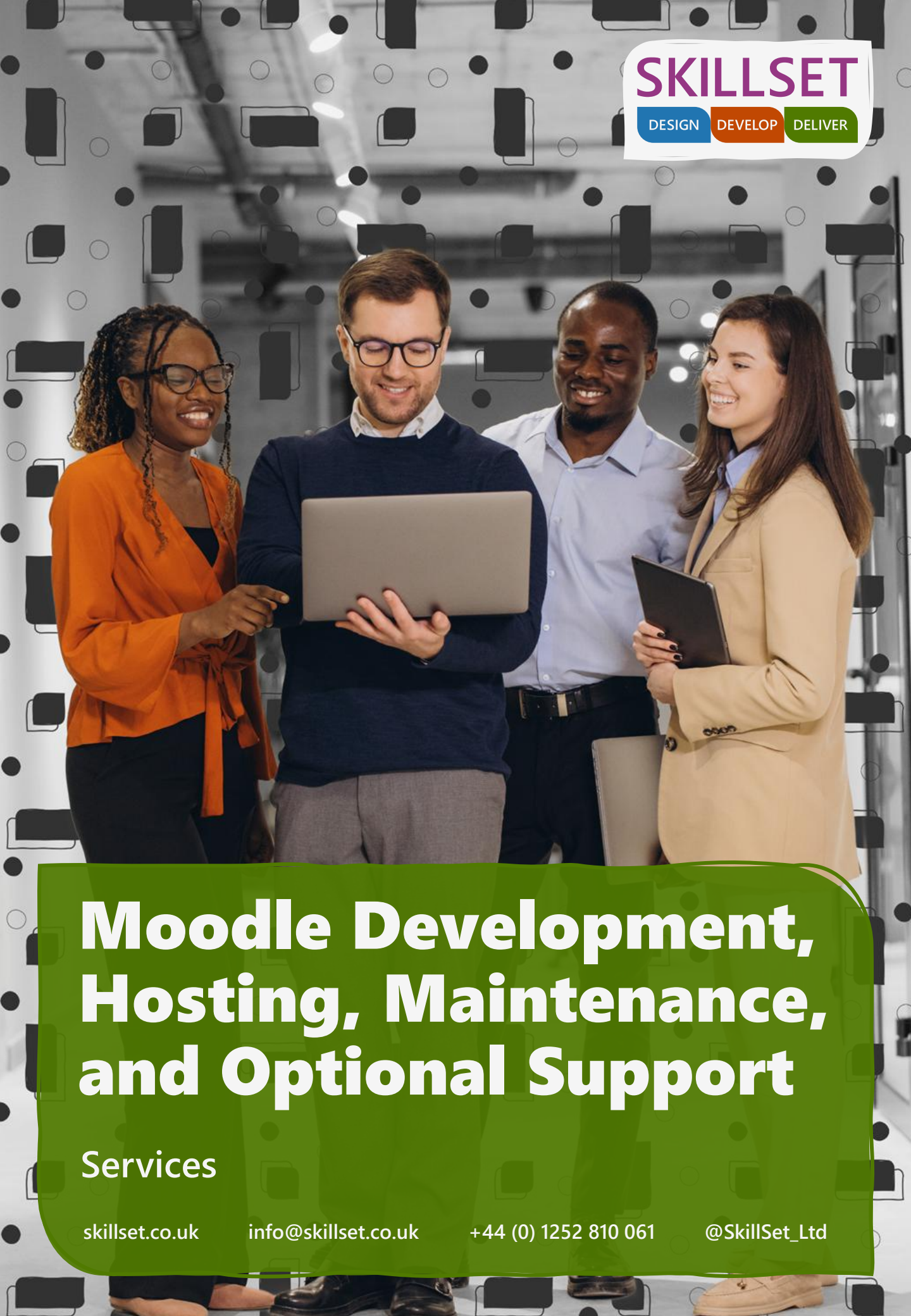




SKILLSET

DESIGN

DEVELOP

DELIVER

Moodle Development, Hosting, Maintenance, and Optional Support

Services

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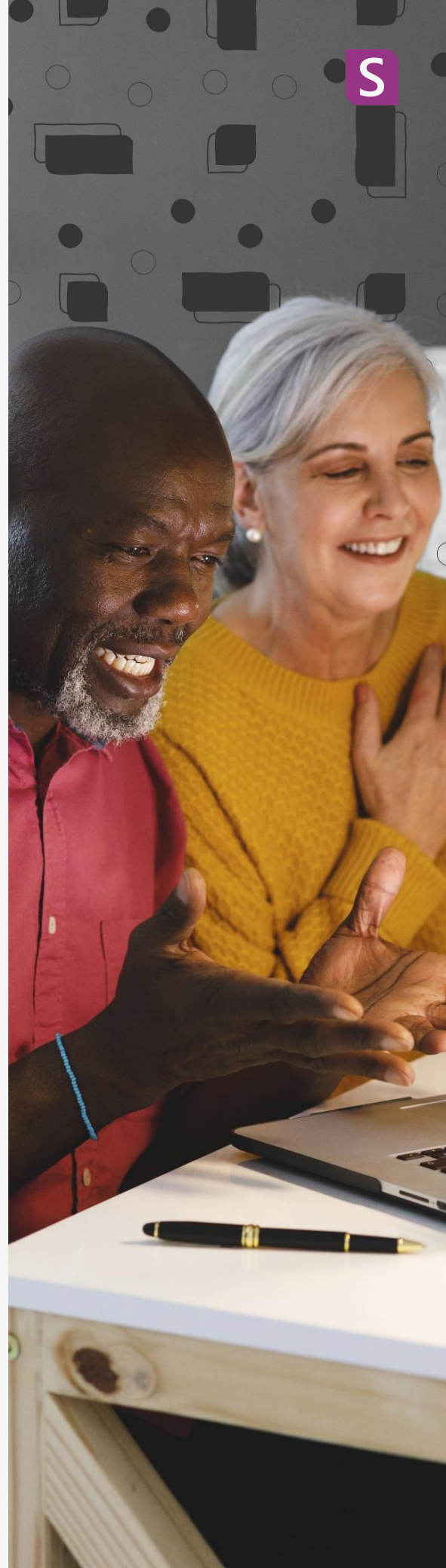
Moodle Overview

At SkillSet, we create reliable, easy-to-use learning platforms built around Moodle, the world's most widely used open-source learning management system.

A dedicated Moodle instance gives you a platform that is entirely your own – branded to your identity and configured to support the way your users learn. Whether you're introducing an LMS for the first time, migrating from another platform, or moving an existing Moodle site to a new provider, we support you through the process end to end.

Moodle is known for its flexibility. It can grow with your organisation, support complex learning structures, and adapt to a wide range of training formats, from eLearning and webinars to blended programmes.

With SkillSet, you benefit from a team of Moodle specialists who manage the technical side for you, keeping your platform stable, secure, and up to date. Every organisation works differently, so every Moodle site we deliver is shaped to fit. Whether you need a straightforward learning platform or a more customised, feature-rich environment, our hosting, maintenance, and support packages allow you to scale with confidence.



Implementation

Every dedicated Moodle instance includes the core setup and configuration you need to get your learning platform up and running smoothly.

Whether you are migrating from another learning management system, or starting afresh, our structured, checklist-based approach supports a reliable and well-prepared launch.

The following elements form the foundation of a secure, stable, and easy-to-manage site, ready for your teams to begin learning.



Secure Hosting of Live Environment

