



Service Definition – Rio Learn

1. What the service is:

Rio Learn is a cloud-based digital learning service that forms part of the Rio platform, supporting public sector organisations to build capability, consistency and confidence in sustainability, governance and operational data practices.

Rio Learn provides self-paced, role-relevant online learning content aligned to the use of the Rio platform and wider public sector sustainability, governance and compliance objectives. The service supports structured learning, assessment and progress tracking through a secure, browser-based environment.

All Rio Learn content is accredited with **CPD UK** for continuing professional development. Selected courses and programmes are additionally accredited with professional bodies including **ISEP**, the **Energy Institute**, **Future Water**, the **British Computing Society**, and the **Royal College of Nursing**, supporting recognised professional learning outcomes.

Rio Learn is delivered using a specialist learning management system (LMS) integrated within the Rio platform. The service is provided under Rio's standard terms of service, security controls and data governance framework.

2. Service functionality

Rio Learn enables organisations to host, manage and deliver digital learning content to internal teams and partners. Key functionality includes:

- Self-paced digital learning modules and courses
- Interactive content, quizzes and assessments
- Learner progress tracking and completion reporting
- Role-based access for learners, administrators and instructors
- Support for structured onboarding and refresher learning
- Integration with the main Rio platform for contextual learning

In addition to Rio's standard course library, Rio Learn supports the creation of **bespoke modules and tailored learning programmes**, designed in collaboration with the client and developed by Rio's specialist learning team to meet organisation-specific requirements, workflows and policy objectives.



The service is designed to support consistent understanding of sustainability data collection, governance processes, reporting requirements and decision-making practices.

3. Users and access

Rio Learn supports multiple user roles, including:

- Learners
- Administrators
- Content managers

Access is provided through a standard web browser on desktop, tablet or mobile devices. No local software installation is required. Role-based permissions control access to content, administration and reporting functions.

4. Security and data protection

Rio Learn operates within Rio's overall information security and data protection framework.

The underlying learning platform is hosted on secure cloud infrastructure within the UK and/or European Union. Data is encrypted in transit and at rest, and access is controlled through role-based permissions and secure authentication.

The service supports compliance with UK GDPR and applicable data protection legislation. Learner data is used solely for the purpose of delivering and managing the learning service.

5. Availability and resilience

The service is designed for high availability using resilient cloud infrastructure, including monitoring, redundancy and automated scaling.

Planned maintenance is managed centrally and communicated in advance where appropriate to minimise disruption to learners.

6. Onboarding and support

Learners are onboarded through administrator-managed access and automated invitations. Administrators are provided with guidance to manage users, content and reporting.

Support for Rio Learn is provided as part of Rio's standard support model, including online support resources and access to the Rio support team during UK business hours. Optional remote onboarding or training support can be provided by arrangement.



7. Integration with the Rio platform

Rio Learn is integrated with the main Rio platform to enable:

- Contextual learning linked to platform features and workflows
- Consistent user access and governance
- Alignment between learning content and organisational sustainability objectives

This integration supports effective adoption of the Rio platform and ongoing capability development.

8. Service exit and data export

Administrators can export learner and usage data in commonly used formats prior to contract termination.

On termination, access to Rio Learn is removed in line with Rio's standard terms. Learner data is retained and deleted in accordance with contractual requirements and applicable data protection legislation.