Below it, there are three questions with text input fields:
 - 'What is your agreed objective?' with the answer 'Improve Facilitation Skills'.
 - 'What strategic priority does it link to?' with the answer 'Drive productivity'.
 - 'How will you deliver this?' with the answer 'Coaching and formal training'.



360 Feedback

Custom multi-rater & instant personal feedback. Graphical Report generator includes rich data, radar graphs and strength finder



CPD and Revalidation

CPD-tracking tools, with graphical dashboard and reports. NMC-focused (Nursing), but with flexible capabilities for other sector contexts

Implementation Services

The background features a large white circle on the left side, partially overlapping a red area. The red area is composed of several overlapping, organic, wavy shapes in various shades of red, creating a modern, abstract design.

5 step guide to getting started.

discovery

This phase is all about you. Your needs. Your wants. Your vision. Whether you're switching from an existing Totara provider, from another LMS or this is your first learning platform, we'll work with you create a plan of action to bring your vision to life.

art direction & design

First impressions count. In this step we'll determine the visual style of your new platform, making sure it fits with your brand guidelines and platform aspirations.

IT migration

We want to make this platform easy for users. So we'll work with you to integrate with any platform you already use. From ESR to SSO, we've got you covered.

co-creation

It's time to learn and get your hands dirty with your new platform. We'll work with you to migrate your content, learners and everything else to your new platform.

platform launch

Unleash your platform to the world and start using it to its full potential. But don't worry, we don't up and leave at this point - our client services team are always on hand to help you with your platform.

1

2

3

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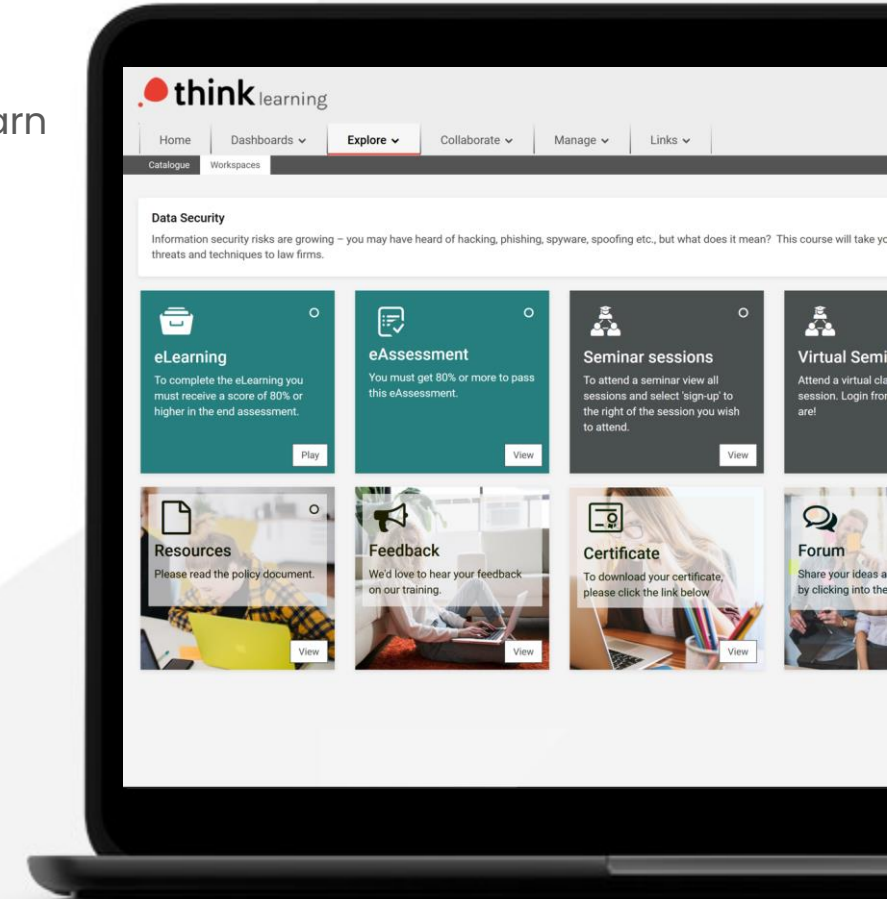
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Implementation journey overview

Implementation.

