

Version 1.0 • January 2026

Service Definition: Learning and Assessment Accelerator

Lot 3 Cloud Support

Contents

Summary	3
1. Scope of Service	3
2. Deliverables	3
3. How the Service is Delivered	3
4. Project Initiation	4
5. Service Levels	4
6. Post Go-Live and Hypercare	4
7. Technical Approach	4
8. Onboarding and Offboarding	5
9. Team and Delivery Model	5
10. Roles and Responsibilities	6
11. Security, Privacy, and Standards	6
12. Accessibility	6
13. Dependencies	7
14. Service Constraints	7
15. Exit Planning	7
16. Pricing	7
17. Ordering and Invoicing	8
18. Case Studies	8
19. Accreditations and Technology Partnerships	8

Summary

The Learning and Assessment Accelerator provides a configurable cloud-based platform to deliver structured assessments, diagnostics, onboarding flows, and capability reviews. It combines reusable internal IP with custom development to rapidly deliver high-quality, outcome-driven tools. Suitable for sectors such as education, workforce, operations, and publishing. Optional AI enhancements and analytics are available.

1. Scope of Service

This service enables the rapid delivery of digital assessment or diagnostic tools, either as standalone applications or embedded within broader platforms. It supports use cases such as triage, onboarding, internal maturity assessments, and self-guided learning journeys.

The platform is built using internal Talk Think Do accelerators, tailored to the client's domain and goals. Outputs include real-time results, dashboards, and personal recommendations based on configurable scoring logic. The service also supports integration with client systems (e.g., CRMs, LMSs, internal portals).

2. Deliverables

Depending on the engagement, deliverables may include:

- Custom assessment or learning engine based on our internal accelerator
- Frontend and user interface designed to WCAG AA accessibility standards
- Configurable logic, question sets, and scoring
- Admin and results dashboards (if required)
- Optional AI features such as NLP-driven summaries or auto-routing
- Technical documentation and usage guidance
- Integration with client systems (as agreed)
- Handover and knowledge transfer
- Hypercare support post go-live

3. How the Service is Delivered

The service is delivered using agile sprints, typically on a fortnightly basis. Clients are included in sprint planning, reviews, and regular stand-ups. We use accelerators to reduce build time, but all

delivery is iterative and transparent. Clients see and test progress early and often, and can prioritise changes as delivery evolves. Agile ceremonies and documentation are tailored to client needs.

4. Project Initiation

We create a Project Initiation Document (PID) capturing:

- Milestone plan
- Roles and responsibilities
- RAID log
- Communication plan
- Stakeholder overview

This is followed by a discovery report or delivery roadmap depending on project phase.

5. Service Levels

Throughout delivery, clients have direct access to their assigned Delivery Manager and project team members (e.g. engineers, architects, QA) via email, messaging, and scheduled calls. We aim to respond to all project communications within 4 business hours during the build phase.

6. Post Go-Live and Hypercare

All builds include 30 days of hypercare following go-live, with monitoring and bug resolution supported by our delivery team. After this, clients may transition to our managed service or internalise support. We provide a transition plan and documentation.

7. Technical Approach

- Cloud-native architecture using Microsoft Azure, with serverless components and containerised services for scalability, performance, and resilience
- Built on our proprietary accelerator IP, enabling faster delivery through pre-configured components for input capture, outcome logic, and workflow management
- Designed as a standalone tool or embeddable module, with support for integration via REST APIs, webhooks, and SSO (e.g. Azure AD, Google)
- Modular structure allows for rapid adaptation to client-specific use cases such as onboarding, triage, diagnostics, or self-assessment

- Agile delivery using sprint cycles, including technical spikes and prototyping to validate requirements early
- Supports AI augmentation (e.g. intelligent recommendations, content generation, auto-scoring) using Azure OpenAI and other services if required
- Built-in data capture, validation, scoring, and rules engine configurable to client-specific logic
- CI/CD pipelines for automated build, test, and deployment
- Comprehensive unit and integration test coverage
- Infrastructure-as-code provisioning to ensure repeatable, secure, and compliant deployments

8. Onboarding and Offboarding

Onboarding begins with collaborative discovery and planning. This includes:

- Discovery and planning sessions
- Access setup and tenant alignment
- Data source evaluation and ingestion

Offboarding ensures a smooth transition and includes:

- Knowledge transfer sessions
- Documentation handover
- Removal of any client-specific data from our tools

Detailed pricing is included in the Pricing Document.