Your Moodle site is hosted on secure UK-based cloud infrastructure, giving you a stable, GDPR compliant, and dependable environment for your learners.

Standard Plugin Installation

We install supported plugins from Moodle's official plugin library, ensuring your site is fully functional from day one and supported over time.



Roles and Permissions Setup

We configure your site with the core user roles and permissions needed to manage learners, managers, and administrators confidently.

Branding

A standard Moodle theme is adapted with your organisation's logo and colours, ensuring a familiar look and feel.



Total effort: 3 days

Total cost: £1,725

Recommended Services

To help you tailor your Moodle site even further, we offer a range of optional services.

While these tasks are not necessary, our experience shows that they can significantly enhance your platform, streamline administration, and create a more intuitive experience for your learners.

Effort estimates are indicative. Actual delivery is charged on a time-and-materials basis at **£575 per day**, exclusive of VAT.

Home and Static Pages

Design and build of key pages such as your homepage, FAQs, or support areas to guide learners and create a welcoming, intuitive user experience.

Effort: 2 days.

Advanced Roles and Permissions

Configuration of bespoke roles and permissions for complex hierarchies or specialist user groups.

Effort: 2 days.

Taxonomy and Tagging Setup

Building tag sets or keyword groupings tailored to your content to make searching and filtering simple.

Effort: 2 days.

Administrator Training

Hands-on training covering how to upload courses, add users, run reports, and manage day-to-day tasks within Moodle.

Effort: ½ day.

Fully Managed Service

Our fully serviced solution takes the day-to-day administration of your LMS off your hands. Our team handles user provisioning, course uploads, configuration, and access control with meticulous care.

Effort: 6 days per year.

