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Access Legal Digital Learning Service Definition

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1 Service Overview

Access Legal Learning is one of the leading providers of training for law firms. Our eLearning libraries are written by lawyers and compliance experts specifically for the legal market. They support firms with their obligations under the SRA Standards and Regulations, financial crime regulations, Lexcel and CQS. We have a range of courses for different audiences including fee earners, COLPs, support staff and finance teams.

Below is a summary of the key system features:

Our courses adhere to the best practice in learning and graphic design. They are regularly updated by our extensive team of legal subject matter experts, who all have experience working in law firms.

Benefits of our courses

- Modular learning
- Engaging real life scenarios and case studies
- Highly interactive
- Deeply practical
- Updated regularly
- Rigorous assessments
- Fully desktop and mobile ready
- Blended learning approach (eLearning, webinar, assessment etc.)

Our training packages offer great value for money

- Free legal compliance webinars
- Free user-friendly eLearning authoring tool
- CPD tracker including SRA Competency Scheme
- Intuitive administration and reporting

Content Overview

Governance, Risk and Compliance (GRC) for Law Firms is our flagship learning library. This product provides market leading e-learning and webinar content covering key risk and compliance topics, a number of which are mandatory.

The content is written, developed and maintained by a team of in-house experts from the sector, as well as an external network of subject matter experts who contribute to the content.

Our GRC for Law Firms content is externally certified by the CPD Certification service (https://cpduk.co.uk/). This is an independent body and demonstrates our commitment to delivering high quality content.

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GRC for Law Firms includes seven sub-categories of content, the full list is detailed below.

In addition, we offer both courses and webinars as part of this library. Our courses follow our regular maintain and evolve processes, whereas the webinars typically have a shelf life as they are based on current/topical events and aimed to deliver "in the moment" information.

Note that recordings of our Monthly Compliance Updates are made available through GRC for Law Firms.

Governance, Risk & Compliance (GRC) Library

The table below lists the current content available through GRC for Law Firms.

Topic Area	Title	Content Type
Anti-Money Laundering & Financial Crime	AML Independent Audits	Webinar
	AML Update Webinar - January 2025	Webinar
	AML Update Webinar - April 2025	Webinar
	AML Update Webinar - July 2025	Webinar
	AML Update Webinar - October 2025	Webinar
	Anti-Facilitating Tax Evasion for Law Firms	Course
	Anti-Money Laundering for Law Firms	Course
	Anti-Money Laundering for Support Staff	Course
	Avoiding Bribery Risks in Law Firms	Course
	Dealing with Suspicious Activity Reports	Course
	How to be an MLRO/MLCO	Course
	PEPs and Sanctions	Course
	Source of Funds and Wealth Masterclass	Webinar
Diversity, Inclusion & Wellbeing	*Environmental Awareness	Course
	ESG for Law Firms	Course
	Ethics for Lawyers	Course
	*Fair Treatment of Customers	Course
	*First Aid (Refresher)	Course
	*First Aid in the Workplace	Course
	Modern Slavery and Human Trafficking	Course
	Sexual Harassment in Law Firms	Course
	*Right to Work	Course
	Vulnerable Clients and Safeguarding for Law Firms	Course
	Whistleblowing	Course
	Equality, Diversity, and Inclusion in Law Firms	Course
	Mental Health Awareness for Law Firms	Course
	*Supporting Wellbeing and Attendance	Course
	Unconscious Bias for Law Firms	Course
	AI for Law Firms	Course

