



Service Definition Document — G-Cloud 15

Service name: Online Safeguarding and Compliance Training Platform

Supplier: Spectrum Courses Limited

Framework: G-Cloud 15

Lot: Lot 2b – Software as a Service (SaaS)

1. Overview

Spectrum Courses Limited provides a cloud-hosted Software as a Service platform delivering online safeguarding and compliance training. The service supports UK public sector organisations, including local authorities, in meeting statutory safeguarding duties and maintaining auditable training records.

The platform is designed to be accessible, inclusive, and suitable for users with varying levels of digital confidence.

2. Intended Users

Taxi/PHV drivers and Passenger Assistants (PAs) in the UK purchase directly online per user per year.

The licenced service is intended for:

- Local authorities
- UK public sector organisations
- Staff directly employed by the contracting organisation
- Approved partner bodies (including charities), where agreed

Training for external operators, licence holders, or contractors is available separately where procured.



3. Service Functionality

The platform provides:

- Video-led training courses
- Structured learning modules and assessments
- Progress tracking and reporting dashboards
- Independently verifiable completion certificates
- Role-based access for learners, group leaders, and organisational administrators

4. Training Content and Refresh Cycles

Training is licensed annually. Where applicable, refresher modules are included within the licence period, with defined refresh cycles depending on the course (for example, three-year refresh cycles for safeguarding-related training).

5. What Is Included

- Access to the cloud-hosted SaaS platform
- Hosting, maintenance, and platform updates
- Content updates and refresher modules (where applicable)
- Reporting and certification
- Standard business-hours support

6. What Is Not Included

- Bespoke course development (unless agreed separately)
- Organisation-specific customisation beyond configuration
- In-person delivery (unless explicitly agreed)
- Training for external operators under organisational licences



7. Onboarding and Getting Started

Onboarding is completed remotely and is designed to be supportive and inclusive. It includes:

- Administrator account setup
- Course configuration
- User invitations or bulk upload
- Access to step-by-step guides (easy read), video tutorials, and PDFs

Where required, virtual meetings are provided with a senior team member to resolve onboarding or ongoing issues.

In exceptional cases, one-to-one phone support is available for users struggling with IT.

8. Hosting and Architecture

The service is delivered as a **multi-tenant SaaS platform** hosted on established cloud infrastructure.

Data is stored and processed in the **US and EU**, in accordance with **UK GDPR and applicable international data transfer requirements**.

Infrastructure incorporates redundancy, monitoring, backups, and defined recovery processes to support availability and resilience.

9. Security and Data Protection

- Role-based access controls
- Encrypted connections using TLS
- Regular backups and monitoring
- Secure configuration and patch management
- Incident response and escalation processes

Spectrum Courses acts as data processor; customers act as data controller.

10. Accessibility and Digital Inclusion

The platform is designed with accessibility and digital inclusion in mind and aims to support **WCAG 2.2 AA principles**. Features include:

- Keyboard navigation
- Responsive layouts
- Captioned video where applicable
- Accessible web chat with audio support



Accessibility testing is carried out regularly, including weekly checks using the government-recommended **WAVE accessibility toolset**.

11. Service Availability and Support

The service targets **99.5% uptime**, excluding planned maintenance. Support is available online and via email and telephone, including **24/7 triage** through the online chat bot, contact@ email address and a 24-hour phone line with on-call escalation for urgent issues.

Routine support is delivered during UK business hours. Material service issues are communicated via public service notices and, where appropriate, direct email to active users.

12. Service Management and Updates

Updates are deployed centrally and included within the licence fee. These improve security, accessibility, usability, and content without requiring customer action.

13. Pricing and Licensing

The service is licensed annually using either **per-user pricing** or an **annual organisational licence** (Small / Medium / Large) covering **up to a defined number of learners per year**. Licences outside the agreed tiers are available by negotiation.

Pricing is fixed for the duration of the contract and published separately.

14. Customer Responsibilities

Customers are responsible for:

- Managing user access and permissions
- Providing accurate user data
- Ensuring lawful and appropriate use of the service



15. Exit, Data Portability, and End of Contract

On contract end, the contracting organisation's **administrative access and reporting access ends** unless the contract is renewed. Individual learners **retain access to their personal training records and completion certificates**, recognising that training records belong to the individual and may remain relevant and transferable across local authority areas.

Buyers or group administrators may **export organisational training data** (for example via CSV) during the contract term and may also request **supplier-assisted data extraction** at contract end. Data is retained and subsequently **securely deleted or anonymised** in accordance with agreed retention periods and **UK GDPR** requirements.

16. Contractual Position

The service is supplied under the **G-Cloud Call-Off Contract**. Where any conflict arises, the Call-Off Contract takes precedence over supplementary terms.