Our expert team will guide you through your platform implementation and work with your team to achieve your project goals and meet your timescales. Models include:

- **Professional:** comprises the key work packages involved in setting up a Totara Learn Professional site (feature-light LMS).
- **Essential:** this provides additional options to support the Implementation of the streamlined Essential Totara Learn solution (reduced functionality and support in comparison to the Standard offering).
- **Standard:** building on the core Implementation elements, this includes a set of optional work packages to launch a full-featured, Enterprise-ready Totara Learn site.
- **Enhanced:** We also offer the option to purchase Implementation support, consultancy, and project management time. This could be for site enhancement projects, Workflow builds (e.g. performance & talent processes, onboarding), TXP feature-sets, theming and configuration changes, new user journeys, and more.



Implementation Work Packages.

Think Learning Implementation

Implementation Work Packages	Notes
Kick-off and discovery	Discovery and requirements refinement stage, enabling us to agree a client-specific project plan, taking into account requirements and dependencies, integrations, future requirements.
Technical setup	Setup of staging and live sites, and required authentication, integration, and technical project elements.
Theming	Branding, colours, site language, user navigation, menu items, dashboards, course layouts.
Site data configuration	Compliance, audiences, seminar, etc. Includes training to use course templates to build catalogue.
Authentication	If required, enables unified authentication with Active Directory using plugins such as OpenID, SAML, etc.
Bulk user configuration	Support to set up and configure HR Import for regular HRMS (e.g. ESR, CRM, iTrent, etc) data updates in Totara. This could be set up as a manual HR Import upload process, or a scheduled sync approach.
Site administrator training	Training provides webinar-based training sessions, held at relevant points during the project.
Reports configuration	Training and consultancy to configure site reports, including Report Builder, and supplier-specific reports.
Legacy data configuration	Training and support around bulk upload of legacy training data, including quality assurance.
User acceptance testing	Pre-launch testing co-ordinated between supplier & client in order to achieve go-live readiness.

Additional consultancy can be purchased, based on the Think Learning SFA rate card to support required projects. Any combination of these individual Implementation Work Packages can be purchased, as required. Different contexts could include new Totara implementations, Totara client site migrations, incorporating additional TXP Products in existing sites, or upgrading sites from an Essential to a Standard service.

Enhanced Products & Services



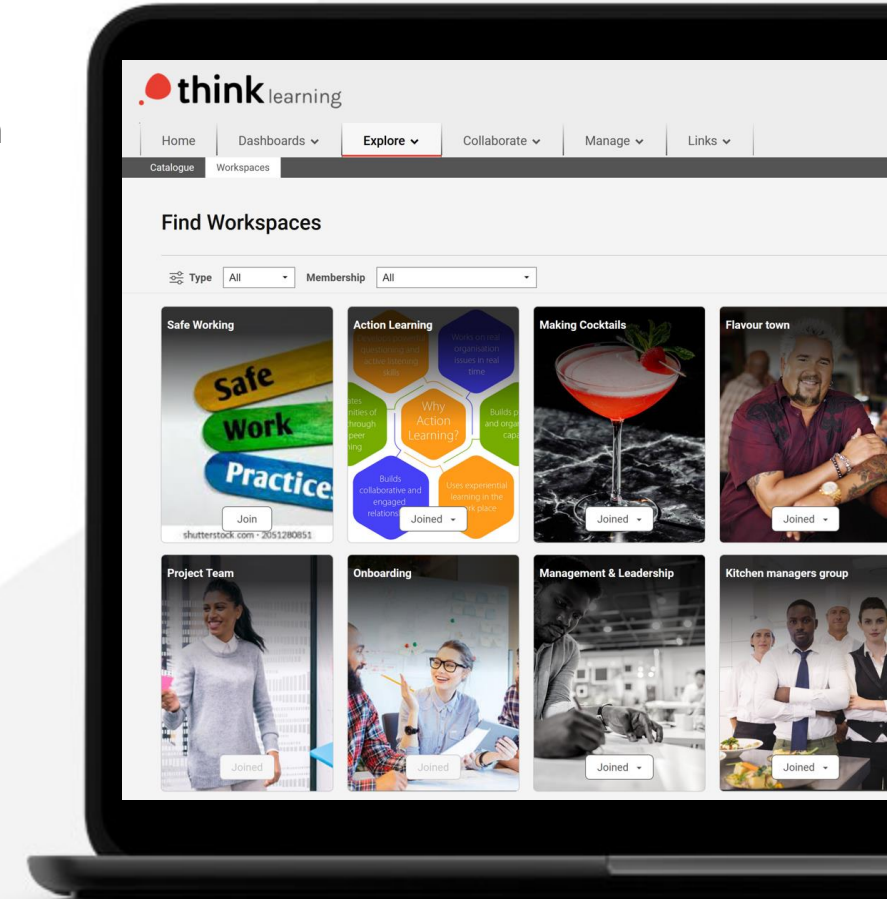
Enhanced Products & Services.

