

YETI for Learning and Skills



G-Cloud 15
SaaS Service Definition

Introduction to YETI Infinity for Learning and Skills

YETI Infinity is a flexible and user-friendly web-based end to end Learner Management System with integrated ePortfolio for Providers of Learning and Skills programmes to help streamline processes, ensure compliance, and keep learners and employers engaged every step of the way. Learner, Course and Employer Portals enable organisations to effectively track, store and manage Learner progress on any Learning, Skills or Apprenticeship funding stream, all from one single database.

First developed in 1987 for the Job Training Scheme (JTS) and then enhanced for the Youth Training and Employment Training programmes in 1988, over the last four decades we have amassed a huge amount of industry knowledge having provided systems for the various funding bodies from the Manpower Services Commission through to the current DfE/DWP arrangements. YETI Infinity now helps Providers of Learning and Skills programmes to manage their business and remain compliant with funding rules and Ofsted inspections and supporting their Learners.

YETI Infinity supports all Learning and Skills programmes funded by UK Government Departments, including Apprenticeships, Bootcamps, 16 to 18 study programmes, Welsh LLWR and Skills Development Scotland. We are experienced in delivering systems to the needs of businesses with thousands of users, right through to the smallest of providers.

By continually keeping up with changes required by the various Government funding bodies over the years, delivering systems to a wide range of Providers and employing from the sector, we have amassed an in depth understanding of the Sector and a YETI Infinity is an end to end Learning, Skills and Apprenticeship system that has the flexibility to support your unique delivery whether you are an Independent Training Provider, College, University or Local Authority.

YETI Infinity has been designed with the user at the heart of the system, whether that's the administrator, Tutor or Learner we make data entry as easy as possible, we have used our four decades of expertise and knowledge of the sector to take care of the complex funding rules, promoting full and accurate data recording and hassle free claims .

3 Million
individuals currently
supported by our
platforms



Key Benefits

- **Insightful Reporting:** Make informed decisions with customisable reporting tools for financial, compliance, and performance metrics.
- **Create Efficiencies:** Automate tedious admin tasks, giving your team more time to focus on delivering top-quality training.
- **Improve Accuracy:** Reduce errors with real-time validation tools that keep your data clean and compliant.
- **Strengthen Engagement:** with learners and employers via user-friendly portals.

Key Features

- **Manages multiple programmes**, enabling Providers to deliver across different funding streams and contracts from the same database and track learners across multiple contracts. User licences include access to all contracts within the system where enabled.
 - **Unique Concurrent Licencing based on trust** - we understand that at key points in the month you may need to burst through your licence limit – YETI Infinity will not lock additional users out of the system ensuring data can be recorded at the busiest times.
 - **Flexible and Configurable data entry forms** to mirror programme requirements ensuring ease of use and supporting your programme delivery
 - **Seamless Compliance** with real time funding and compliance rules over 300 ILR business rules written directly into the application, highlighting errors at the point of data entry, ensuring accurate data, reducing costly errors and providing hassle free ILR returns.
 - Full management of **Prime and Subcontractor data** from a single database
 - **Online Onboarding** – providing a secure and efficient Onboarding experience for your learners, reducing paperwork and human error, speed up onboarding and process more learners without increasing administrative workload.
 - **Course Portal** – learners can search your current courses via location and subject. Learners can apply for their preferred courses and complete the ILR enrolment form online, their data is input directly into YETI Infinity, no need for separate imports.
 - **Integrated ePortfolio** Learners can securely access their learning journey, offering tools for assessments, feedback, and evidence submission – all in one secure platform. Learners can track their progress with ease, record Off The Job Hours and upload the evidence, view reviews and contact their Tutor
 - YETI Infinity's **Employer Portal** keeps the Employer updated with their Learners progress, they can obtain a snapshot of progress, check if they are on target or falling behind, view tutor comments and sign off reviews
 - Dedicated **Tutor pages** enable the creation and recording of the Skills Scans, complete the initial assessment, create the Individual Learning Plan, track visits and reviews
 - **Communications Module** – Automate communications to Participants or staff via SMS and email, such as appointment reminders and vacancy alerts
 - **Dashboards** - YETI Infinity's Dashboards drive user workloads and are created around user roles, for Instance 'To Do' lists for advisors or KPI's for Managers, driving process and delivering vital information on log in.
 - **Employer CRM and vacancy matching Tools:** Build stronger partnerships with features to manage interactions, track opportunities, and follow up efficiently.
 - **Assessment Toolkit** - create custom assessment frameworks and conduct reviews with Participants which can be compared over time to provide distance travelled
 - Plan and record classroom-based learning, complete course timetables and registers and access reports to track attendance or lateness against each session or course with our **Session Attendance module**
 - Evidence the impact of community projects, with our **Projects and Sessions** module; record the aim of a project, target groups and themes, create individual sessions against the project and record the outcomes to measure project reach
 - **Security Groups** to ensure users only have access to the areas of the application and data that their job role requires.
 - **Single Sign on** – YETI Infinity supports Multi Factor authentication or Single Sign on to log in to applications with just one touch
 - **Full reporting** via our report suite or custom developed reports. PowerBI reporting is supported.
- Most features listed above are included in the licence costs, prices for any modules with additional costs are listed in the pricing document.

Updates and Roadmap

Twice monthly system updates are provided as a part of the support contract, with no extra costs, enabling us to keep the system up to date and deliver statutory changes, funding rule compliance and updated functionality quickly and seamlessly.

Our Roadmap includes functionality improvements identified by the CogniSoft team in response to technical advancements or customer driven requests; either directly submitted by the customer through their Account Manager, the Support team, or raised through the User Group.

