

TITUS

moodle
workplace™



Moodle Workplace Service Definition Document

By Titus Learning

G-Cloud 15

www.tituslearning.com



Document Control

Version:
1.0

Author:
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Date:
26/01/2026

Description of Changes:
Created

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1.0 Moodle Workplace platform overview

Moodle Workplace platform overview

Moodle Workplace is a flexible enterprise learning management platform designed to streamline onboarding, learning and compliance across your organisation. It includes the full feature set of the standard Moodle LMS and extends it with powerful workplace-focused capabilities that save time, reduce administrative effort, and support large-scale training delivery.

With built-in reporting tools, advanced customisation options, automated workflows and seamless integration with existing HR systems, Moodle Workplace provides a best-in-class foundation for employee development and compliance management.

The platform is built to make workplace learning more accessible, engaging and intuitive. Its user-centred design ensures that learners can get started immediately, focusing on the content rather than the technology.

While Moodle is widely recognised for its use in education settings such as schools and universities, one of its fastest-growing areas is workplace learning, spanning government, healthcare, corporate training and the wider public and private sectors. In response to this growing demand, Moodle launched Moodle Workplace in 2019. Backed by significant investment, it retains everything organisations value about Moodle LMS while introducing enhanced features specifically designed for enterprise environments.



Key features

Customisable reports

Moodle Workplace makes reporting and analysis accessible for non-technical users. You don't need specialist data skills to extract meaningful insights from learner activity. Its intuitive drag-and-drop interface lets users combine data from multiple sources, and reports can be scheduled to automatically send to key stakeholders on a recurring basis.

Organisation structure and hierarchies

Traditional Moodle is built around a simple teacher-learner model, which can be limiting for business environments. Moodle Workplace overcomes this by allowing organisations to mirror their internal hierarchies and reporting lines. Users can be assigned a wider range of roles, permissions and reporting based on their management responsibilities and involvement in learning and development.

Create sub-platforms by division

Moodle Workplace includes a multi-tenancy structure that enables organisations to quickly create separate sub-platforms within a single LMS. Each tenant can have its own branding, courses and resources, while still drawing on shared content from the main instance. This is ideal for organisations that want distinct, siloed learning spaces for different divisions, departments or regions. The system also uses a Shared Space, allowing content to be managed centrally and distributed to each tenant. Updates are made once in the shared area rather than separately within every tenant.

Dynamic rules

Dynamic rules allow you to create centralised, automated workflows using an 'if this, then that' approach to trigger actions when specific conditions are met. Each Moodle Workplace tenant provides its own set of conditions and actions, enabling flexible automation. Features such as issuing badges, awarding certificates or assigning competencies can all be driven by dynamic rules.

Organisations using Moodle Workplace can significantly reduce administrative overhead by automating labour-intensive tasks such as enrolling users, moving them between courses, assigning access based on role or job title, and updating profile information from existing systems.

Why Moodle Workplace?

Moodle Workplace is highly customisable, which is why more organisations are choosing it to manage employee training. Its workplace-focused features make it a strong solution for delivering a wide range of training needs, including the following.

Onboarding of new hires

Moodle Workplace is widely used to support induction processes, providing a central platform where new employees can access resources, complete role-specific courses and undertake assessments to demonstrate their understanding and competency.

Developing product knowledge

Moodle Workplace is well suited to product and service training. Learners can access content from any device, supporting just-in-time learning and microlearning. Personalised dashboards give users clear visibility of their progress, helping them track and review their development.

Learning new skills

Skills-based training is easily delivered through Moodle Workplace, with support for rich multimedia such as audio, video and interactive activities to keep learners engaged. Detailed reporting enables managers to assess skills across individuals or teams and respond to development needs effectively.

Compliance and certification

Moodle Workplace includes built-in tools for managing compliance, certifications and professional qualifications. Automated notifications ensure that required training and assessments are completed on time, helping organisations avoid any lapse in compliance status.

Our Moodle Workplace services

With our fully managed Moodle service, you can concentrate on what you do best – learning and development, while we handle the technology. From the initial designs, through to the platform configuration and launch, we'll implement a Moodle Workplace platform which meets your precise needs, elevated by our suite of products and services.

Post-launch, we'll monitor performance, track learner activity, apply any required upgrades, provide reactive helpdesk support and enhanced early-life support, all with proactive account management. You'll know exactly how your Moodle Workplace platform is being used, and understand how it can be developed and improved.

Hosting

We offer a range of options when it comes to hosting your Moodle Workplace platform, including on-premise and cloud-based configurations. We'll design an infrastructure package to meet the specific demands on your learning platform to ensure the highest levels of reliability and availability. Our managed service includes performance monitoring, upgrades and patches, backups and disaster recovery, data security and real-time reporting. We handle the technology, leaving you free to concentrate on your learning and development strategy.

Migration

Titus supports efficient data transfers into Moodle Workplace's built-in migration tool, as well as standard backup and restore capabilities (where required), along with structured import and export processes for external systems. For migrations from non-Moodle platforms, the first step is to extract and prepare the source data in a consistent format, such as an MBZ backup or another agreed-upon structure.

Our migration methodology is built around automation. During the discovery phase, Titus conducts a detailed assessment of the existing system and produces a technical design specification. This specification informs the development of custom scripts and tooling that automate data extraction, transformation and import into Moodle, ensuring a smooth, reliable and repeatable migration process.

Training

To make the most of your Moodle Workplace platform, it's vital that all users are confident and comfortable in their use of the platform. Titus provides bespoke training packages for effective and efficient onboarding for administrators and course creators, as well as individual learners. Adopting a blended learning approach, we combine face-to-face sessions with remote training supported by a suite of resources, activities and assessments available through Moodle. The new Titus Academy enables 24/7 access to Moodle guides, videos and interactive content alongside the ability to showcase Titus products in the same way.

Custom Moodle development

We're always seeking to push the boundaries of what's possible with Moodle and stay ahead of the latest e-learning trends. Starting with the Moodle core as a base, our Moodle development team creates innovative add-ons to extend the functionality of the platform.

In collaboration with you, we'll draw up a solution design which incorporates each individual requirement of your brief and lays out how the final product might look. With the final concept agreed, we'll combine all the necessary elements into a specification document which outlines each detail of the build.

Content design and production

Titus provides high-quality learning content and media production services designed to support successful platform adoption, learner engagement, and measurable outcomes. Our content services are tightly integrated with our learning platform expertise, ensuring that learning materials are not only well designed, but technically optimised for effective delivery at scale.

We support organisations that need both ready-to-use learning content and bespoke materials tailored to their users, priorities, and operating context. This enables public sector teams to deploy learning quickly where appropriate, while also creating targeted content that reflects their policies, processes, and audiences.