Custom developments, enhanced services and features, and powerful partnerships:

We have developed a range of customised modules and extensions to extend the impact Totara TXP Learn can have on your organisation. We have also partnered with some leading providers to offer additional functionality and services.

Enhancement options include products and services such as:

- **e-Forms & online Workflow processes (appraisal, onboarding, applications)**
- **e-Commerce features with seamless LMS integration**
- **Talent, Succession, 360 Feedback, enhanced Competency management**
- **Performance management check-ins, 9-box grid visualisations**
- **Premium Support and technical integrations and developments**
- **Professional CPD and Revalidation (healthcare and other sectors)**
- **eLearning content rental and authoring**
- **Content curation for LMS and LXP contexts**
- **Mobile App options**



Workflow Tool e-Forms

Think Learning Workflow Tool features.

We have significantly extended online business process & e-forms capability with our **Workflow Tool** Totara extension.

Design flexibility

Flexible navigation allows users to move back and forth between steps. Target dates can be based on certification assignments, user profile fields, or completions of other workflows. Use calculated fields & dynamically branch forms, based on actors' answers and profiles.

e-Form examples

As well as performance appraisal and talent conversations, workflow examples include Study Leave, Course/Apprenticeship application, budget tracking, Onboarding, Induction, PPE fit-testing, CPD tracking, HR processes, and more.

Pricing & Setup

Each workflow process requires a 'Build & Deploy' consultancy project (costed individually), and uses a Workflow Subscription. Subscriptions are priced in bundles (1st, 2nd, <5, <10, etc), and based on user numbers in your platform.

Reporting & dashboards

Report sources enable granular data visualisation. Workflows can auto-complete courses and certifications to support compliance reporting.

Navigation and integration

Progress through e-forms is shown graphically to users. Use-cases include surveying and training needs analysis. A Workflow course activity enables advanced educational interactions. Dynamically allocate forms, and/or allow users to initiate their own forms, as relevant.

Actors and notifications

Create actors and user pools (e.g. "HR Administrators" based on an audience and enable relevant actors to view/process workflow stages. Customised messages to any stakeholders in the process, triggered by any activity in the workflow.

