



Valamis Learning Solution – Service Definition

Valamis Learning Platform

Valamis is a modern, scalable, and secure SaaS Learning Platform designed to support the training, upskilling, and compliance needs of UK Government organisations. It provides a unified environment for delivering training, managing learning journeys, gaining real-time insights into workforce capability, and generating measurable impact through data-driven decisions.

Valamis enables organisations to:

- Deliver consistent, compliant training at scale
- Support continuous learning with personalised recommendations
- Manage both online and face-to-face training
- Manage online and blended learning
- Increase workforce capability and agility
- Improve learning outcomes through personalisation and analytics
- Reduce administrative burdens using automation and modern workflows with dynamic audiences

Service Definition

Valamis is a cloud-based Learning Management and Experience Platform (LMS/LXP) providing tools to create, deliver, track, and optimise learning across an organisation. Delivered as Software-as-a-Service (SaaS), it supports full lifecycle management of learning—from onboarding to continuous development—while offering robust governance, compliance reporting, and AI-driven insights.

Key characteristics:

- SaaS deployment model with high availability
- Accessible via browser and mobile devices (native mobile app and responsive UI)
- Designed for complex organisational environments
- WCAG 2.2 AA aligned interface
- Modular structure enabling scalable configuration
- Secure architecture suitable for public sector use

Valamis supports a wide range of learning use cases, including compliance training, professional development, induction programmes, leadership development, skills-based learning, and stakeholder education.

Core Product Capabilities

Learning management and delivery:

- Management of instructor-led, blended, and virtual training events
- Flexible learning paths with milestones, prerequisites, and automated progression
- Course catalogue with category management
- Support for microlearning and self-paced modules
- Notifications, reminders, and certification workflows

Experience and Engagement

- Personalised dashboards and content recommendations
- Customisable multi-portal/channel structure for departments or agencies
- Social learning components such as comments, ratings, and feedback
- Mobile-responsive design for access on a wide range of devices

Content management and creation

- Built-in content authoring (Valamis Studio) for interactive learning materials
- Support for SCORM, xAPI, videos, documents, and external learning resources
- Central content repository with versioning and reuse capabilities
- Optional integrations with third-party content marketplaces
- Track progress, completions, and deep learning data from internal and integrated content sources
- Use personalised recommendations and search via internal and external integrated content sources
- Integrate and manage external content sources via standardised interfaces (LTI 1.1 and LTI 1.3)

Skills and Competences Management

- Support for skills frameworks and competency models (ESCO taxonomy and other integrated taxonomies)
- Mapping of skills to learning activities and programmes
- Employee skill profiles and visibility for managers
- Skills-driven recommendations and development planning
- Generate organisational and job role-based skills matrixes with AI (ESCO as a default taxonomy)

Integrations and Interoperability

- HRIS integrations (e.g. Workday, SAP SuccessFactors, Oracle)
- Single Sign-On (SSO) using SAML, Azure AD, OAuth2 and similar standards
- Open APIs for data exchange and automation
- Integration with collaboration tools such as Microsoft Teams, SharePoint, Google Etc. (where applicable)

Reporting and Analytics

- Real-time dashboards for administrators, managers, and learning leaders
- Compliance tracking and audit-ready reporting for mandatory training
- Progress monitoring at individual, team, and departmental levels
- Data export and API-based access to reporting data
- Self-Service reporting with scheduled emailed reports and saved filters
- Datawarehouse connection to support external BI tools
- AI-generated insights and recommendations for continuous improvement

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AI-Enhanced Capabilities

Valamis includes a suite of optional AI capabilities designed to enhance learning operations, content creation, insights generation, and overall platform usability. These capabilities are modular and fully controllable, enabling public sector organisations to adopt AI at their own pace and within their governance and risk frameworks.

AI capabilities include:

- AI-assisted content creation for learning materials and assessments
- Automated tagging and classification of content to improve findability
- Semantic search and knowledge discovery across learning resources
- AI-generated recommendations for courses, learning paths, and skills development
- Predictive analytics to support learning strategy and workforce planning decisions with AI automated skills

Valamis MCP Server

Valamis includes the ability to operate as an MCP Server (Model Context Protocol), enabling structured, secure data exchange with compatible AI clients and copilots. This provides a standardised way to expose learning data and insights to AI systems while maintaining strong control over access and usage.