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Monthly Compliance Updates	Ask Me Anything with Legal AI Expert, Uwais Iqbal - September 2025	Webinar
	Ask Me Anything with Legal AI Expert, Uwais Iqbal - November 2025	Webinar
	Artificial Intelligence Update	Webinar
	Cyber Security for Law Firms	Course
	Crypto-currencies and Blockchain - an overview	Webinar
	*Phishing, Malware and browsing securely	Course
	Data Protection Update	Webinar
	Data Protection for International Law Firms	Course
	Data Protection for Barristers' Chambers	Course
	Data Protection for Law Firms	Course
	Monthly Compliance Updates (most recent 12 editions)	Webinar
Practice Management & Compliance	Breach Management - a practical masterclass	Webinar
	*Finance and Budgeting Basics	Course
	Carrying out effective file audits	Webinar
	Complaints, errors and claims - How to manage them	Webinar
	E-Signatures - are you on board?	Webinar
	File Audits - A Practical Guide	Webinar
	Handling Client Complaints	Webinar
	Horizon Scanning - what's coming in 2025?	Webinar
	Is your law firm financially sustainable?	Webinar
	Payment Card Industry (PCI) Awareness	Course
	PII Update - preparing for renewal	Webinar
	Risk Management for Law Firms	Course
	Risk Management for Managers	Course
	SRA Enforcement - case studies	Webinar
	Effective Supervision within Law Firms	Webinar
	*Workplace Security	Course
SRA Standards and Regulations	Conflicts of Interest	Course
	How to be a COFA	Course
	How to be a COLP	Course
	SRA Accounts Rules	Course
	SRA Codes of Conduct for Firms (Managers)	Course
	SRA Codes of Conduct for Non-Solicitors	Course
	SRA Codes of Conduct for Solicitors	Course
	Solicitors' Competence Update Webinar	Webinar
	Transparency Rules - Overview	Webinar

Conveyancing Quality Scheme (CQS) Library

CQS is a certification scheme operated by the Law Society that the majority of law firms offering residential conveyancing adhere to, with around 2,800 firms operating this way today. The scheme has a number of requirements, one of which is that all relevant

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individuals within the firm **must** complete CQS training each year within 6 months of the new syllabus being released, this is a mandatory requirement.

This training can only be offered by approved providers, and Access Legal are the only provider of this training outside the Law Society, who set the syllabus.

CQS training consists of two **Core** courses, which must be completed by all 'relevant persons' just once, and two **Update** courses, which must be completed each year by all 'relevant persons'. A relevant person under CQS is anyone involved in the property transaction - Fee earners, Paralegals, Partners, etc.

There is also a separate course for Senior Reporting Officers/Heads of Conveyancing that we do not provide and must be obtained via the Law Society.

The table below lists the current content available through the CQS library:

Topic Area	Title	Content Type
CQS Core and Update Courses	CQS Financial Crime	Course
	CQS Protocol in Practice	Course
	CQS Conveyancing Practice 2025	Course
	CQS Risk, Compliance and Client Care 2025	Course
CQS Webinars	CQS 6 Monthly Update Webinars	Webinar
	Maintaining and Attaining CQS Accreditation	Webinar
CQS Policies and Precedents	CQS Core Practice Management Standards Compliance Guide	Template
	CQS Financial Crime Transactions Procedure	Template
	CQS Leasehold Purchase Policy	Template
	CQS Lender Reporting Procedure	Template
	CQS Stamp Duty Land Tax Policy	Template

Policies & Precedents Library

Law firms must assess the risks to their business and establish a set of policies and procedures to mitigate those risks. This can pose a time-consuming challenge, especially

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for smaller firms, in keeping ahead of changes in the industry and ensuring documents remain compliant.

This is where our Policies and Precedent Library steps in. We have a library of more than 70 templates and supporting resources that are regularly reviewed and updated by our experts.

From the firms' perspective, this gives them access to a suite of templates they can easily adapt and tailor to their needs, safe in the knowledge they are compliant. Note that we publish 'clean' version of these documents as Word files in our Access Learning product, and tracked changes versions are available upon request.

For firms seeking further support, we are able to offer a bespoke service through our Risk and Compliance team who can review and draft individual firm policies as part of the outsourced compliance services.