Off-the-shelf and bespoke learning content

We combine deep in-house learning design expertise with carefully selected third-party specialist providers to ensure customers receive the most effective solution for their needs. This approach allows us to advise objectively, move quickly where appropriate, and design tailored learning where it delivers the greatest impact.

Through established partners such as Me Learning, we provide access to high-quality off-the-shelf learning content, enabling customers to deploy compliant modules rapidly across a wide range of subjects. This significantly reduces time to delivery while maintaining consistency, quality, and regulatory confidence. Content can also be fully white-labelled to align with your brand.

Where off-the-shelf content is not sufficient, we design and deliver bespoke learning solutions in-house, including courses, resources, and structured learning pathways. Bespoke content is developed collaboratively with stakeholders to ensure accuracy, relevance, and alignment with organisational objectives, resulting in learning that is practical, engaging, and directly applicable for end users.

In-house video and media production

Our in-house team provides video and multimedia production to support learning, onboarding, and communications. This includes scripting, storyboarding, filming, animation, and post-production, ensuring content is clear, accessible, and engaging. By delivering content production in-house, we reduce reliance on third parties, maintain quality control, and ensure that media assets are fully compatible with learning platforms and accessibility requirements. This approach supports consistent learner experiences and improves long-term reusability of content.

A joined-up approach to learning platforms and content

Our content services are designed to work seamlessly with learning platforms, supporting adoption, engagement, and ongoing value rather than content existing in isolation. This integrated approach helps public sector organisations maximise return on investment in digital learning, improve learner outcomes, and maintain high standards of service delivery over time.

A key strength of our approach is that content design, media production, and platform implementation are delivered within a single, integrated team. Our content specialists work closely with our platform implementation and technical teams, ensuring that learning materials are designed with both user experience and system capability in mind.

This joined-up model reduces the risk of misalignment between content and technology, accelerates delivery timelines, and ensures that learning content is fully optimised for the platform from the outset. This means fewer dependencies on external suppliers, clearer accountability, and more reliable outcomes across the end-to-end learning journey.

Moodle Health Check

A Moodle Health Check is an evaluation of the security, performance and overall integrity of your existing Moodle Workplace platform. A platform engineer reviews key areas such as hosting, application setup, architecture, plugins and site speed. This acts as a full audit of your environment and results in a detailed report with recommendations from Titus. The report highlights priority areas for ongoing development and optimisation, and helps shape how Titus will support you during any transition to our services.

Moodle Branded Mobile App

Online learning is increasingly accessed via mobile devices, and many organisations now look for a branded app experience that aligns with their identity. Titus supports this by configuring and delivering the Branded Moodle Mobile App for customer organisations.

Learners can access content, resources, activities and assessments directly from their smartphone or tablet, with all progress and data syncing seamlessly to your Moodle Workplace platform. Titus applies your organisation's branding to the app and manages the setup required for named placement in both the Apple App Store and Google Play Store.

Titus Marketing Support

Titus Marketing Support offers strategic marketing support specifically designed to amplify the impact and ROI of your Moodle Workplace platform. With our dedicated Customer Marketing Manager, you gain access to expert guidance and execution of impactful strategies aimed at increasing awareness, driving engagement, and optimising platform performance.

Our services include:

Expert guidance: Our Customer Marketing Manager will work closely with you to understand your unique goals and challenges, crafting customised strategies to address your specific needs.

Increased awareness: Leverage our expertise to effectively communicate the value proposition of your LMS platform, ensuring maximum visibility among your target audience.

Enhanced engagement: Through targeted marketing initiatives, we'll help you captivate and inspire users, Improving your branding and driving increased adoption and utilisation of your LMS platform.

Optimised performance: Our strategic approach aims to optimise the performance of your Titus LMS platform, delivering measurable results and driving long-term success.



2.0 Titus Moodle products

Titus Moodle products

Titus Connect integrations

Titus Connect, a web service API developed by Titus, allows you to integrate your LMS with different systems, simplifying admin-heavy tasks and creating a seamless experience for both your learners and L&D teams.

Connecting the systems you use across your organisation leads to improved communication between functions, reducing the heavy lifting and the risk of human error. What's more, it frees up your team's time, so they can focus on the more impactful tasks, like learning strategies and improving engagement

Titus Connect delivers significant time and cost efficiencies by automating data transfers that would otherwise need to be handled manually. Manual data handling can pull you away from higher-value work and, in some cases, demand the attention of an entire team. With Titus Connect, these processes are fully automated, eliminating repetitive data entry and removing the need for multi-stage manual workflows.

We also connect Moodle Workplace with existing systems to allow for single sign-on (SSO). SSO allows a user of the platform to log on to Moodle with a single click, assuming they are already logged in to the platform we're authenticating with.

Titus Theme

The Titus Theme is our best-in-class Moodle theme, which we designed in-house and which we apply to our Moodle installations. The theme was built in collaboration with UCL to provide an optimal, user-centric experience. Our own UX designer is on hand to ensure that any customisations are also made based on rigorous standards (primarily WCAG 2.2 AA), guaranteeing a seamless experience.

The theme is also completely brandable, meaning every detail is aligned with your brand. Additionally, the Titus Theme is built to adhere to modern accessibility standards and with responsiveness in mind, meaning it works across all screen sizes from desktops to smartphones.

The Titus Theme enhances the standard Moodle Workplace experience by improving content visibility, learner engagement, and ease of use across desktop and mobile devices. The theme is designed to help learners find relevant content quickly, stay on track with their learning, and engage more consistently with the platform.

Improved discovery and engagement: Learners are guided towards relevant and timely content through clearer signposting and personalised recommendations. Recently added, recommended, in-progress, and bookmarked learning are surfaced directly on the dashboard, reducing the effort required to locate courses and encouraging continued participation.

Clearer priorities and learner progress: The theme helps learners understand what they need to focus on by highlighting assigned but unaccessed courses and making in-progress learning easy to resume. Visual progress indicators and course banners provide immediate context, helping users manage their learning more effectively.

Enhanced user experience and usability: Key user journeys, such as course enrolment and navigation, are simplified to make essential information easier to identify at a glance. The interface is optimised for mobile use, ensuring a consistent and accessible experience across devices. Improvements to global search and navigation reduce friction and support faster access to content.