9. Team and Delivery Model

Our team structure typically includes:

- Solutions Architect
- Delivery Manager
- Engineers (frontend and backend)
- QA
- Designer

- Business Analyst

The team flexes based on complexity. All delivery is collaborative and transparent, with regular updates and shared comms channels for clarity.

10. Roles and Responsibilities

Responsibility	Talk Think Do	Buyer
Provide accelerators and delivery team		☒
Approve backlog/features		☒
Set up Azure tenancy (if required)		☒
Provide user feedback		☒
Attend project meetings	☒	☒

11. Security, Privacy, and Standards

We are ISO 27001 and Cyber Essentials Plus certified. All copilots are developed under secure-by-design principles. We ensure:

- Data stays within client's Azure tenant
- Access control follows least privilege
- Audit logs are retained
- Models are not fine-tuned with customer data
- GDPR and UK data protection compliance

12. Accessibility

We ensure any end-user outputs (e.g. web-based copilots or Teams integrations) meet WCAG 2.2 AA standard.

13. Dependencies

This service depends on:

- Access to key client stakeholders for requirement definition, review, and sign-off
- Timely provision of branding assets, content (e.g. assessment questions), and business rules
- Access to target systems for integration (e.g. SSO, reporting tools, APIs), with credentials and technical documentation as required
- Availability of appropriate infrastructure (e.g. Azure subscription or access to deployment environment) unless hosted by Talk Think Do
- Confirmation of data protection requirements, including storage location and retention policies
- Named client contact for project governance and issue resolution

14. Service Constraints

- Accelerator components are customisable within defined boundaries; significant changes may require bespoke development
- Accessibility and compliance features (e.g. WCAG 2.2) depend on early agreement of requirements and client-side testing
- The service does not include long-term support or hosting unless explicitly contracted

15. Exit Planning

We ensure continuity and minimal disruption in the event of contract completion or termination. Our exit planning includes:

- We ensure exit-readiness from project inception, including clear documentation of configuration, code, and infrastructure
- Clients are provided with administrator access, credentials, and deployment scripts to enable independent operation
- Handover sessions and knowledge transfer are included in the final sprint and can be extended if required
- Codebase and documentation are delivered via secure Git repositories and/or packaged handover materials

- All custom IP delivered during the engagement is handed over to the client, while accelerator components remain under license
- Optional support for migration to in-house teams or third-party vendors is available as a separate service if required

16. Pricing

Available in the associated pricing document. Pricing is transparent, based on day rates for defined roles, and aligned to SFIA levels.

17. Ordering and Invoicing

This service can be ordered via G-Cloud. Invoicing terms are defined as per contract and based on deliverables and timeframes.

18. Case Studies

Learning Assessment Platform (Hodder Education - Hachette Publishing)

We designed and built a new digital assessment platform from the ground up for a major educational publisher, used by 4,000+ schools and over 800,000 learners. The platform handles millions of assessments annually and provides real-time insights to teachers. Built on Azure and integrated with Learnosity, it replaced a legacy system with a modern, scalable solution focused on resilience, analytics, and user experience.

Learning and Assessment Platform (Explore Learning)

We partnered with Explore Learning to rebuild their membership and learning platform from the ground up using cloud-native architecture. Their existing SaaS solution was limiting flexibility and growth, so we conducted a thorough discovery to understand operational needs, pain points, and technical constraints. We then delivered a bespoke Azure-based platform that enables personalisation, automation, and integration across their tutoring services. The rebuild included custom assessment tools, secure data migration, and PowerBI reporting for finance teams. The result is a scalable platform supporting thousands of sessions weekly.

19. Accreditations and Technology Partnerships

- ISO 27001 Certified
- Cyber Essentials Plus
- Microsoft Solutions Partner

- GitHub Enterprise Partner
- Learnosity Partner