The table below lists the current content available through the Policies and Precedents for Law Firms library:

Topic Area	Title	Content Type
Guidance for the COLP and COFA	Risk Register	Template
	Breach Register	Template
	Compliance Officers - COLP and COFA Guidance Note	Template
	Compliance Plan	Template
	Indemnity in Favour of COLP/COFA	Template
Anti-Money Laundering	Risk Assessment Questionnaire	Template
	Anti-Money Laundering and Counter Financing of Terrorism Compliance Policy	Template
	Anti-Money Laundering Customer Due Diligence Form for Non-Individual Entities	Template
	Anti-Money Laundering Employee Screening Policy	Template
	Anti-Money Laundering Firm Wide Risk Assessment Questionnaire	Template

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General Management	Anti-Money Laundering Non-UK Company/LLP Enquiry Form	Template
	Anti-Money Laundering Politically Exposed Persons Questionnaire	Template
	Anti-Money Laundering Client and Matter Risk Assessment	Template
	Guidance for Anti-Money Laundering Officers	Template
	Independent Audit and Review of Anti-Money Laundering and Financial Crime Risks	Template
	Money Laundering Internal Report Form	Template
	Source of Funds and Source of Wealth Questionnaires	Template
	Business Continuity Management Policy	Template
	Business Continuity Management Policy Supporting Documents	Template
	Business Planning	Template
	Corporate Social Responsibility Policy	Template
	Financial Management Policy	Template
	Financial Management Policy Supporting Documents	Template
	File Review Policy	Template
	Outsourcing Policy	Template
	Risk Management Policy	Template
	Supervision Procedures	Template
	Third Party Services Procedures	Template
	Third Party Services and Procedures Supporting Documents	Template
	Complaints and Reporting Policy	Template

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Client Care and File Management	Client Care Letter	Template
	Client Care Policy	Template
	Client Care Policy Supporting Documents	Template
	Vulnerable Clients and Safeguarding Policy	Template
	File and Case Management Procedures Manual	Template
	Terms of Business	Template
Legal and Regulatory Compliance	Anti-Bribery Policy	Template
	Anti-Bribery Policy Supporting Documents	Template
	Anti-Facilitating Tax Evasion Policy	Template
	Anti-Facilitating Tax Evasion Policy Supporting Documents	Template
	Conflicts Policy	Template
	Digital Identify Process Verification Policy	Template
	Gifts Policy	Template
	Mortgage, Property and Registration Fraud Risk Assessment - Sale and Purchase	Template
	Mortgage, Property and Registration Fraud Prevention Policy	Template
	Sanctions Checks and Risk Assessment Form (Matter-Level)	Template
	Sanctions Firm Wide Risk Assessment	Template
	Sanctions Policy (Comprehensive version)	Template
	Sanctions Policy (Streamlined version)	Template
	SRA Transparency Rules Pack	Template
	Transparency Spreadsheet	Template

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Human Resources	Whistleblowing Policy	Template
	Equality, Diversity and Inclusion Policy	Template
	Flexible, Remote and Hybrid Working Policy	Template
	Health and Safety Policy	Template
	Health and Safety Policy Supporting Documents	Template
	Learning and Development Policy	Template
	Learning and Development Policy and Supporting Documents	Template
	Performance Development Policy	Template
	Performance Development Policy Supporting Document	Template
	People Management Procedures	Template
	People Management Procedures Supporting Document	Template
	Remote and Hybrid Working Checklist - Employee	Template
	Remote and Hybrid Working Checklist - Employer	Template
Information Technology and Data Protection	Artificial Intelligence Policy	Template
	Data Protection Breach Reporting Procedure	Template
	Data Protection Policy	Template
	Data Protection Policy Supporting Documents	Template
	Data Subject Access Request Policy	Template
	Email Policy	Template
	Information Asset Register Spreadsheet	Template

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	Information Management and Security Policy	Template
	Information Management and Security Policy Supporting Documents	Template
	Retention and Disposal Policy	Template
	Secure Desk Policy	Template
	Social Media Policy	Template
	Website Management Policy	Template

Access Learning
Our GRC and CQS catalogues are delivered online via Access LMS Evo. This is an award-winning, globally recognised Learning Management System, which contains features to let you easily manage roll out and reporting of training to your firm.

The LMS allows you to distribute training to employees with your own deadlines for completion, along with automatic prompts to remind them when the deadline isn't met, eliminating the headache and administration time of chasing staff to complete mandatory training.

With inbuilt CPD tracking including an SRA Competence Scheme, Access Learning also provides all the tools you need to help manage and evidence continuing competency in your firm.

