totara
PLATINUM ALLIANCE PARTNER

Totara Enterprise LMS and courses

Terms and conditions



Learning Nexus

Fees and users

The customer will pay Learning Nexus ('LN') an annual licence fee based on the number of users and the term of the contract, as set out in the contract or proposal. Fees are payable in accordance with the payment terms specified in the contract

totara PLATINUM ALLIANCE PARTNER

What's included

The annual licence fee includes:

- Disk quota
- Specified number of users
- Service level agreement (SLA*)
- Service and support
- Access to the LN Content Collection (eLearning courses)
- Learning management system (LMS)
- Hosting in a secure ISO 27001 UK certified data centre



*Support desk SLAs:

	Description	Example	Time to resolve
Incident/problem	**Critical** – impacts a significant group of customers or a single customer if mission-critical **High** – significant issue affecting a single user; degradation of performance and reliability of services (but services are operational)	Unable to access service	1 working day 2 working days
Question/task	**Medium** – routine support requests impacting a single user or non-critical software/hardware error **Low** – routine support request not affecting ability to use services	Course/bulk user upload	3 working days 5 working days

Optional extras

Optional services may be purchased in addition to the licence fee:

- LMS single sign-on
- HR integration
- Microsoft Teams app

totara PLATINUM ALLIANCE PARTNER

Intellectual Property Rights (IPR)

LN retains all intellectual property rights in the LMS and the courses. The customer is granted a non-exclusive, non-transferable licence to access and use the LMS and courses for internal training purposes only. The customer may not copy, modify, distribute, sell, or sub-license the LMS or courses without LN's prior written consent.

Term

The contract shall run for the agreed term of one or more years, as specified in the contract. Either party may terminate the contract in accordance with the termination provisions set out in the contract.

Data protection

Both the customer and LN agree to comply with all applicable data protection legislation, including the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). The customer agrees to provide accurate user data and to ensure that its users comply with these terms when accessing the LMS or courses.