Architecture

YETI Infinity is a pure web-based system, requiring no additional software or hardware, users access the system via a modern chromium browser. CogniSoft have been providing systems over the web since 2001 with security at the heart of our applications, as well as maintaining Cyber Essentials Plus, we were first certified to ISO27001 in 2011, providing us with a mature and stable ISMS; we are experts at providing secure, reliable client management systems.

Working in an Agile development environment enables us to update the application every 2 weeks providing changes quickly where needed, essential when keeping up with changes to funding or compliance rules.

Our database is Microsoft SQL Server which offers high levels of performance, scalability, availability, and security for our applications, in combination with Windows Server, this enables us to deliver our applications with lower total-cost-of-ownership than any other database technology.

API and Open Standards

The YETI Infinity service allows and supports easy integration with other systems through XML/web services (SOAP over SSL, RESTful API).

YETI Infinity has a suite of web services covering the main application functions and collectively these define the methods required for data exchange between YETI Infinity and other data sources.

Crucially, the API connects at application level, so all transactions are validated through the business logic layer to maintain data integrity.

Licences to the API are available as an addition to the main SaaS subscription.

Security

Information assurance

As a systems delivery organisation to Providers of Government Funded contracts, as well as many other organisations that deal with sensitive client data, information security and assurance are principal concern and CogniSoft's Information Security Management processes are accredited to ISO 27001:2022 standards (certificate number GB11/83028) and ensure robust vulnerability management within our secure software development process.

Business Continuity

CogniSoft provide comprehensive backup facilities and routines within the costs of the service.

CogniSoft uses a mixture of backup methods to ensure that data is stored securely in the event of any form of disaster. All backup files are encrypted using customer specific keys.

Business Continuity and Disaster Recovery plans are maintained and are tested on an ongoing basis.



Service Management

On boarding

You will be assigned a dedicated CogniSoft Implementation consultant who will be your single point of contact for your implementation. We will develop and agree a project plan based on your requirements and our standard implementation methodology and includes a range of services designed to ensure that your users are able to maximise the benefits of the system.

Training

We provide the following training:

- Familiarisation training to support initial requirements analysis and configuration
- Train the Trainer training to facilitate cascade training
- Administrator training to empower on-going customisation
- End User training days where required
- Custom Training days such as refresher training
- Reporting and data structure training (custom reports creation and YETI MI Suite)

A typical implementation would be delivered over a 4 to 8 week timescale, but our standard processes enable us to deliver our implementation projects within demanding timescales when required.

At the onset of the project, we advise customers of the processes involved, the deliverables that come out of each project stage and the customer representatives who should be involved ensuring that the right people are assigned at the right time.

Once the Implementation is completed you will be handed over to our support team for Business as Usual and your initial Sales consultant will become your Account Manager ensuring continuity of service for you.

Data Transfer

Customers can migrate to the service from any other system and in a broad range of formats; from common neutral formats (XML, CSV etc.) through to native formats of all major database technologies. CogniSoft employ a tried and tested data conversion process, consisting of data mapping, data conversion and data testing prior to Go Live. We have an ILR import tool enabling the quick and easy import of ILR data.

Off Boarding

A minimum of 3 month notice period for termination is required, to enable us to be able to arrange the preparation of your data to be returned to you, then tested by you within 30 days of the end of the contract. CogniSoft can also provide a Cold Storage option for the storage of end of contract data should this be required.

CogniSoft will produce a custom export routine in a neutral flat file format (XML or CSV etc.) to enable it to be interrogated for audit purposes or transfer to new system. The scope of this and the costs involved will vary according to requirements but should take no longer than 5 days development time. Alternatively, you can extract your data using the reporting tools.

Pricing

Prices for the YETI Infinity Employability SaaS solution can be found in our G Cloud Pricing Document and is calculated based on your requirements.



We work with
250+
organisations

Infrastructure

The YETI SaaS is provided with an uptime performance of 99.96% in a month.

CogniSoft hosting services are provided in conjunction with a data centre partner, currently Rackspace, in one of their highly secure UK data centres.

All planned downtime is scheduled out of hours.



Support and Maintenance

CogniSoft provide the same support and maintenance service to all customers. We endeavour to provide a friendly and efficient service and exceed our contract SLA for response times and closures. CogniSoft's customer support service adheres to the ITIL Framework for IT Service Management.

Nominated customer contacts will be able to contact the support team by one of the following methods:

Direct login – to CogniSoft's support system, 'Response', and log your issue which automatically notifies our Support Team.

Email - the support team via a published email address. Emails are addressed by the first available member of staff.

Phone - the Helpline number directly and log a support request over the phone. The call will be routed to the entire support team, and the first available member of staff will assist the caller and deal with their enquiry.

All issues, regardless of contact method, will be recorded in our support ticketing system, Response any updates to the system will notify the customer contact via email and all nominated customer contacts will have access to Response to log/view and update their tickets.

CogniSoft use meeting software such as Google Meets/Teams/Zoom etc so that any issues can be seen first-hand. This gives our support staff the ability to 'see what the user sees' which is often a great advantage in providing appropriate support. This is not an essential feature of the support channel but is offered at no additional charge.

Please refer to Contract and SLA on the listing with details of response times, commitments & responsibilities

Contractual

Our standard Contract and SLA for the service are included in our listing, which gives more complete information, our service is billed annually in advance and will renew automatically unless we receive a termination notice. CogniSoft require 90 days' notice to terminate the service or reduce the number of licences and we will then arrange with you for the return and destruction of your data from our servers in compliance with the UK GDPR

Fees for other services will be charged on an as-quoted basis and will require a purchase order to confirm.