Further eLearning Libraries
Access Learning has a comprehensive range of eLearning libraries including specialist topics such as health and safety, cyber security, workplace skills and mental health and wellbeing. Taking the best principles of engagement to deliver practical, role-relevant learning and interactive case studies, this is learning that sticks.

2 Onboarding

We aim to provide you with an excellent experience in getting up and running. Our Implementations packages range from small site implementations using our rapid FlightPath Implementation packages right up to larger solution projects where we would use our Access Implementation methodology. For the set-up process to be as successful as possible, we need to work together to achieve this.

Access FlightPath

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Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e- learning, so your users can learn our products at their own pace.

Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Each FlightPath implementation programme from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

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Full details of our Flightpath implementations for Access Legal Learning can be found here.

3 Additional Service Options

On top of the services included within the standard FlightPath packages, the below highlights the additional value-added services that our consulting teams can provide. Please take some time to review these.

Risk and Compliance Services
Our specialist team deliver risk and compliance advisory and consultancy services focusing on regulatory and quality standard compliance. Services include outsourced File Audits, Complaint Management, Compliance health checks, AML audits, GDPR audits and Lexcel reviews.

1. **Helpline**

Risk and Compliance can often be difficult to navigate, so having a place to go and gain consistent, practical and reliable guidance can be extremely beneficial. We have formalised a dedicated helpline with 3 levels of support options for law firms to submit their risk and compliance queries. The levels of support are based on the amount of support time per month you would like from our associates.

2. **Outsourced Audits**

Audits can be time consuming, but proactively reviewing your business can not only keep the regulator happy but also provide you with valuable insight you may have never known, including unidentified complaints, training gaps and governance inaccuracies.

Law firms are required under the SRA Code of Conduct to effectively and efficiently manage their files, we can help remove this burden on Heads of Department with our audit service, allowing them to spend more time on valuable fee-earning work as well as providing reassurance with an unbiased second pair of eyes.

Our service provides regular quality/compliance reviews using best practice, risk-based and accreditation-oriented question sets which can be tailored to your firm, they include:

- Conveyancing for Purchase
- Conveyancing for Sale
- Family Law – Children Act
- Family Law – Divorce
- Family Law – Co-habitation
- Personal Injury
- Private Client

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Detailed audit reports are also provided, showing where remedial action and further training may be appropriate.

3. Compliance Review

Having worked with hundreds of regulated businesses, we understand the importance of instilling a strong compliance culture within a firm.

Our Compliance Review offers firms a service that will analyse their current compliance framework and helps them identify what's needed to achieve the desired compliance culture within their firm.

This includes:

- Reviewing governance arrangements and assessing the effectiveness in mitigating compliance risk
- Reviewing all manuals and documentation to ensure that they cover all relevant rules and regulations
- Identifying all relevant compliance risks and ensuring that there is a robust system of controls in place
- Testing the implementation of Policies and Procedures to ensure that controls are operating effectively and as intended
- Reviewing the output and management information produced by a firm to identify compliance risks
- Make recommendations to improve or remediate where necessary

4. Anti-Money Laundering Review

Law firms can be attractive targets to channel funds so it's important you have the necessary anti-money laundering controls in place within your firm to help prevent this.

By having the correct AML procedures in place, it can help reduce reports to the NCA, the risk to the firm, breaches and help maintain a good reputation. Our firm AML review can assist with this by:

- Conducting a detailed review of AML policies and procedures (AML manual, client onboarding procedures and sanctions compliance), KYC responsibility allocation, AML business risk assessment and customer risk assessment procedures
- Analysing a representative sample of your client files, concentrating on the clients that present the greatest risk
- A review of your internal governance arrangements around your AML framework, including suspicious activity reporting, escalation processes, and dispute resolution
- A review of your training needs analysis process and corresponding training programme established

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- An assessment of the criteria you use for transaction monitoring and the process you have implemented for flagging transactions that fall outside of the customer's profile
- Make recommendations to improve or remediate where necessary

5. Data Protection Review

We are able to support law firms through a variety of services in assessing and meeting their data protection obligations under UK legislation and regulation.