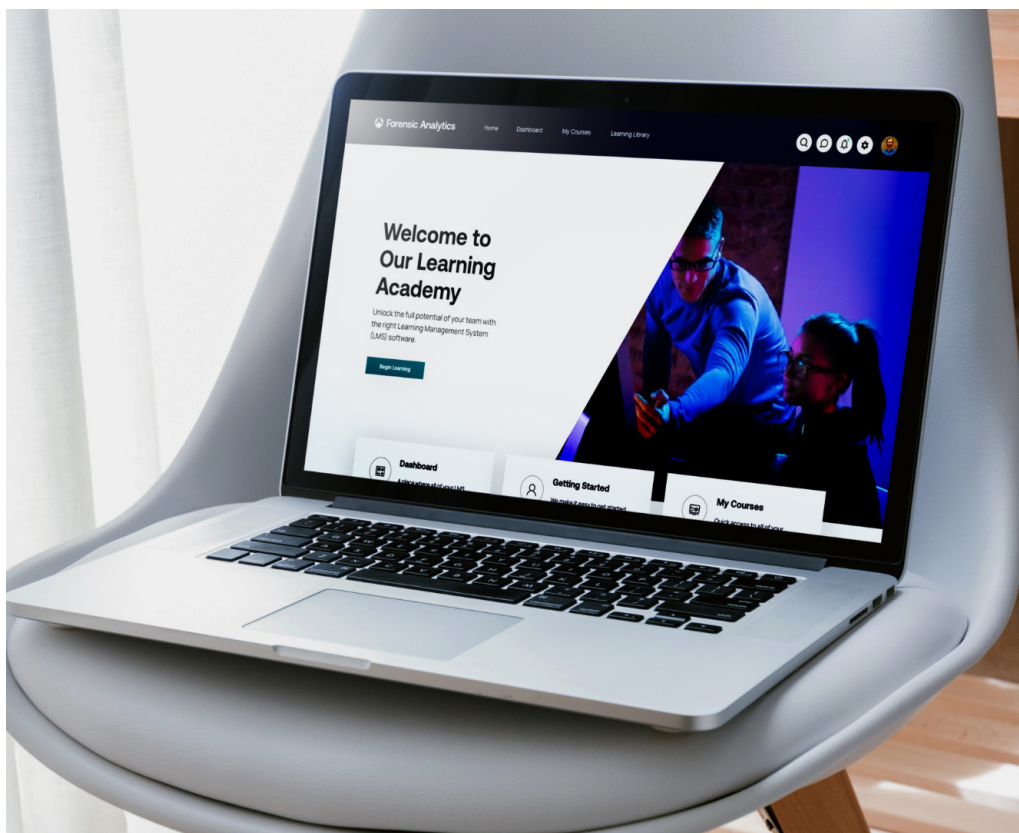
Stronger branding and professional presentation: The Titus Theme supports a more polished and branded learning environment. Customisable login pages, loading animations, banners, and footer elements help organisations present a consistent identity and create a professional first impression for learners.

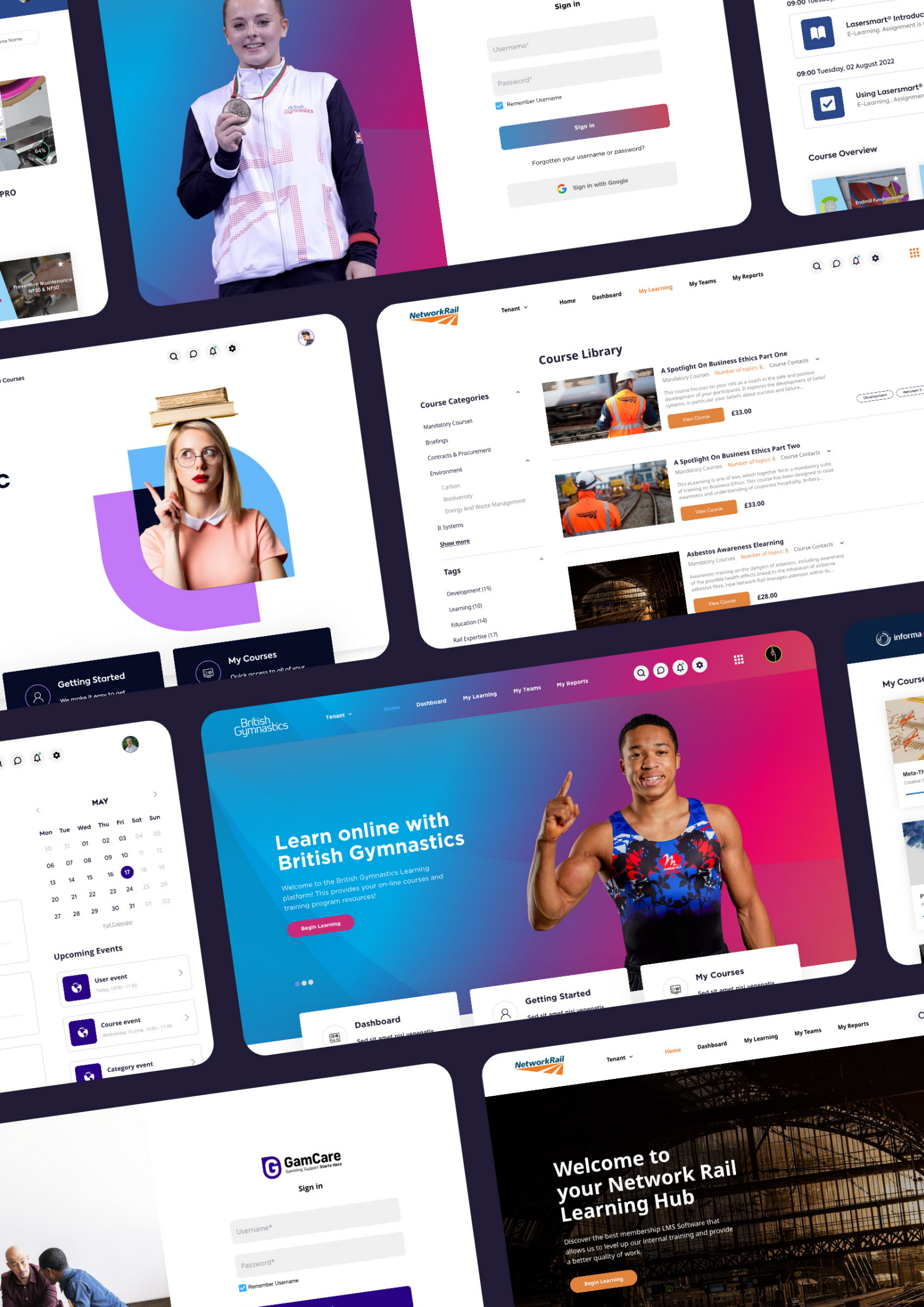
Flexible dashboards and personalisation: Dashboard layouts offer greater flexibility, allowing organisations to prioritise content and functionality based on learner needs. Additional configuration options support tailored layouts that align with organisational learning objectives.

Learner feedback and social proof: Course ratings and optional reviews allow learners to share feedback and help others identify popular and high-value learning content, supporting informed course selection and continuous improvement.