Benefits for customers include:

- Alignment with AI assurance and governance principles used by UK public sector organisations
- Avoidance of vendor lock-in by supporting multiple AI ecosystems via a standard protocol
- Ability to design internal AI solutions that work safely with sensitive learning information
- A unified, secure method of exposing Valamis insights to AI tools with traceability

MCP capabilities enable organisations to:

- Allow approved AI tools to interact with Valamis data through a standard protocol
- Apply fine-grained control over which data and operations AI systems can access
- Build their own internal AI copilots and assistants that leverage Valamis learning data
- Implement consistent governance and auditing of AI interactions with learning data

Microsoft Copilot Connector

Valamis provides a secure connector framework that allows the platform to integrate with Microsoft Copilot environments. This enables users and managers to interact with learning data from within familiar productivity tools.

Benefits for customers include:

- Seamless integration with existing Microsoft 365-based workflows used in the public sector

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- Faster administrative work through natural-language interaction with learning data
- Reduced workload for training and HR teams through AI-supported reporting and summarisation
- Improved access to insights without requiring direct access to the Valamis interface for every query

Typical capabilities include:

- Allowing Learning and Development teams and managers to query learning data directly from Copilot (for example, asking for compliance gaps in a team)
- Generating summaries, reports, and insights based on learning activity and outcomes
- Retrieving personalised learning recommendations within Microsoft 365 applications
- Supporting AI-assisted drafting of training plans, communications, and status updates

Customer Control Over AI Usage

AI in Valamis is fully optional and can be controlled at multiple levels. Organisations may choose to enable or disable AI capabilities entirely, or selectively apply them to specific modules, user groups, or use cases, depending on policy and risk appetite.

Solution-level controls:

- Enable or disable all AI-powered capabilities across the platform
- Configure access to external AI engines or restrict usage to internal or approved providers

Application-level controls:

- Enable or disable AI features for specific modules such as content creation, recommendations, search, Copilot connectivity, and MCP-based integrations
- Restrict AI features to specific user groups, departments, or pilot projects

Benefits for public sector customers include:

- Support for strict governance, risk, and compliance requirements relating to AI use
- Flexibility to adopt AI gradually and in line with organisational policies and comfort levels
- Clear, transparent control over how learning data is shared with and used by AI systems

Product Components

Core components:

- Learning delivery for online, blended, and instructor-led training
- User, role, and permission management with dynamic audiences - automatically allocate training to focus groups based on rules
- Administration dashboard
- Localisation of UI and contents, AI translations

- User impersonation for learner support and ability to test generated learning opportunities from learner user perspective
- Course and content catalogue and learning path management
- Reporting and dashboards
- Automated and personalised learning recommendations
- Support for core eLearning standards: SCORM (1.2 and 2004 editions 3 and 4), xAPI/TinCan with out-of-the-box LRS
- Core integrations such as SSO and standard APIs
- Portal/channels configuration for different agencies or departments
- Training Events Management – Full lifecycle management for ILT and VILT, including scheduling, resources, and attendance
- Valamis Studio – Content authoring tools for interactive learning assets and assessments, automated learning data capture via xAPI, AI contents and questions generation
- Skills Module – Skills and competency frameworks, assessments, and skill-based recommendations, AI generated organisational and job role-based skills sets
- Advanced Analytics and Insights – Extended dashboards, advanced filtering, and impact analytics, Ask AI data assistant
- AI Capabilities Suite – Generative AI tools, semantic search, intelligent tagging, recommendations, Microsoft Copilot Connector, MCP Server capabilities, and configurable AI governance settings
- Integrations– Extended HRIS and third-party integrations, plus custom connectors via APIs
- Out of the box integrations to most common content service providers (Go1, Udemy, LinkedIn Learn etc.) and out of the box integration to any source supporting LTI 1.1 and LTI 1.3 standards
- SAP SuccessFactors deep integration
- External User Portal – Secure portals for partners, contractors, and public-facing learning offers
- Mobile App – mobile access with offline capabilities
- Compliance Management Suite – Certification workflows, expiry management, and regulatory reporting
- External training management
- CPD points support and ability to generate own learning points to track and reward training activities
- Open Badges support and integration to badges awarding and management solutions
- Visual progress indicators, such as continue learning, what's next and progress towards points goals etc.
- Team reporting and personal learning transcript with printable certificates
- Leaderboards for gamification
- Home page for learners, trainers, and administrators
- Social tools like feed, sharing and community pages/channels, topic-based channels
- Support for learning cohorts
- Create and autogenerate (AI) assessments and quizzes
- CSV imports and exports