Our Data Protection review service can help with this by:

- Evaluating whether your business is processing personal data fairly, lawfully and securely
- Identifying the key data protection risks facing your business
- Evaluating whether your business has the necessary permissions and consents to process personal data and, where required, guide you to obtain them
- Tailoring of policies and procedures relating to the processing of personal data
- Implementing effective systems and controls to safeguard personal data
- Implementing personal data breach handling and reporting requirements
- Training your team on their role in ensuring the protection of your client data

6. Accreditation Review

Many regulated businesses see the commercial benefits of going beyond their basic compliance obligations, which is why they choose to become accredited to various recognised quality schemes.

This service is available for the CQS and LEXCEL accreditations. It considers the requirements and best practice of the accreditation and identifies what is needed for a firm to achieve/keep the accreditation. The service includes:

- Briefing senior management and employees as to the way the assessor will conduct the inspection
- Reviewing your firm's governance arrangements and assessing the effectiveness in mitigating compliance risk
- Reviewing and updating all manuals and documentation to ensure that they cover all relevant rules and regulations affecting your business
- Identifying all relevant compliance risks and ensuring that you have a robust system of controls in place
- Reviewing the output and management information produced by your Firm to identify compliance risks
- Make recommendations to improve or remediate where necessary

7. Document Reviews

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Most businesses will have handbooks, procedures, policies etc. in place, but many of these key documents may not have been reviewed for some time, may contain out-of-date information or be inappropriate for the business as it stands today.

Our suite of Policies and Precedents is available through our training platform and covers the core areas needed for effective management of a firm and compliance with the regulations. Our Governance service gives you the additional benefit of receiving these templates in your own branding. We are confident that the processes within these documents will fit how most law firms work.

We also offer the option of specifically reviewing and providing comments on firms' Client Care Letters and Terms of Business templates with our Governance Lite service.

8. FlexPoints

Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve.
Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment
We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans as detailed below.

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The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster

As a Standard Plan customer, you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here Customer Success Plans

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

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If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Outage and Maintenance Management

Outage Reporting - Customers can subscribe to email alerts giving updates on scheduled maintenance and outages. We also provide all our customers with a live dashboard so you can also review uptime statistics.

Maintenance Management – downtime due to maintenance is very infrequent and is run outside of normal working hours with all customers being informed in advance to minimise disruption.

7 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

All backups are stored on disk and are retained for a period of 3 months.

Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary

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datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	3 months

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Standard Restore Testing
We undertake a restore test automatically on a weekly basis

DR Testing
We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

SQL Server
SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server
In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours.

Single Virtual Machine Failure – SQL Server

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In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours.

Complete Primary Datacentre Outage

In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

8 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

9 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

10 Development Life Cycle

As most of our content revolves around regulatory and compliance matters, common questions are 'how often do we update course x' or 'when will a new version of course y become available'. In order to ensure content remains current and compliant, we have two processes - Maintain and Evolve:

Maintain - At least annually, or in response to regulatory change, the team will review existing content against known and incoming regulatory and legislative requirements. Where appropriate, minor adjustments are made to the content to ensure their remain compliant. Where a need for extensive changes are identified, these are promoted to the Evolve process.

Evolve - An evolve is a complete rebuild of a piece of content, essentially producing a completely new version. This aims to ensure content stays fresh and in-keeping with current learning appetites. Generally, a title undergoes an Evolve process every 24-36 months - this may change and be accelerated/delayed based on known changes in the

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regulatory and legislative landscape (i.e. if we are aware of significant changes we will evolve a title ahead of those changes coming into force, likewise if legislation is currently pending in the near future we may choose to delay an Evolve to avoid re-working the title in rapid succession).

The content roadmap lists out which titles are due for major releases (we do not list our maintenance on the roadmap as this can fluctuate depending on industry events, and not all maintenance checks necessarily lead to changes in the content itself. The client facing roadmap lists out any content that is either new or undergoing a full rebuild (Evolve).

11 Technical Requirements

Access Legal Learning runs on any computer or mobile device with a browser and Internet connectivity.

Web Browsers
Internet Explorer 11 and above, Firefox, Safari, Google chrome, Microsoft Edge (latest version)
Mobile Devices
IOS, Android

12 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.

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