e-Commerce integration

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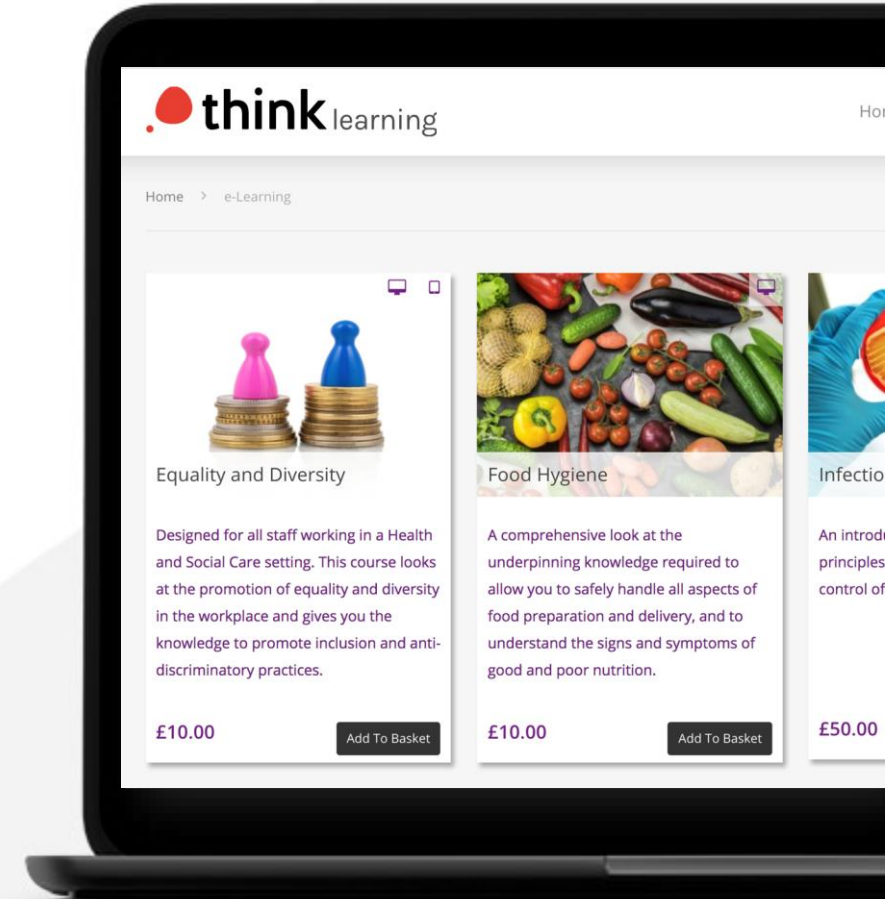
e-Commerce features.

Looking to build on your LMS implementation to showcase and sell LMS content and event spaces?

We have worked with public and private sector clients to create a seamless integration between Totara Learn and WordPress, enabling you to present a 'shop window' of your courses which, via a commercial service like GOV.UK Pay, Stripe or PayPal, allows your customers/users to pay for courses before access is provided to the relevant learning activities.

The solution is underpinned by WooCommerce, and has been developed to create a versatile and powerful e-commerce education ecosystem.

The end user experience is a highly-refined online eCommerce store. Customers can search, browse, filter and add to baskets, optionally see "recommended" or "related" products, and purchase securely. Website address and branding can be entirely in line with client requirements. Refunds, cancellations, special offers, and discount codes can all be managed.



Mobile Apps

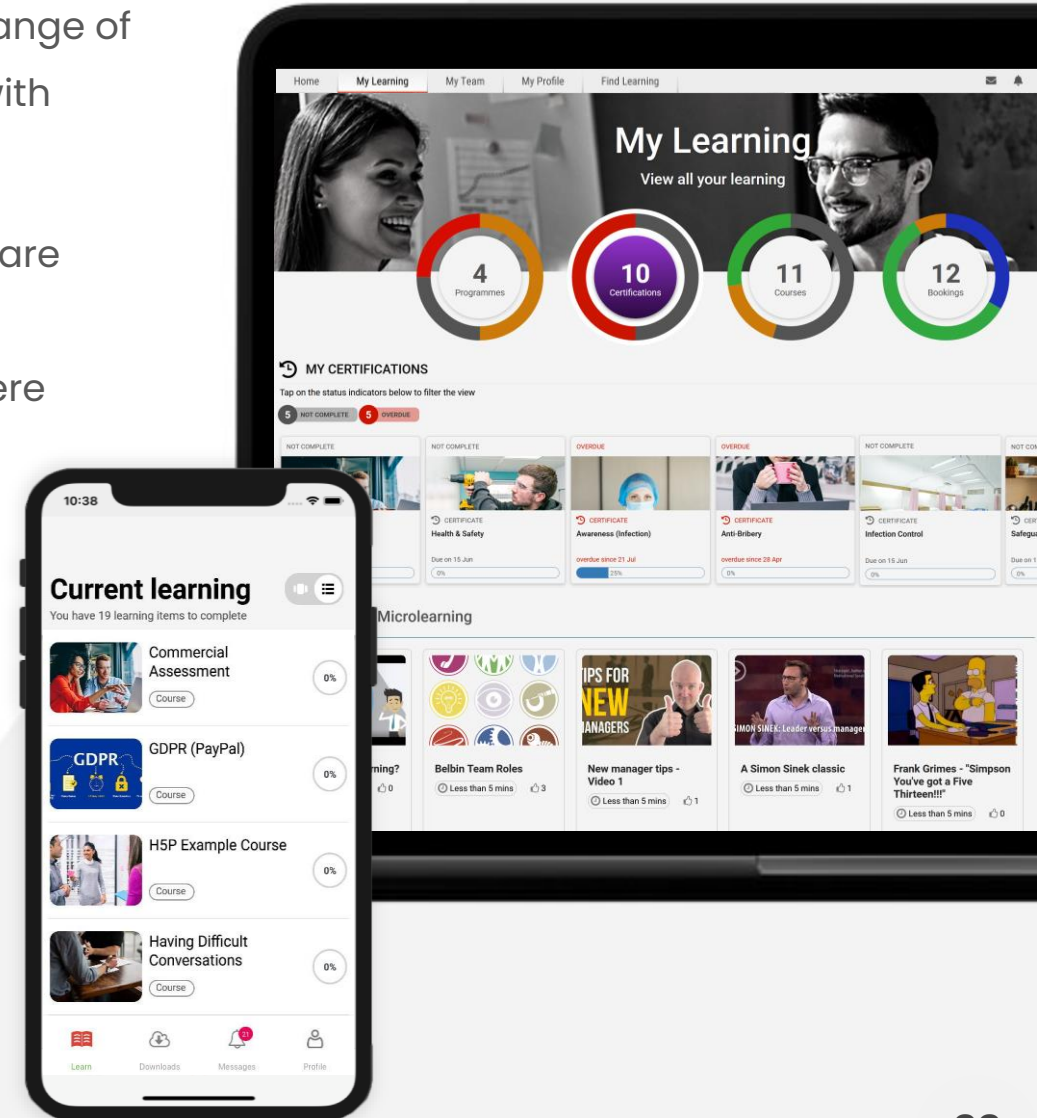
Mobile App options overview.

