

Phew LMS System - Service Definition (G-Cloud 15)

Learning Management System (LMS) Service Specification

Product: Phew! Learning Management System

Provider: Phew Design Limited

1. Service Overview

The Phew! Learning Management System (LMS) is a cloud-based platform designed to help safeguarding partnerships and organizations manage and deliver training programmes efficiently, coordinating face-to-face training, online courses, and eLearning resources.

Available in two configurations:

- **Base LMS:** For managing face-to-face and online course bookings
- **LMS with eLearning Module:** Adds self-paced online learning content delivery

1.1 Key Benefits

- **Efficiency:** Streamlined course booking and delegate management
- **Visibility:** Complete training history and progress tracking across your organization
- **Flexibility:** Support for face-to-face, online, and eLearning delivery
- **Insights:** Comprehensive reporting and evaluation tools
- **Compliance:** Track mandatory training completion and certification

2. Core Features (Base LMS)

2.1 Course and Event Management

- Create and manage face-to-face and online courses
- Schedule multiple sessions for each course
- Set booking limits and prerequisites
- Course categorization and filtering
- Automated booking confirmations
- Waitlist management

2.2 Delegate Management

- Self-service booking for delegates

- Bulk delegate enrollment by managers
- Training history and progress tracking
- Certificate generation and access
- Automated reminders and notifications
- Evaluation and feedback collection

2.3 User Roles and Permissions

- **Super-Administrator:** Full system control, configuration, user management, comprehensive reporting
- **Administrator:** Course/event management, delegate enrollment, progress tracking, reporting
- **Delegates' Manager:** Book delegates onto courses, view delegate history and progress
- **Delegates:** Book onto assigned courses, view training history, complete modules, access certificates

2.4 Reporting and Analytics

- Training completion reports
- Course attendance tracking
- Delegate progress monitoring
- Evaluation analysis and Learning Gain measurement
- Annual training report suite
- Custom report generation
- Export to Excel and PDF
- Trend analysis across multiple courses

2.5 Certificates and Recognition

- Automatic certificate generation upon course completion
- Customizable certificate templates
- Digital certificate access for delegates
- Certificate history and reprint capability

2.6 System Features

- Mobile-responsive design
- Modern web browser compatible
- Automated email notifications

- Certificate templates
- Usage monitoring and notifications

3. Optional Features (Chargeable Extras)

3.1 eLearning Module

When purchased, adds:

- Self-paced online learning content delivery
- eLearning course creation tools
- Blended learning pathways (combining face-to-face and eLearning)
- eLearning-specific tracking and completion monitoring
- SCORM-compatible content support
- Interactive learning elements

Best For:

- Organizations requiring flexible, self-paced learning
- Blended learning approaches
- Reducing face-to-face training costs
- Reaching geographically dispersed learners

3.2 Payment Gateway

When purchased, adds:

- Integrated online payment processing
- Secure transaction handling
- Automated payment confirmation
- Payment tracking and reconciliation

Best For:

- Organizations charging for training
- External training delivery
- Cost recovery models

4. Service Delivery

4.1 Access and Availability

- **Platform:** Cloud-based, accessible via web browser
- **Availability:** 24/7 access (subject to planned maintenance)
- **Supported Browsers:** Current versions of Chrome, Firefox, Safari, Edge
- **Mobile Access:** Fully responsive design works on tablets and phones

4.2 Implementation

- System configuration to your requirements
- User account setup and permissions configuration
- Organization structure setup
- Course templates and frameworks
- Certificate design
- Integration setup where required

4.3 Training

Mandatory Training: At least one Super-Administrator or Administrator MUST complete Phew!-delivered Core Part 1 training before:

- Accessing support services
- Providing internal training to other users
- Using the system in production

Training Options:

- **Core Part 1** (required): LMS Syllabus covering org types, delegates, events, sessions, reporting, site settings, delegate troubleshooting, evaluation overview
- **Core Part 2:** Understanding Your Evaluation and Learning Gain (available 6 months post-implementation)
- **eLearning Module Training:** For organizations with eLearning feature
- **Payment Gateway Training:** For organizations with payment feature
- **Advanced Learning - Bespoke:** For experienced users wanting deeper product knowledge

Training Delivery:

- Live online sessions via Microsoft Teams
- On-site training available (additional costs apply)

- Training materials and documentation provided
- Post-training support materials

5. Support Services

5.1 Technical Support

Eligibility: Available only to users who have completed Phew!-delivered training

Support Channels:

- Email: support@phew.org.uk
- Telephone: 01234 779050
- Online help documentation
- Knowledge academy resources

Support Hours: 09:00-17:00, Monday-Friday (excluding English public holidays)

Response Times: Target response within 4 business hours (subject to Fair Use Policy)

Support Covers:

- Technical issues and bug reports
- How-to questions about system features
- Account and access issues
- Report generation assistance
- Booking and delegate management queries

5.2 Support Requirements

Before contacting support, users must:

- Exhaust self-help resources (training notes, recordings, knowledge academy, 'How To' articles)
- Provide full issue details with screenshots
- Detail self-help attempts made

5.3 What's Not Included

- Support for non-trained users
- Modifications not made by Phew!
- Incorrect or unauthorized system use
- Third-party programs used alongside the LMS

- Custom development requests
- Training methodology or content advice

6. Licensing and Usage

6.1 License Structure

Base LMS Licensed Units:

- Each individual live booking (face-to-face or online course booking) = 1 Licensed Unit
- Minimum Annual Fee includes 1,450 licenses

eLearning Licensed Units (where purchased):

- Each individual eLearning access = 1 Licensed Unit
- Separate license pool from live bookings

License Limit: Maximum number of Licensed Units available during each contract year as specified in your quotation

Usage Notifications: You'll receive notifications at 50% and 80% of your license limit

6.2 What Delegates Can Do

- Delegates can book unlimited courses within the courses assigned to them
- No per-delegate license restrictions
- Flexibility for high-engagement learners

7. Your Responsibilities

7.1 User Management

- Ensure at least one trained Super-Administrator or Administrator per product
- Only trained users provide internal training and request support
- Manage user access and restrictions appropriately
- Keep login credentials confidential
- Monitor usage to avoid exceeding license limits

7.2 Data Management and Content

- You're responsible for accuracy and appropriateness of all data entered
- Ensure you own or have licenses for all uploaded content
- Comply with applicable laws including Online Safety Act 2023

- Do not upload false, misleading, defamatory, obscene, or offensive content
- Do not upload content that infringes IP rights or contains malware

7.3 Data Protection

- You are the Data Controller; Phew! is the Data Processor
- We process data only on your instructions
- We don't use your data for any other purpose
- You control who has access to your data

7.4 Data Retention

- Active data retained while contract is active
- Post-termination: retention per implementation agreement
- **Important:** Export any required data before contract ends
- We're not responsible for data recovery after termination

7.5 Appropriate Use

Base LMS: For managing face-to-face and online course bookings

eLearning Module (where purchased): For delivery of self-paced online learning content

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