- Configurable themes and visual elements, cover images

Customer Benefits and Outcomes

Operational Efficiency

- Reduced administrative workload through automation of enrolments, reminders, and reporting
- Streamlined learning operations across multiple agencies, departments, and user groups
- Faster rollout of new training initiatives through reusable structures and templates

Compliance and Risk Reduction

- Clear visibility into completion of mandatory training across the organisation
- Audit-ready records for regulatory and internal reporting requirements
- Automated management of certifications and expiries to reduce compliance risk

Workforce Development and Capability Building

- Support for skills-based development aligned with organisational and departmental goals
- Personalised learning journeys tailored to individual roles and career paths
- Improved workforce agility via targeted upskilling and reskilling programmes

Data-Driven Decision Making

- Real-time dashboards to inform management and leadership decisions about learning investments
- Insights into learning effectiveness and engagement, supporting continuous improvement
- AI-supported recommendations on how to focus learning efforts for maximum impact

Lower Total Cost of Ownership

- Fully managed SaaS reduces infrastructure and maintenance costs
- No on-premises hardware required for the learning platform
- Predictable pricing to match organisational scale and growth

Service Levels and Support

Support

- Support available via email and helpdesk portal (Zendesk)
- 24/7 Support
- Access to online documentation and knowledge base (Valamis Centre of Excellence)

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- Named Customer Support Manager/Learning Solution Partner
- Regular service reviews and best practice guidance

Service Level Agreement (SLA)

- Platform availability target of 99.9% or higher over a defined period
- Response and resolution times defined according to incident severity levels
- Planned maintenance windows communicated in advance

Onboarding and Implementation Approach

A typical implementation follows clearly defined phases:

- Discovery and Requirements – Clarifying objectives, scope, and integration needs
- Configuration and Setup – Configuring portals/channels, roles, structures, and initial content areas
- Integrations and Data Migration – Implementing agreed integrations and migrating relevant data
- Content Migration – Migrating existing courses and learning materials where required
- Testing and Quality Assurance – Validating functionality, data, and user experience
- Training – Training administrators, managers, and key users to operate the platform including continuous access to training videos and guides
- Go-Live and Hypercare – Supporting launch and early adoption

Security, Compliance and Data Protection

Security Standards

- Valamis is ISO 27001, ISO 27017, and ISAE 3000 type II certified
- Operation within an ISO 27001certified information security management framework
- Regular security testing and vulnerability management
- Encryption of data in transit (for example, TLS 1.2 or higher) and at rest

Data Protection

- Compliance with the UK GDPR and relevant data protection regulations
- Data processing agreements are available as part of the contractual framework
- Clear processes for data minimisation, retention, and deletion

Access and Identity Management

- Support for Single Sign-On via industry-standard protocols such as SAML and OpenID Connect
- Compatibility with multi-factor authentication solutions

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- Granular role-based access control and permissions

Business Continuity and Disaster Recovery

- Regular backups and documented restoration procedures
- Business continuity planning to reduce downtime risk
- Redundancy and failover mechanisms in the hosting environment

Technical Requirements

- Access via modern web browsers such as Microsoft Edge, Google Chrome, Mozilla Firefox, or Safari
- No client installation required for standard use (cloud-native web application)
- Optional mobile applications for iOS and Android
- API access for integrations within the customer's ecosystem
- Support for SSO configurations using the customer's identity provider