Our Totara solutions display well in mobile browsers, however if there is a particular need for offline learning access and push notifications, we can provide for a range of Android and iOS Mobile App options including core and premium App offers with differing feature/functionality options.

All Apps include one-off implementation and annual ongoing costs. Features are centred around users' current learning, with the ability to search the course catalogue and self-enrol on courses (and view Totara Engage Resources, where Totara Engage LXP features are deployed).

Options include:

- The basic (generic Totara) App which incurs very little Installation & Setup cost and annual maintenance (for updates and upgrades).
- We also offer a client-specific version of the core Totara App, downloadable from the App stores, with higher associated costs.
- Additionally, we can also offer a Premium Totara App, in partnership with our partners Mobile Learning Pty Ltd.



Virtual Seminar

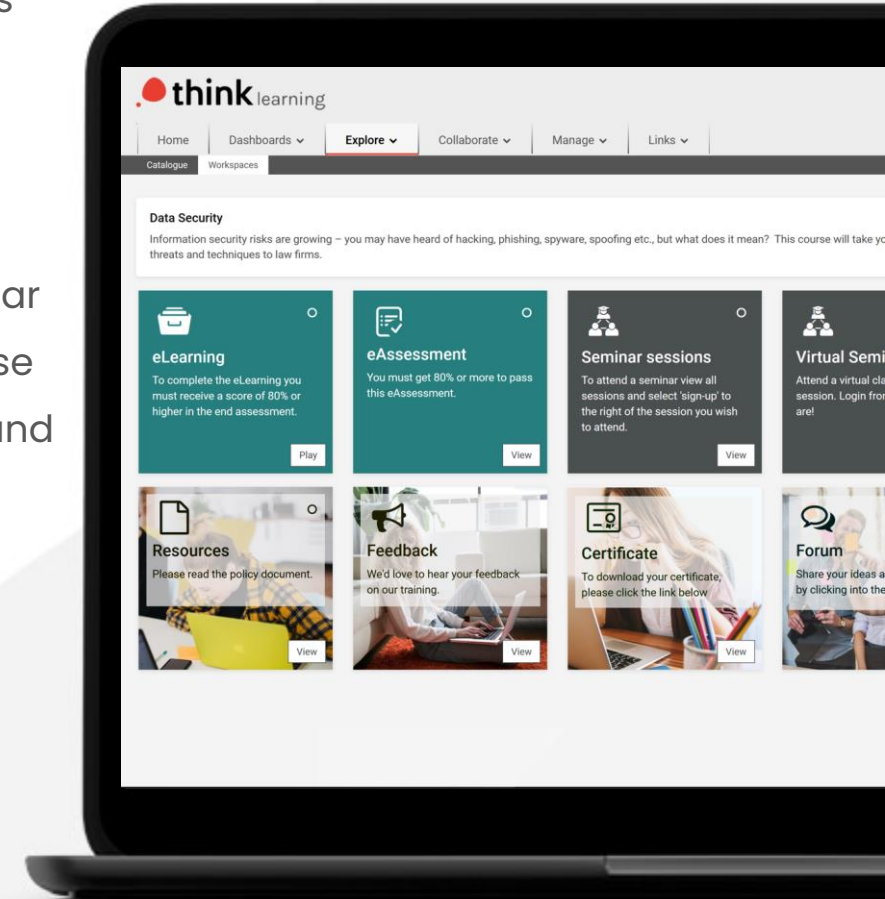
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Virtual seminar overview.

