



Service Definition & Description Document

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Ryze Pro App and LMS Dashboard

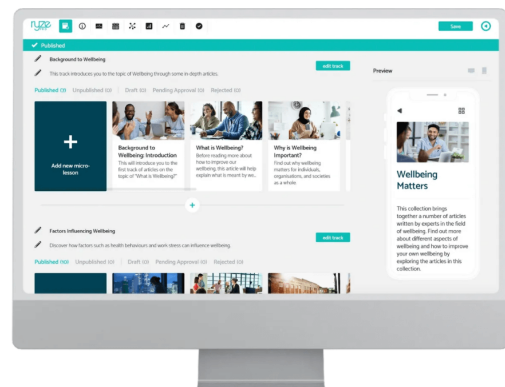
Ryze Pro is a cutting edge app and learning management system. The Ryze Pro Dashboard allows organisations to create, design and publish personalised e-learning courses to the Ryze Pro mobile and tablet apps (available on the Apple and Google stores) and web portal.

On the dashboard, teams can self-manage their courses, launch dates, content design, users, track engagement and much more. This style of ownership allows you to immerse yourself in the world of Ryze and create courses in minutes.

Key Features of the Ryze Pro Dashboard

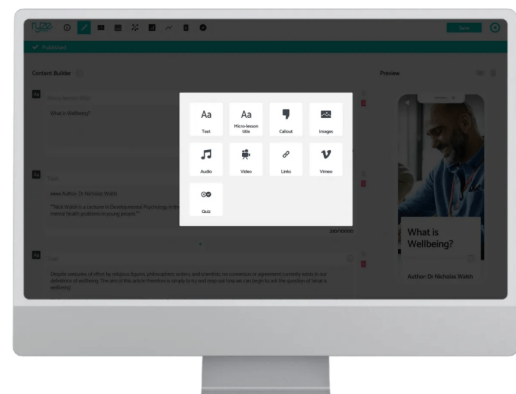
Content Control

- Upload and edit new or current collections whenever, wherever
- Any changes published in the dashboard, automatically reflect in the Ryze Pro App for users
- Seamless interface designed to allow editors to create and publish lessons in minutes.



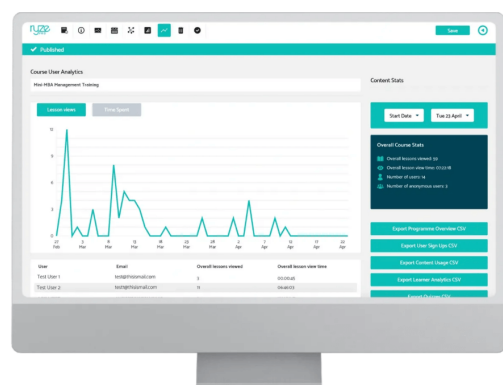
Content Design

- Review content, preview the front-end and set launch dates + expiry dates
- Design courses with easy drag and drop media features
- Choose between different micro-lesson types: standard, video or quiz lessons
- Videos, in-app links, podcasts, galleries, quizzes, gifs, infographs and much more



Cohort Data Analytics

- Track lesson views, view time, collection stats and more
- Use the calendar feature to choose which time period to track
- Narrow down data analytics to specific courses using the drop down menu
- Download sharable spreadsheets



User Analytics

- Check individual user engagement
- See overall individual user stats
- Track user patterns

Access Existing Courses & University Certification

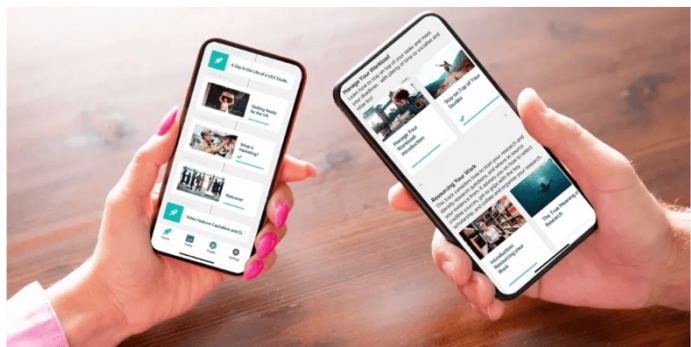
Access over 50 courses designed in partnership with leading academics from universities such as University College London, the University of Nottingham, the University of East Anglia, the University of Exeter and more.