Improved learner identity and community feel: Automatically generated profile images reduce reliance on default avatars, helping to create a more engaging and human learning environment that supports a sense of community.

We release new versions of the Titus theme multiple times per year, with guidance and input from our customer community. With votes on future functionality, we are able to maintain a modern theme that is designed to align with real-world use cases. The theme also comes with powerful new features such as the Learning Library.



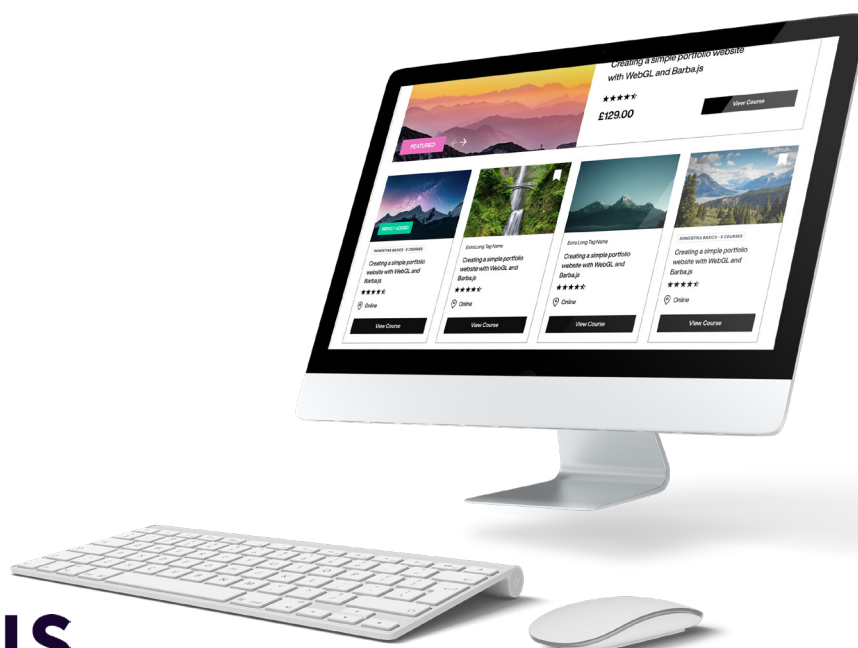


Learning Library

The Titus Theme suite also includes the Learning Library, which provides a filterable library of content that allows learners to easily find the content they need, and recommends appropriate content based on what the learner is likely to benefit from.

The Learning Library improves how learners discover, access, and engage with learning content by presenting courses and resources in a clear, structured, and intuitive way. It reduces the time and effort required to find relevant learning, helping users focus on content that supports their development and organisational priorities. Learners are guided towards appropriate content through intelligent recommendations and prominent placement of key learning aligned with strategic initiatives, business goals, or timely events. This ensures important content is visible and encourages participation where it matters most.

Flexible browsing and filtering options allow learners to quickly narrow down content based on their needs, such as topic area, tags, or other organisational criteria. Live search and global access to the library support fast discovery, regardless of where learners are on the platform. Multiple viewing options, including tile, list, and calendar views, allow learners to interact with content in a way that suits their preferences. Time-bound courses are clearly displayed in calendar format, supporting planning and attendance for scheduled learning. Introductory guidance within the library helps orient learners and improves first-time user experience.

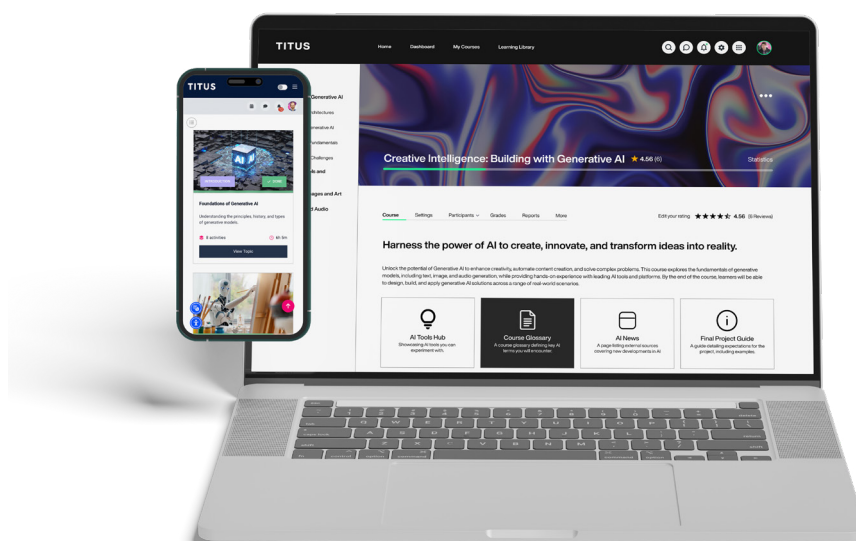


Titus Course Format

The Titus Course Format improves course clarity, navigation, and engagement by presenting learning in a structured and visually intuitive layout. It helps learners understand course content more quickly, reduces cognitive load, and supports smoother progression through learning activities.

- Clear visual cues, such as images, summaries, and subtitles, provide immediate context for each topic and activity, helping learners understand what to expect before engaging.
- Custom shortcuts on the course homepage give learners fast access to key resources, reducing unnecessary navigation and saving time.
- Colour-coded labels and configurable tile information highlight important content and make complex courses easier to scan. Learners can quickly see relevant details such as activity types, descriptions, and estimated durations, supporting better planning and time management.
- Progress indicators and restriction messaging clearly communicate completion status and access requirements. This helps learners understand what has been completed, what is currently available, and what actions are required next, particularly in courses with structured or conditional progression.

Overall, the Titus Course Format supports clear course design, improves learner confidence, and enables more effective engagement with course content.



Titus reporting dashboard

Our Moodle admin insights dashboard provides site administrators with a powerful, high-level view of platform activity for their Moodle Workplace site.

Designed to support strategic decision-making, the dashboard delivers key performance indicators (KPIs) on user engagement, course access, enrolment trends, completion rates, and system performance. With clear visualisations and date filtering, it helps administrators demonstrate impact and measure return on investment (ROI). Whether tracking organisational goals, identifying popular courses, or optimising user engagement, this dashboard offers actionable intelligence to guide continuous improvement.

Ecommerce with Titus Pay

Titus Pay is our all-in-one ecommerce solution built directly into Moodle Workplace, enabling organisations to effortlessly monetise their learning content without the need for third-party platforms or complex integrations. Featuring a fully integrated cart and checkout system, Titus Pay allows users to discover, purchase, and access learning content in just a few clicks, delivering a streamlined experience from browsing to enrolment.

Designed to work seamlessly with the Titus Theme, Titus Pay offers deep branding customisation and ties into the powerful Learning Library with features like featured and recommended courses, custom filters, and calendar-based event discovery.