Using Microsoft Teams with Totara enables you to auto-create Teams meeting events from within Totara seminars (with associated user notifications/iCal outlook integration), although in the NHS context this depends on the organisation having its own Teams instance, as opposed to the NHS Digital shared instance.

Tools like GoToWebinar, Microsoft Teams, Zoom, BigBlueButton and WebEx offer webinar and online meeting functionality (and we include some API-level integration with these tools in Totara). We utilise existing Totara APIs to integrate with GoToWebinar, Zoom, and WebEx (based on your own in-house Subscriptions with these providers),

BigBlueButton (an Open Source virtual seminar tool) integration enables learners to launch virtual meeting rooms from within LMS courses, which can trigger automatic activity completion within the relevant course. We include costs for a hosted BigBlueButton virtual seminar solution, although we can integrate with many virtual seminar and webinar tools, as required.





Consultancy, Curation & Content

Consultancy, Curation & Content.

Integrations/APIs/Web Services

For example, interface with a BI Reporting tool or CRM. We provision a wide range of in-built APIs, and very flexible automated data import/export and web service integration capability.

Site consultancy and training

Services and consultancy to build/deploy workflow processes, provide training, improve site configuration and UX, provide technical integrations and enhancements.

Content creation and coaching

We can work with your topic specialists to create bespoke elearning modules and courses, and provide coaching on popular elearning authoring tools, to develop elearning templates.

Totara Site Improvements

We can provide consultancy and assistance to change and improve your site configuration, e.g. theming, user navigation, dashboards, feature-sets, integrations.

Content Catalogues

Access and curate a wide range of content in your site (via the Content Marketplace and/or integration). Catalogues include Core Learning Services Ltd, LinkedIn Learning, and more.

Authoring tools

Integrated tools for adding interactive learning content in your site, along with cloud- and licence-based authoring tools for mobile responsive SCORM module creation.

Consultancy, Curation & Content (ctd).

Anders Pink Curation

Create custom briefings (collections of articles) on any topic with this AI-powered Curation Tool. Deliver up-to-date web content in your platform (including TXP Learn & Engage).

xAPI and Learning Record Store

Integrate your site with a Learning Record Store (LRS), and configure it for xAPI tracking, reporting, xAPI statements and metrics.

ESR Interfaces and integration

ESR-related Data Warehouse and integration consultancy, to streamline and automate data flow between ESR and your site(s). HR Import integration, and onboarding processes.

ESR CSTF Interface

Bi-directional interface to exchange Competency data between ESR and your Totara platform (Includes IAT and LMS-achieved Competencies).

Learning & Talent consultancy

Solution architecture and consultancy to support and improve the effectiveness of your company L&D, talent, LXP, and technology strategies and provision, and specify technical and practical solutions.

Premium Site Support

A range of specialist and premium support services, including out-of-hours on-call S1 provision, named senior engineer contacts, regular review calls, 1st, 2nd, 3rd line models.

Talent, CPD & Totara Plugins

Talent, CPD & Totara plugins.

360 Feedback Tool

Custom multi-rater and instant personal feedback, based on your own templates. Graphical Report generator includes data, radar graphs and strength finder.