Additional Services

These services can be selected as needed and are delivered on a time-and-materials basis at **£575 per day**, exclusive of VAT. Typical effort estimates are indicative.

Systems Integrations

We support a range of integrations, including HR systems, CRM platforms, authentication services (such as SSO), and payment gateways.

Effort: 1-5 days, dependent on application.

Import Courses

If you have a large library of courses, we can upload them in bulk to help you get up and running quickly.

Effort: 1 day per 50 courses.

Web Application Firewall (WAF)

An additional layer of protection that monitors and filters malicious traffic to your Moodle site, providing enhanced defence against common web-based attacks (OWASP top 10).

£100-£500/month dependent on anticipated site usage.

Custom Plugin Development

Our developers can extend Moodle's capabilities with custom plugins, workflows, or functionality built specifically for your organisation.

Typical effort: 2-30 days, dependent on application.

Multi-lingual Configuration

For organisations supporting international audiences, we can configure additional languages and adapt course and activity names where required.

Effort: 1-2 days per language, not including translation of course material.

Custom Reports

We can design custom SQL reports that provide deeper insights, tailored analytics, or role-specific dashboards.

Effort: 1 day per report.

Penetration Testing, Code Scanning, and Automated Testing

Automated or security testing can be arranged to provide additional assurance and support your internal compliance requirements.

Effort: 2 days.

More information on our custom plugin development is available through our [Custom Moodle Plugin Development G-Cloud 15 listing](#).

Service Delivery Approach

We follow a structured delivery approach based on the ADDIE methodology (Analyse, Design, Develop, Implement, Evaluate).

1

Analysis

We begin by understanding your organisation, learners, and requirements. This includes exploring learning objectives, user groups, content types, reporting requirements, and any technical or security considerations.

2

Design

We design the Moodle LMS to reflect how your organisation works. This includes defining user roles and permissions, course structures, navigation, reporting and security needs, and integration requirements.

3

Develop

We configure and build your Moodle LMS using established standards and proven approaches. This includes setting up courses, user management, themes, plugins (where required), and workflows that support your learning objectives.

4

Implement

Before launch, the LMS is tested to ensure it works smoothly across devices and user roles. Any issues identified are resolved before go-live, helping ensure a smooth and confident launch.

5

Evaluate

We support you through go-live and provide clear documentation covering platform setup, administration, and ongoing maintenance. We review outcomes against the original objectives to inform future enhancements.

Maintenance Pricing

We offer hosting, maintenance, and support packages designed to suit organisations of different sizes and needs. Monthly pricing is based on the size of the infrastructure required and the maintenance tier you choose, giving you a clear, predictable cost for your Moodle site.

No matter which option you select, you benefit from secure UK-based hosting, regular updates, and access to our Moodle specialists.

Pricing Bands (per month)

The estimated number of users shown in the table below is a guide only and helps us size of the infrastructure needed to run your Moodle site effectively.

All prices are exclusive of VAT.

Size	Est. No. Users	Essential	Standard	Premium
Small	<1,000	£300	£425	£600
Medium	<5,000	£500	£650	£850
Large	<10,000	£700	£875	£1,100
X Large	<20,000	£900	£1,100	£1,350
XX Large	<40,000	£1,150	£1,400	£1,850
XXX Large	<70,000	£1,600	£1,900	£2,500

What our clients say:

"SkillSet have been a dream to work with. Their project management is watertight, and their solution-focused helpfulness and flexibility has hugely contributed to a smooth and successful project delivery."

Maintenance Packages

We offer three maintenance and support packages – Essential, Standard, and Premium – designed to give you the right level of technical coverage for your dedicated Moodle site. Each package builds on the last, so you can choose the level of support, flexibility, and integration that best suits your organisation's needs.



Essential Package

Our Essential package provides the core foundations for a secure, stable, and well-maintained Moodle environment.

Included Features

Hosting

Secure UK-based AWS servers.

Integrations

Single-domain SSO, standard payment and standard API integrations.

Account Review

Annual account review to ensure your site continues to meet your needs.

System Updates/Maintenance

Continuous relevant Moodle releases applied throughout the contract.

Moodle Version

The latest Long-Term Support (LTS) release.

Security & Monitoring

Security patching, proactive 24/7 monitoring, incident management and support, and SSL renewal management.

Backups & Disaster Recovery

Automated daily and weekly backups and a tested restoration process.

Not Included

- Staging environment
- Core code changes
- Bespoke theme
- Customer or end-user support
- Accessibility audit

- Custom reports
- Custom plugins support
- Out-of-support plugins
- Language options
- Administrator training
- End-of-contract data export & migration support

Standard Package



Our Standard package is designed for organisations that need more flexibility and hands-on support than the Essentials tier provides.