Organisations can define product audiences by cohort, user profile fields, or tenants, ensuring content is targeted and relevant. The solution also supports flexible, tiered pricing models based on rules. Pricing rules can be configured using user profile fields, cohort membership, or tenant assignment, allowing organisations to apply differentiated pricing aligned with regional economic contexts.

Titus Pay supports multi-product purchases via a modern shopping cart interface, complete with a pullout drawer and enhanced enrolment screens that clearly display pricing and enrolment options. It includes robust checkout capabilities with support for card and PayPal payments, tax handling and invoice generation.

The system supports multiple currencies and integrates with PayPal/Stripe for secure global payment processing, with automatic enrolment granted upon successful payment. Users can view a dedicated 'My Purchases' page, while admins benefit from essential sales reporting and transaction history.

Whether selling individual courses or complex learning packages, Titus Pay drives engagement, delivers value, and helps Moodle Workplace sites earn revenue, making monetisation simple, scalable, and fully integrated.

CPD Tracker

The Titus CPD Tracker makes managing CPD entries simple, with less paperwork and faster approvals. The Titus CPD Tracker empowers your team to focus on learning, not chasing approvals, and gives organisations actionable visibility into workforce development. Core features include:

- Log and evidence CPD effortlessly, capturing activity directly from Moodle Workplace
- Enable instant manager approvals, allowing reviewers to approve or leave feedback via secure email links with no login required
- Maintain full audit trails that track every submission, comment, and status update
- Use automatic course integration so Moodle Workplace course completions feed straight into CPD logs
- Send smart notifications that keep teams informed without adding extra admin

Titus Academy

The Titus Academy provides a premium, structured environment for professional development and ongoing support with Moodle Workplace. Its tiered subscription model gives customers access to in-depth guides, toolkit videos, and advanced training across both Moodle and Titus products. Customers also benefit from exclusive 'meet the expert' Q&A sessions, webinars, and premium course content.

The platform includes paid certification pathways such as Advanced Moodle Administration, enabling administrators to earn CPD-accredited credentials recognised by a Moodle Premium Partner. As a centralised hub, it supports peer-to-peer collaboration and offers essential self-service resources that strengthen administrative capability.

Admin Power Pack

The Titus Admin Power Pack is an essential suite of admin-focused plugins engineered to significantly streamline course and user administration, vastly improving the day-to-day user experience for LMS administrators. This powerful collection of tools is designed to minimise manual effort and enhance efficiency across key administrative functions:

Smart user uploads: This tool revolutionises the user onboarding process by streamlining bulk user creation and update operations, leading to faster setup times and a marked reduction in manual data entry errors.

Calendar uploader tool: Facilitates the efficient management of site-wide scheduling by allowing administrators to bulk-upload events and dates, ensuring all users are instantly informed of key course, group, and organisational deadlines.

Visual reports: Provides administrators with immediate, easy-to-digest visual data on user activity and platform performance. This translates complex tracking data into actionable intelligence, enabling better strategic decision-making and continuous platform optimisation.

Enhanced cohort management: Simplifies the process of grouping learners for differentiated activities and enrolment processes, ensuring accurate and efficient management of user populations.

The Admin Power Pack translates directly into significant time savings and a more efficient administrative workflow, allowing L&D teams to focus on strategic learning initiatives rather than repetitive manual tasks.

Titus Engage

Titus Engage is a sophisticated, rules-based automation engine that empowers administrators and facilitators to create dynamic, action-based workflows. Functioning much like a 'Zapier' purpose-built for the Moodle environment, this tool allows for the automation of nearly any administrative or learner engagement task within Moodle.

The engine works by setting triggers (user actions or data changes) that automatically execute defined actions. This enables a proactive and personalised learning environment. For example:

Enrolment and placement: Automatically enrol users into follow-up courses or move them between groups based on their completion of a prerequisite activity.

Timely communication: Trigger immediate, personalised messages to users based on an event, such as sending a congratulatory message upon course completion or a nudge reminder before an assignment deadline.

Performance-based actions: Create actions based on assessment results, such as automatically enrolling a learner in remedial content if they score below a certain percentage on a quiz, or unlocking an advanced course upon achieving a high score.

By automating routine tasks and creating dynamic learning pathways, Titus Engage reduces the risk of human error, frees up administrative time, and ensures learners receive timely, relevant interventions that keep them focused and motivated.

AI tools

Assist AI: is our embedded chatbot widget for Moodle that provides learners with immediate, AI-powered support and guidance without leaving the platform. It enables learners to ask questions and receive insights based on course documents and content, helping them understand material more quickly and remain engaged.

Administrators have fine-grained control over how the assistant behaves and appears, including where the chat drawer is available, the use of custom welcome messages and disclaimers, suggested questions, loading animations, and branded styling. The assistant's tone of voice and writing style can be configured to suit organisational preferences, while content moderation controls, conversation history settings, data retention periods, and the display of a short privacy policy support governance and compliance requirements.

AI-assisted course creation tools: Our AI-based course creation tools streamline and accelerate the course design process. These tools reduce the time and effort required by learning and development teams by supporting tasks such as structuring content, generating learning materials, and refining course layouts. The aim is to improve consistency and quality while allowing teams to focus on instructional design and learner outcomes rather than manual content production.

3.0 Hosting infrastructure

Hosting infrastructure

Our Moodle LMS and Moodle Workplace solutions are hosted as a managed service in Titus Amazon Web Services (AWS), which provides automated elastic capability to meet varying demand, state-of-the-art security, and best-in-class logging and reporting features, as well as scheduled automated backups and redundancy for disaster recovery.

Solutions are built offline and migrated across and tested before going live. Migration of data from customer legacy Moodle sites, if required, follows the same path. Any integrations with existing services are set up and tested against test versions of these services, and then switched to the live version when testing is complete and signed off.

The solution can run in parallel with legacy systems for a transition period if required. As the solution is web-based, there are no major infrastructure changes required by the client. At the application level, Moodle Workplace can be extended with existing or new plugins and API integration capabilities.

At an infrastructure level, as the solution is hosted in AWS, multiple AWS services and APIs can be used to integrate with on-premise and other cloud services for things such as remote monitoring, logging and backups etc. AWS has certification for compliance with ISO/IEC 27001:2013, 27017:2015, and 27018:2014.

Hosting locations

Multiple locations are available, and we can offer UK only, UK+EU only, or other combinations as required.

Scalability

Moodle Workplace has no inherent limitations in terms of size or user bases; the only real constraint on total or concurrent users is the underlying server infrastructure. Our hosting approach removes this risk by using AWS, which automatically adjusts capacity to handle spikes in demand. This ensures stable performance and eliminates the possibility of server overload during normal operation.