- Leadership
- Change Management
- Managing Teams
- Sustainability and Net Zero
- Accounting and Finance for Line Managers
- Strategic Leadership
- Marketing and Service Design
- Innovation
- Cross Cultural Management

Key Features of the Ryze Pro App

Users access their learning via the Ryze Pro app – available on the Google and Apple stores and via the web. Based on the latest thinking in pedagogical research, Ryze brings learning to life by combining the power of seamless app design with numerous key features:

- Micro-lessons
- Multimedia
- Quizzes
- Gamification
- Progress tracking
- Personalisation
- Point-based rewards
- Immersive experiences
- Interactivity



University Certification

If your team access our existing courses, your users may be able to gain access to a university certificate on completion of the course*.

* Conditions apply

What is Ryze Pro used for?

Ryze Pro is used for numerous types of activity to do with learning. It has been used by large public services such as the NHS as part of wider leadership and management training. It has been used by large corporate companies such as Aviva as part of bespoke professional development training. SMEs have used to deliver short courses to multiple stakeholders that they work with. Universities have used it to deliver business courses, get ready for university courses and more.

Why is Ryze Pro Effective?

At its core, Ryze Pro is designed to maximise the learning experiences of users and improve the outcomes that are attached to the learning itself. That's why we have given a lot of thought to the role user engagement plays with the delivery of courses.

Ryze Pro is based on underpinning pedagogical research around achieving three key experiences:

Behavioural engagement – enabling learners actively engage in their community learning

Cognitive engagement - providing interactivity so learners are interested to actively invest in their learning journey

Emotional engagement – creating positive learning experiences where learners feel they want to engagement and achieve

Accessibility

We take web accessibility seriously and seek to align to key principles of web accessibility. Ryze Pro adopts various mechanisms for accessibility that feed into the web accessibility guidelines. These include:

- Dynamic font sizing (web portal and mobile and tablet apps) to allow text on the apps to respond to user settings on their device
- Consistent layouts across screens
- Text descriptions under figures and illustrations
- Contrast support (inverted and grey scale) (mobile only) and optimised colour contract support
- Zoom ability on web portal
- Video closed captions and subtitles
- Dark mode

Support Services

We believe in giving all our clients and users the best experience we can. That's why any client and user can access the technical and user support they need.

These include:

- Online support, including dedicated support email
- Phone support
- In person support
- Training workshops (face to face, blended or online)
- Onboarding
- Consultancy on learning design

We aim to get back to clients as soon as possible, usually on the same working day.

Onboarding

The Ryze Pro Dashboard and apps are highly intuitive, which minimises the need for extensive technical onboarding. Our technical onboarding is clear, clean and easy to follow. We have tutorial videos or documents available for clients to access that have step by step guides. We can offer training workshops to support editors and users as well.

Client Success

We offer clients the opportunity to work together to support the wider learning goals they are seeking from use of the platform. This can range from full organisational learning strategies, to digital transformation support, or course design and implementation. Whatever the need, we will be available to support.

Security

We take security seriously with all our systems and processes. That's why we are Cyber Essentials certified and always make sure your users are protected. The information below offers some further insights to systems and processes we use:

Authentication and Passwords

To register for the Ryze app, users must register and authenticate their university email address, which will form their user name. This requires users to create a password, which is a minimum of 6 characters and a mix of letters and numbers. Any attempts at setting a password outside these rules will be rejected. Passwords remain active while users are registered as part of any agreement held with the client organisation.

Information Compliance Certification

Our main database and storage solutions are Cloud based via Google Firebase. Full details and confirmation of its ISO 27001 compliance can be found via the following link: <https://firebase.google.com/support/privacy>. Confirmatory certification details that Firebase services have completed the ISO27001 can be found at: https://firebase.google.com/downloads/gdpr/NOVext2020_Firebase_ISO_27001.pdf. Confirmation that Google Firebase, Cloud Functions for Firebase, Cloud Storage for Firebase, and Firebase Authentication, are certified in ISO 27018 compliance can be found via the following link: <https://firebase.google.com/support/privacy>

Security Policy

Studios (the parent company to Ryze) has clear cyber security policies that outline the framework for safety configuration and network systems, user privileges and removable media, electronic communications systems, password and protections, backup and recovery, reporting and investigating incidents, malware prevention, internal data usage, and monitoring cyber practices.

