

Continuing Professional Development (CPD) Management Platform

Service Definition

1. Service overview

The Continuing Professional Development (CPD) Management Platform service provides a configurable digital platform that enables public sector organisations to manage, record and monitor staff professional development activities.

The service supports structured CPD tracking, compliance monitoring and reporting through a centralised system designed for ongoing use.

2. How the service works

The service is delivered by configuring a CPD management platform to reflect the buyer's organisational requirements. This includes setting up user roles, CPD categories, evidence requirements and reporting structures.

Authorised users can log learning activities and upload supporting evidence. Administrators can monitor progress, review compliance status and generate reports to support governance and audit processes. Ongoing platform support is provided within the agreed scope.

3. Skills and experience

The service is delivered by teams with experience in:

- Digital learning and CPD platforms
- Platform configuration and administration
- Public sector training and compliance requirements
- Data management and reporting
- Ongoing digital service support



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Teams have experience supporting public sector organisations with regulated learning and professional development needs.

4. Relevant experience

The supplier has delivered and supported CPD and learning management platforms for public sector organisations. This includes configuring systems for compliance tracking, supporting administrative users and maintaining consistent learning records.

Experience is described in anonymised, sector-level terms in line with G-Cloud requirements.

5. Onboarding and offboarding

Onboarding

Onboarding includes:

- Confirmation of scope and requirements
- Platform configuration and setup
- User and role configuration
- Initial guidance and documentation
- Platform access handover

Buyers are responsible for providing CPD structures, user information and content requirements.

Offboarding

Offboarding includes:

- Support with data export where applicable
- Removal of user access
- Platform closure
- Data handling in line with agreed retention and deletion processes



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6. Service constraints

The service provides access to a configurable CPD management platform only. It does not include accreditation awarding or the delivery of training content unless explicitly agreed.

Delivery depends on timely provision of requirements, data and approvals from the buyer. Buyers remain responsible for training governance, content accuracy and compliance with professional or regulatory standards.

7. Service management and support

Service management includes:

- Platform availability monitoring
- Issue triage and resolution
- User access support
- Guidance on platform usage

Support is provided during agreed support hours and is proportionate to the nature of a managed CPD platform.

8. Technical and operational requirements (if applicable)

Buyers require:

- Internet access
- Named administrative users
- A supported modern web browser

No specialist hardware or local software installation is required.

9. Hosting, data and security

Hosting is not included as part of the service unless otherwise agreed. If so, data is hosted in agreed locations suitable for UK public sector use. Access controls are applied to protect user data and CPD records. Buyers retain ownership of all data and uploaded content.

10. Exit, data return and deletion

On service termination:

- Buyer data can be returned in an agreed format
- Platform access is removed
- Data is deleted or retained in line with agreed policies

Exit support is provided to ensure a controlled and secure service closure.



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