4.0 Onboarding & offboarding

Onboarding

Moodle Workplace is designed to offer an intuitive interface with minimal onboarding time, allow self service for basic user tasks such as password resets, and provide contextual links to help topics including FAQs or forums.

Automated user tours are included within Moodle Workplace, which results in a lower training overhead as your users are able to navigate the platform features without extra support – something which is not available in many LMS offerings.

Our training programmes are bespoke, usually consisting of a blend of face-to-face sessions and online training delivered via Moodle Workplace, available to all users but tailored to their specific role. Our online programmes are multifaceted, including activities, training resources, webinars and instructional video. Detailed documentation is available online, via the Titus Community site, and via the Moodle website.

Offboarding

At the end of the contract, Titus will extract and securely transfer to you a full backup of the Moodle database and any associated user data in a format which allows you to transfer the platform to a new supplier or deploy and manage it in-house.

5.0 Security

Security

Physical security

Our solution is hosted on Amazon Web Services (AWS). Extensive perimeter security measures are provided by AWS, including 24/7 security personnel who are in turn monitored by security supervisors, physical infrastructure including fencing, intrusion detection systems, video feeds and visitor and staff access controls. Equivalent structures are in place at the Titus Learning HQ. Additionally, all Titus personnel are DBS checked and verified prior to induction.

Information Security Management

Titus operate an Information Security Management System (ISMS) and have achieved ISO27001 Certification.

The directors and management have committed to the development and continual improvement of Information Security and Data Protection by implementing our ISMS, in order to provide:

- Compliance with legal, regulatory and contractual obligations
- Reputation management
- Protection of critical assets
- Compliance with contractual requirements
- Protection of personal data as defined by the Data Protection Act, 2018, and the General Data Protection Regulation, 2016
- Continual improvement of the information security management systems

Titus have also demonstrated robust cyber security controls and procedures, and following audit and testing we have been Cyber Essentials and Cyber Essentials Plus certified.

Secure data management

Titus maintains a consistent level of data protection and security across the organisation, and is fully GDPR compliant. All static data (both the database and the Moodle data) is encrypted using GDPR-compliant encryption algorithms, which provide effective protection against unauthorised or unlawful processing of personal data. All data in transit between clients and the AWS web server or API endpoints are encrypted by SSL certificates (forcing HTTPS), which provides effective protection against interception by a third party.

The solution also includes functionality to assist the client in meeting their responsibilities under GDPR, in the form of a Moodle GDPR plugin which facilitates compliance in the onboarding of new users, including versioning of privacy policies and the tracking of user consents; as well as handling of subject access requests and erasure requests, and maintaining a data registry.

6.0 Support, maintenance and SLAs

Support, maintenance and SLAs

Service provision

We understand the importance of prompt and reliable service, which is why we're proud to offer our customers 24x7x365 support for any severity 1 incident. Our commitment to excellence means that we're always available to assist you, no matter when you need us.

During normal business hours (8am-6pm on business days), our service levels apply to all incidents. For any severity 1 incident outside of these hours, our on-call service is available via our out-of-hours helpline at 01133 200 346 (or such other number we notify you of from time to time).

We pride ourselves on our ability to quickly determine the severity of any issue reported to us through our support services. In the rare event that you utilise our out-of-hours service and we later determine that the issue does not constitute a severity 1 incident, we reserve the right to charge an additional fee based on our standard support rates. However, we strive to provide the highest level of service at all times and will do everything in our power to resolve your issue promptly and efficiently.

Service desk expertise

At Titus, our dedicated second-line technical team provides targeted support across all key functions of our e-learning platforms, responding appropriately to the nature of each request or incident. The team also manages our relationships with third-line partner vendors, ensuring we can draw on the latest technologies and specialist expertise whenever required.

Our technical team has a wealth of expertise in infrastructure, including AWS Cloud, Linux, MySQL Database, Nginx, and PHP, all of which are essential to our AWS-hosted platforms and cloud capabilities. Additionally, we have application experts who specialise in supporting specific Moodle application functionalities. Our development experts provide custom code and support for existing integrations, and our architect experts enable design support for second-line engineering teams. We also work closely with our vendors, including Amazon Web Services support and Moodle HQ.

Ticket types

At Titus, we believe in transparency and clear communication, which is why we want to ensure that our customers fully understand the terminology used in our service-level agreement (SLA).

An incident refers to any unplanned interruption or reduction in the quality of our solution. We know that your time is valuable, and we take any disruption to our service very seriously. Rest assured, our team is fully equipped to handle any incidents that may arise and will work tirelessly to resolve them as quickly as possible.

Change requests involve the addition, modification, or removal of any function, capability, or component of our solution. We're always looking for ways to improve and innovate, and we welcome your feedback on how we can better serve your needs. Our team will carefully review and consider any change requests to ensure that they align with our high standards of quality and reliability.

A question is a formal request for information. We're committed to being transparent and accessible, and our team is always here to answer any questions you may have. Whether you need assistance with a technical issue or just want to learn more about our solution, we're happy to help in any way we can.

Definitions, examples and targets

		Standard		Enhanced	
Type & severity	Definitions and examples	Response	Resolution	Response	Resolution
Incident severity 1 (High)	An incident resulting in a total loss of service, or sufficient reduction in functionality resulting in significant financial or reputational damage to the customer. Examples include AWS being offline or a security breach.	30 minutes	3 hours	15 minutes	1 hour
Incident severity 2 (Medium)	A non-critical incident which has an adverse impact on the customer's activities following the loss of key functionality or multiple features, and no workaround available. Examples include: Content unavailable or reporting functionality being down.	4 business hours	2 business days	2 business hours	1 business day
Incident severity 3 (Low)	An incident resulting in a minor impact on one or more users, resulting in loss of some functionality or features where workarounds are available. Examples include where a user cannot log in to the platform or course progress not saving.	1 business day	4 business days	4 business hours	2 business days

Out-of-scope incidents

We're committed to providing our customers with the highest quality service, but there are some incidents that fall outside of the scope of our support.

For example, incidents resulting from improper use of our service, system, or product, such as user error, are considered out of scope. While we're always happy to assist with any technical issues you may be experiencing, incidents caused by improper use are the responsibility of the user.

Similarly, events outside of the scope of our service or events beyond our control are considered out of scope. These could include customer network failures, or Force Majeure events, such as natural disasters or other unforeseeable circumstances. While we understand that these incidents can be frustrating, we're committed to being transparent about the limits of our support. Our team will do everything we can to provide guidance and assistance in these situations, but we may not be able to resolve the issue directly.