CPD Hub

Manage funding budgets and education commissioning, show and track training provider offerings (Universities, etc). Links to LMS CPD application forms.

Talent & Succession Planning

Platform tools, reports, and visualisations for talent, career pathways, succession plans, and team-based performance. LMS dashboard/workflow integration.

Premium Compliance Reports

Graphical, interactive compliance report suite, including snapshot and trend analysis capability.

Email, SMS, Notifications Tool

Custom email creator with a range of LMS triggers, digest emails, and SMS texts (client SMS infrastructure with just setup, or supplied SMS).

External Learning Validation

Enables administrators to validate learner-submitted external learning evidence against LMS certifications, which automatically record/update.

Talent, CPD & Totara plugins (ctd).

Supervision Tool

Totara plugin enabling staff/manager supervision 1:1 recording, along with professional, clinical, group, and compliance-tracked supervision.

CPD & Revalidation Tool

Comprehensive Revalidation portfolio and tracking tool, with graphical dashboard and team reports. NMC-focused (Nursing), but with flexible capabilities for other sector contexts.

Budget Tracker

Allocate role-specific training budgets and track spend against LMS courses, and external training interventions (Higher Education, Apprenticeships, etc)

Premium Training

A range of specialist and premium training services, including platform- and client-specific programmes, and multi-client upgrade/feature training workshops and events.

Technical Developments

Strong track record of large-scale, agile bespoke solution-building. LMS enhancements, user journeys, plugins. Codebase alignment for straightforward upgrades.

Venue Management Tool

Useful and flexible room booking system, includes notifications, assets, reporting, room availability view. Integrated with LMS platform/features.

Data Security

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Data security and business continuity.

Think Learning are certified for the ISO27001:2013 Information Security Management Standard, along with Cyber Essentials Plus and ISO9001. Cyber security policies and processes can be found within our Information Security policy, [here](#).

Our hosting partners are ISO27001, ISO9001 and ISO27017 certified and are PCI (credit card processing) compliant.

Think Learning has a board-level Director as the designated Information Security Manager, who is responsible for ISO27001, GDPR, cyber security and data protection. And we have a separate DPO registered with the ICO.

In addition, we are registered with the NHS Data Security Protection toolkit (<https://www.dsptoolkit.nhs.uk/OrganisationSearch/8JF62>) and our systems are reviewed with multiple NHS and Central Government customers annually via DPIAs and DTAC questionnaires.

We incorporate data security training, on induction and annually, for all Think employees and contractors.

The security and service around the server infrastructure and network are monitored in real time.

Our security suite and defence system is based on detection/ diversion/ verification/ forwarding, and inspections are performed in real time. We also provide IDS server monitoring for any malicious activity. We have a suite of automated tools, e.g. CloudFlare to manage DDoS risks, StatusCake to manage uptime/server alerts. Backups and redundancies in servers reduce the likelihood, and severity, of risks. Our technical team receive text messages if there is unexpected downtime. Totara undertakes penetration tests and we use Tenable.io to regularly run penetration and vulnerability tests.

For robust business continuity, we back up your site data weekly which is stored for 6 months. We take daily incremental file backups and a full database backup which is stored for 7 days. This means that in the event of failure we can "rollback" to any one of the most recent 7 days, or any Sunday from the past 4 weeks.

Our RPO is 24 hours. More regular backups, allowing for a smaller RPO figure, can be arranged at additional cost. Return to Operation would be 24 hours on our standard (nightly backup) regime. RTO is 4 hours if a failure occurs between 7am and 11pm, supported by our on-call engineers and our policy of maintaining hot standby servers.

Service Management & Support



Support SLA & overview.

Severity	Priority definition	Target assessment time	Fix time	Service level failure
S1	Critical - site offline for all users	1 hr respond 2 hrs assess	1 day	If the fault persists for 72 hours or more
S2	High - functionality issues affecting the ability of multiple users to complete significant online tasks and where no workaround exists	4 hrs respond 8 hrs assess	2 days	If the fault persists for 240 hours or more
S3	Medium - minor issues affecting one or more users' ability to complete online tasks, or more significant issues where a workaround exists.	8 hrs respond 8 hrs assess	3 days	N/A
S4	Low - suggestions for improvement/development	16 hrs respond 16 hrs assess	5 days	N/A

Standard online 2nd and 3rd line support covers off-site support, helpdesk responses, booked calls/webinars, and other activities requested by client (e.g. site configuration). We track time used against the Support budget in our timesheet system at our standard rates (20% used for online Support tools & quick, adhoc query responses). We take a proactive, collaborative approach to Support, working hard to ensure that support queries receive long-term solutions (with detailed responses designed to prevent issue recurrence). You do NOT pay anything for us to fix confirmed bugs with the system or confirmed technical issues with our hosting services.