Included Features

Our Standard package includes all Essential package features

plus:

Staging Environment

A staging environment for update and new feature testing before release.

Customer Support

Business-hours support provided through the SkillSet Support Portal for administrator and reporter users.

Accessibility Audit

An accessibility audit prior to site launch to ensure it meets your required standard.

Custom Reports

Build and support of up to ten custom reports per contract year.

Integrations

Multi-domain SSO, standard payment and custom API integrations.

- Hosting
- Moodle version
- Security & monitoring
- System updates/maintenance
- Backups & disaster recovery

Multi-Language Support

Multiple language configuration to support diverse audiences.

Account Review

Account reviews quarterly to ensure your site continues to meet your needs.

Administrator Training

Hands-on guidance in managing users, courses, reporting, and day-to-day site administration.

End-of-Contract Data Export

Full data export at the end of the contract, so you can move your information to another system smoothly.

Not Included

- Core code changes
- Bespoke theme
- End-user support
- Custom plugins support
- Out-of-support plugins
- End-of-contract migration support

Premium Package



Our Premium package delivers the highest level of flexibility, control, and support. It is ideal for organisations with complex structures, large learner populations, or advanced integration requirements.

Included Features

Our Premium package includes all Standard package features

plus:

Hosting

Optional hosting on client-procured servers.

Moodle Version

Any supported Moodle version.

Core Code Changes

Enhancements to Moodle's code to meet requirements that aren't possible through standard settings.

End-User & Customer Support

Business-hours support provided through the SkillSet Support Portal for all site users.

Bespoke Theme Support

Support for your tailored visual design.

-  Staging environment
-  Hosting
-  Moodle version
-  Accessibility audit
-  Multi-language support
-  Security & monitoring
-  Administrator training
-  System updates/maintenance
-  Backups & disaster recovery
-  End-of-contract data export

Custom Reports

Build and support of up to 22 custom reports per contract year.

Custom Plugins

Maintenance and support of custom or 'out-of-support' Moodle plugins.

Integrations

Multi-domain SSO, custom payment and API integrations.

Account Reviews

Monthly account reviews to ensure your site continues to meet your needs.

Available at Additional Cost

-  Extended hours and 24/7 support
-  End-of-contract migration support

About SkillSet

SkillSet is a UK-based learning technology provider with more than 30 years' experience delivering learning solutions across the public and private sectors.

We are ISO 27001, ISO 9001, and Cyber Essentials Plus certified, demonstrating our commitment to information security and quality management. We are also an AWS Partner, ensuring our services are delivered securely and in line with recognised industry standards.

SkillSet works closely with clients to create engaging, accessible, and measurable learning experiences that meet compliance, safety, and professional development needs.

We strive to develop long-lasting partnerships – that's why we've worked with clients for more than 25 years. Our customer satisfaction consistently exceeds 90%, reflecting our commitment to quality, responsiveness, and long-term client partnerships.



What our clients say:

"The commitment shown by SkillSet to getting the project over the line, even when it turned out to be more complex than anticipated, was really appreciated and reinforced the reasons why we chose SkillSet as a long-term partner for this work. I really felt like there was a commitment that went beyond customer/supplier."

Our G-Cloud 15 Services

SkillSet provides a range of learning and technology services through the G-Cloud framework.



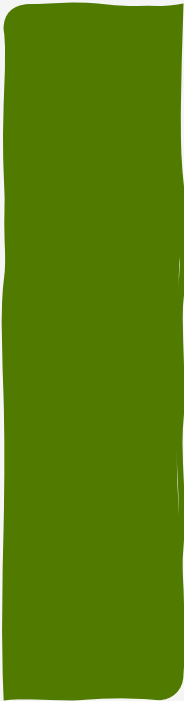
Learning and Development Consultancy Services – practical, experience-led consultancy to support learning strategy, discovery, and programme design.



Bespoke eLearning – custom-designed digital learning built around your goals, people, and real-world working practices.



Tailored Off-the-Shelf eLearning Courses – ready-made courses, covering compliance, health and safety, and business skills, with the flexibility to tailor content, branding, and scenarios to your organisation.



Moodle Learning Management System (LMS) Development, Hosting, Maintenance, and Optional Support – secure, scalable Moodle solutions configured and supported to fit your organisation and learners.

Custom Moodle Plugin Development – custom plugins and integrations that extend Moodle’s functionality and support specific organisational needs.

Moodle Platform Performance and Security Audit – structured audits that provide clear insight into platform performance, configuration, and security, with prioritised recommendations.

Search our G-Cloud listings to explore our services and find out more.



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