		Standard		Enhanced	
Type & severity	Definitions and examples	Response	Resolution	Response	Resolution
Change request	The addition, modification or removal of any function, capability or component of the Titus solution. Examples include the installation or upgrade of a plugin or an increase in server capacity.	16 business hours	10 business days	8 business hours	5 business days
Question	A formal request for information to be provided (e.g. when a user requests a help article or when there is a query around an invoice)	16 business hours	10 business days	8 business hours	5 business days

*Resolutions requiring customer engagement and changes only possible during specific customer-defined windows will have the associated ticket(s), and by extension, the SLA clock, placed on hold.

Tooling

Our support services are managed using Titus Learning's ITSM tool and aligned to ITIL v4 processes, specifically Incident Management, Change Management and Request Fulfilment (Question). Users will have access to a dedicated portal to raise tickets and receive status/progress updates.

Business continuity and disaster recovery

The AWS architecture will be designed to be disaster resistant by using a multiple-AZ (multiple AWS data centres within the UK) and if agreed a multi-region setup (AWS data centres in other regions). Multi-AZ setup (London region) is the standard and most cost-effective way to set up an AWS architecture, which will give an AWS SLA of 99.9% or 99.99% (subject to price) availability when we combine the SLAs for each service we will be using.

Data backup and restore

Database read replicas will be implemented, which provide backup copies of the database in the event of the master failing. AWS Snapshot Manager will be used to take snapshots of the web file system and database automatically and to retain an agreed number of snapshots e.g. for the previous seven days.

The Moodle data will be stored on AWS EFS (Elastic File Storage), which is automatically backed up by AWS. Additional manual or scripted backups can be implemented for the database and Moodle data as required.

The backup policy will also facilitate disaster recovery in the event that all servers were compromised by recovering from server and database snapshots. Restoration can be completed as per the Titus Support SLA - for the most critical events this would be within four hours.

7.0 Training

Training

We provide a fully tailored training programme that blends face-to-face sessions where feasible, online workshops, and webinars supported by curated learning materials. Training is delivered through Moodle Workplace, giving your team hands-on experience with the platform from the very beginning.

Our blended approach includes a wide range of formats such as webinars, seminars, video resources, and interactive quizzes and assessments. For larger rollouts, we can also organise and host user conferences to support wider engagement and promote effective use of the platform. Training continues throughout the duration of the contract, allowing for refresher sessions, onboarding for new staff, and guidance on new features as they are released.

Before go-live, we work with you to create a training schedule that fits your availability. You choose who attends and when, and we take care of the rest. Pricing is based on the number of training days required rather than the number of participants, giving you the flexibility to involve as many team members as needed. A standard training pathway is available, and we can expand or streamline the programme to suit your specific requirements.



We offer the following training as standard for our Moodle Workplace implementations:

- **Overview and introduction:** General navigation, front page settings, notifications and messages, dashboard, user menu items
- **Theme management:** Login page, homepage, modifying navigation menus, blocks and their functions, modifying theme settings, Learning Library, associated blocks
- **User administration (including tenancies):** User account creation, cohorts/groups, user tours, tenant creation, tenant branding/personalisation, tenant user management, tenant roles, shared space
- **Course creation and administration:** Creating a course, course settings, modules/topics/sections, editing a course, activities/resources, course recycle bin, course blocks, activity completion, restricting/controlling access to content, course completion, course reports, enrolment methods/enrolling users
- **Course content (incl. H5P):** Assignment creation, grading and feedback, course gradebook, content bank, all content types (activities and resources)
- **Program and certification creation:** Program creation and management, certification creation and management, understanding users in program/certification contexts
- **Organisation structure:** Departments, positions, jobs, understanding relationships of users, manager dashboard view
- **Dynamic rules:** Creating automatic rules, managing pre-created program / certification rules
- **Advanced/misc:** User acceptance policies, data requests, badges, managing plugins, sitewide reports

Training is available throughout the duration of the contract, based on the number of training days purchased with Titus. If Moodle Workplace is upgraded and you want to understand the new features, your Account Manager can arrange a session for your team. They can also organise refresher training at any point if you need it.

8.0 Project management

Project management

Each of our LMS delivery projects is managed in alignment with the Titus Delivery Framework, a tried and tested methodology specific to our industry and our clients. No two projects are the same and our flexible approach to the process we follow allows us to tailor each project specifically to that client.

We adapt our approach to suit your needs. Our project management methodology is multifaceted and we combine PRINCE2, Waterfall and Agile methodologies dependent on your requirements.

As standard, you will be assigned an Implementation Lead at project initiation who will act as the main point of contact and who will be responsible for the successful delivery of the project and ensure it meets all of the stated requirements.

Our project team ensures that you are up to date with the progress of the implementation and provide full visibility of the development process. We do this by splitting our projects into measurable, milestone deliverables which require sign-off from the designated point of contact within your organisation. Also, through monthly/weekly progress meetings dependent on your requirements.

Wrike is Titus's chosen Project Management tool. It provides Titus with a central source of truth that eliminates information silos and streamlines project delivery through automation tools and cleanly designed dashboard. By implementing automation, Titus can standardise project intake, ensuring that all initiatives are launched with complete data and automatically assigned to the correct internal team members.

Wrike enables a range of visualisation tools, including interactive Gantt charts and workload charts, enabling Implementation Consultants to balance team capacity effectively while maintaining a clear view of dependencies and tasks. With customer-facing dashboards to maintain transparency on project workflows and deadlines, Titus can accelerate feedback loops and maintain high-quality standards across all deliverables, ensuring every project remains aligned with broader strategic objectives.

This framework enables us to deliver even large scale builds within an average timeframe of 8-12 weeks, assuming timely input from the customer at key review and feedback points. We understand that different organisations have different internal priorities, so while this is a best-case scenario, individual projects may take longer depending on availability on the client side.

Account management

We offer dedicated account management throughout the lifecycle of the contract. Your Account Manager will be responsible for acting as your strategic partner, and will work alongside you to help you meet your aims and goals, whilst also getting the most out of the platform's capabilities. Your Account Manager also represents your voice within Titus to drive forward your product requirements and needs, providing the following:

Monthly check-ins: A monthly check-in to provide you with reports on our service-level agreement (SLAs) and platform usage statistics, ensuring that your platform is working as intended. Within this session, we'll also share best practices and review progress against work streams we are collaborating on.

Quarterly (or bi-annual) strategic business reviews: Depending on your needs and requirements, you will have a quarterly or bi-annual business review with your dedicated Account Manager - this is your opportunity to share with us your upcoming goals so we can help you to achieve them.

Personalised success plan: As part of the strategic review, we'll work with you to create a personalised success plan. This is where you tell us your ambitions and goals with your platform. We'll review these annually to ensure that we're on track to meet each of them.