Account Management & Communities.

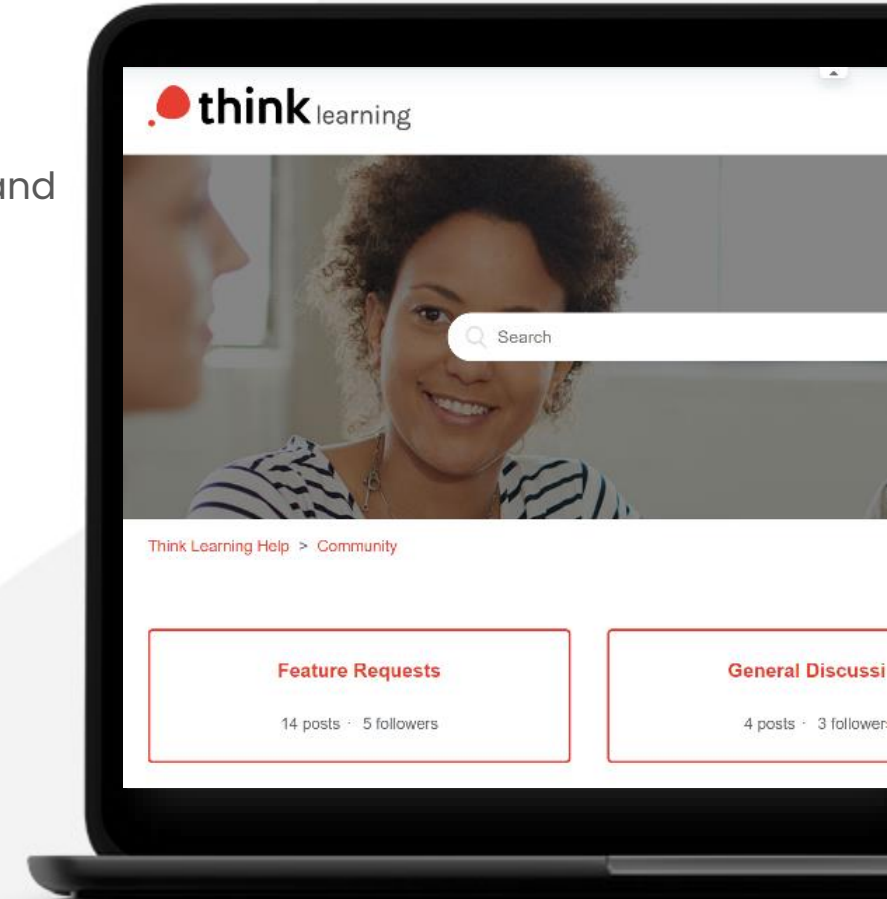
We seek out relationships with clients that have ambitious and broad visions around talent technology, and we would love the opportunity to join you on your journey.

We offer client portal/forum access, and involve clients with roadmap development and platform strategy, including at client networking events.

We run account management and review calls with you, to check-in with your lead administrators and key stakeholders, and to update you with new features and site innovations/enhancements which may be relevant.

Our Client Services support portal includes forums where stakeholders can suggest features/improvements, but also lead and engage with groups of sector-specific and cross-sector stakeholders, in areas such as talent, healthcare, social learning, e-commerce, apprenticeships.

Your involvement with these network groups helps to give us a sense of your aspirations and needs.



Don't just take our word for it.

“The platform and the support of Think Learning have enabled us to maintain high levels of compliance, but at the same time innovate and remain agile, while maximising the use of Totara TXP.

Think Learning have gone beyond being a supplier, and we have built a true partnership relationship.

I am proud of what we have achieved together.”

Jenny McKnight, Head of Talent & People Development, Circle Health Group



Thank you



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**think**
learning