Penetration Tests

Independent penetration testing is conducted on the Ryze app to minimise threats and risks and show diligence towards cyber security. Wider security testing and updates occurs outside of this on a regular basis.

System Resilience

All data, code, and development work is backed up regularly. With regards to resilience, the Ryze app and platform has remained stable since its inception and has rarely required downtime servicing. We do not anticipate any unexpected app downtime and seek to do maintenance with all systems operational. Any interruption will sought to be rectified with immediate action during normal business hours.

Scalability

Our services are highly scalable and can accommodate large numbers at one time. This includes large onboarding. For example, we have onboarded over 4000 users on to the Ryze app for one organisation during a two week period.

Data Protection

Personal Data

Personal data is collected as part of the Ryze app experience. Details of what data we collect and maintain can be found at <https://ryze.org.uk/privacy/> Users have multi choices about what data they choose to share from the app, and can change these in the app settings at any point. All data is stored in line with UK GDPR regulations. Any personal data is stored securely via Google Firebase and Google Cloud. Access to these systems is heavily restricted within the company.

Data Location

All data stored within Google Firebase and the Google Cloud are kept with the geographical of the European Union and United Kingdom. The storage sites are based in Dublin, Ireland, and Frankfurt, Germany. Access to the data systems at that level where personal data is available is restricted within our company and our tech partner that collaborates with us on app development work.

Data Retention

Personal data is kept for a period of up to five years before being removed and deleted. All data removal and deletion follows strict procedures to ensure full compliance and security. Any requests for data removal by users or institutions will take place within a month of receiving the request, in line with the guidelines set out by the Information Commissioner's Office. We also have subject access request policies in place to ensure full conformity in this regard.

Mutual Data Sharing

Client organisations can request to commence a mutual data sharing agreement at any point. This document permits the sharing of personal data between Studios and the client organisation, subject to the obligations placed on both sharer and receiver from the agreement and related data protection laws.

Pricing and Payment

The price for the services vary depending on client needs. For example:

- How many Ryze Pro Dashoard users do you want?
- How many end users will have access to the courses created?
- Will you need course design support by our digital learning technologists?

- How much support will you require?
- Do you want access to existing courses?
- Would you like university certification?

Our price per licensed user to the Ryze Pro Dashboard starts at £990.

Invoicing

We have a range of payment options available, with flexible terms. Once an invoice is raised, clients have 28 days to pay.

Terms and Conditions

Please see our master service agreement for our full terms and conditions.

Social Value

Fighting Climate Change

Ryze Pro reduces the printing and transportation of textbooks or paper-based training to educational institutions or businesses. Furthermore, the platform is optimised to limit heavy data loading, thus further reducing carbon outputs. In this regard, the digital learning and access via remote working can reduce carbon by the way the learning is accessed. In addition, we also have courses on sustainability and carbon reduction for businesses and universities to use to support their training and education of employees and learners. This is particularly useful to use with supply chains.

Equal opportunity

Ryze Pro carries a series of courses that seek to education and address issues surrounding equal opportunity. Furthermore, the digital learning app provides many training opportunities for people in the workplace or an educational institution to advance their skills (e.g. on entrepreneurship, leadership, management, business), thus enabling greater economic equality. To this end, we can also award 'University Certificates of Attendance' (awarded by the University of East Anglia), which supports development opportunities that can be validated. Lastly, a key focus of ours has been using the platform with widening access teams at universities, in order to support students to access the learning they need to come to university.

Wellbeing

We have a series of complementary courses on 'Wellbeing at Work' that can support people in the workplace. These include contributions and collaborations with Mind. The wellbeing courses are complimentary to all users without payment, as they were developed by the 'What Works Wellbeing' centre. In addition to this, the platform itself

is designed to support communities through shared learning and content creation tools.

Contact

Please reach out anytime and our team will only more than happy to arrange a meeting with you.

For all enquiries, please contact: info@studious.org.uk

Websites

<https://ryze.courses>

<https://studious.org.uk>

<https://ryze.org.uk>

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NR4 7TJ

Trading Name: Studious Digital Education Ltd

Company Number: 12018585

VAT Number: 328824874

Thank You