Our Account Management team is not just a support service; we've founded it on a principle of a true partnership. We understand that every organisation is unique, and we tailor our support to suit your specific needs and objectives. With our team by your side, you can confidently navigate the complexities of managing your learning hub, knowing that you have a trusted partner committed to your success.

9.0 Commercial and operational requirements

Ordering and invoicing process

Buyers can raise an order with Titus by telephone and email with our designated G-Cloud Supplier Framework Manager. You can contact us between 8am-6pm via telephone or email. Once a contract is signed, we will send an invoice to your specified contact within 24 hours with a purchase order number (if provided) in PDF format. Invoices are provided with 28-day payment terms.

Customer responsibilities

We require our customers to allocate a main point of contact with the following role and responsibilities:

- Liaise between Titus and all departments participating in the project.
- Provide applicable information, data, decisions etc.
- Provide overall work direction and management.
- Help resolve project issues and escalate issues within their organisation as necessary.
- Verify that all responsibilities assigned to their internal stakeholders are performed according to schedule.
- Authorise tasks that impact Titus resource utilisation in a timely manner.

Further responsibilities and obligations include:

- The customer will provide all required information in a timely manner to ensure the swift and expedient delivery of the service.
- The customer will effect and maintain adequate security measures to safeguard the Software and the Customer's Data.
- The customer will comply with Titus Learning's reasonable advice and instructions on operating the Product.
- The customer will ensure that its employees and other independent contractors co-operate reasonably with Titus Learning.
- The customer will permit Titus Learning to use the name and any trademark or logo used by the Customer for the purpose only of identifying the Customer as a customer of Titus Learning and the reasonable promotion and marketing of Titus Learning and its products.

Technical requirements

The basic technical requirements for Moodle Workplace are:

Internet access: The solution is fully hosted, accessed, and managed through Amazon Web Services (AWS) and requires that the users have access to an internet browser.

Browser: Our solution will support Google Chrome, Mozilla Firefox, Apple Safari and Microsoft Edge on desktop, as well as Mobile Safari and Google Chrome on mobile devices.

Accessibility: Moodle and the Moodle Mobile App are fully compliant with WCAG 2.2 Level AA accreditation.

Demonstration sites

To see how our solution could work for your organisation, we offer a free demonstration of the solution. On the demonstration site you will get to see key functionality of the LMS, including the homepage, dashboard, tenants, user management, and courses, as well as the Titus Theme suite and other Titus products.

Get in touch with our team to find out more information and book your free demonstration.

10.0 Why Titus?

Why Titus?

Titus is an award-winning e-learning services company, founded in 2013 and headquartered in Saltaire, West Yorkshire. As a startup, agility was a major strength for us. As we've grown, we've maintained an agile approach to everything we do, even as the company has scaled up to support major clients such as the NHS, CNN, and Dermalogica. Today, our client base covers 30+ countries and a range of sectors, including education, corporate, training organisations, public sector bodies and charities.

Our credentials

To ensure accountability and measurable progress, Titus Learning is a certified B Corp organisation and holds ISO9001, ISO27001 and Cyber Essentials Plus certifications. These accreditations demonstrate our commitment to sustainability, ethical business practices and operational excellence:

B Corp accreditation affirms our commitment to high standards of social impact, transparency, and corporate responsibility

ISO 9001 reflects our focus on continuous improvement, driving streamlined operations and enhanced efficiency across our processes

ISO27001 certification demonstrates our adherence to best practices in information security, ensuring effective data protection and risk management

Cyber Essentials Plus certification highlights our secure and responsible use of technology

Certified



Corporation



ISO 9001
Certificate Number
11304-QMS-001



ISO27001
Certificate Number
11304-ISMS-001



Moodle partnership

With Titus, you get a trusted partner with over a decade of experience and specialisation in the Moodle platform. We have consistently led the market on new Moodle developments, being one of the first Moodle Partners to provide Moodle Workplace, the Moodle Mobile app, and Moodle Educator Certification.

In 2024, Titus was recognised as the official Moodle Global Partner of the Year, which is a testament to how we build strong partnerships to deliver meaningful impact for the organisations we work with.

Additionally, we have won a number of other awards, including:

- 2022 Moodle Premium Certified Partner of the Year (EMEA)
- 2022 Moodle Certified Partners - Workplace Contributor of the Year
- 2021 Moodle Workplace Partner of the Year
- 2020 Moodle EMEA Partner of the Year
- 2019 Moodle Appreciation Partner of the Year



11.0 Case studies

The Labour Party

The Labour Party, one of the UK's major political parties, required a training solution for their local members, elected representatives and staff. They needed a platform where learners could enrol onto a variety of training courses, follow a series of modules, access all learning materials in one place, and progress by completing assessment requirements.

Titus proposed a custom-themed, cloud-hosted and fully managed Moodle Workplace solution, along with a branded Moodle Mobile app, allowing them to share their messaging, resources, events and training with their growing membership and campaign staff.

The Labour Party required a solution that could have a potential user base of 500,000 members. With such a large potential user base, but also significant variance in usage, the Labour Party needed a cost-effective way to guarantee availability. Titus deployed elastic hosting to ensure that the platform could handle sudden spikes in demand, without large bills for unused capacity at off-peak times.

As an inclusive member-based organisation that prides itself on being accessible to all who share its values, equality and diversity are key for Labour. Moodle Workplace's accessibility certification, multiple language packs and custom themes have helped ensure the widest possible use of the platform.

Our work with The Labour Party is helping to engage a new generation of campaigners, activists and supporters in local and regional politics. This project provided the Labour Party with:

- A training and development platform to support their growing membership
- Empowering grassroots campaigning through learning
- A scalable solution using elastic hosting
- Offline learning access to support wider reach



British Psychological Society

The British Psychological Society (BPS), a professional body representing over 60,000 psychologists in the UK, sought a modern learning management system (LMS) to enhance professional development for their members, streamline training, and create new revenue opportunities. Following a rigorous selection process, Titus was chosen to deliver a bespoke Moodle Workplace solution.

BPS needed an LMS that would:

- Improve member retention by offering engaging, flexible professional development
- Diversify revenue streams by monetising CPD courses and qualifications
- Integrate seamlessly with its existing website and membership systems
- Ensure compliance through advanced reporting and tracking capabilities

Titus delivered a scalable, cloud-hosted LMS with key features including:

Analytics: Providing data-driven insights to optimise learning experiences and eliminate inefficiencies.

Ecommerce integration: Enabling BPS to sell courses online, manage payments, and generate new revenue.

Custom system integrations: Connecting the LMS with the BPS website and membership portal for seamless user access.

Flexible CPD and qualifications: Supporting apprenticeships, certifications, and blended learning to attract new audiences.



Contact information

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You can also follow us on:

Twitter: @TitusLearning

Facebook: Titus Learning

Instagram: titus_hq

Youtube: Titus

