

Praxis42 SHINE

Service Definition Document



1. Introduction

This **Service Definition Document** provides a full overview of the **Praxis42 SHINE** learning management system (LMS) and digital learning portfolio. It outlines platform functionality, technical architecture, support processes, compliance, accessibility, onboarding and commercial terms. It is intended to assist public-sector organisations in understanding how SHINE supports mandatory training, risk management and workforce development.

2. Service Overview

SHINE is a **scalable, cloud-based LMS** that enables organisations to deliver, track and manage learning and compliance activities. It supports deployment of Praxis42's full course library as well as customer-specific content. The platform also provides advanced assessment tools, SCORM-compatible delivery and flexible reporting to support modern compliance programmes.

3. Key Features

Learning and Compliance Management

The system includes a breadth of compliance-focused features designed to reduce admin effort and improve training outcomes. These include:

- **Course assignment and training pathways**
- **Real-time dashboards and compliance views**
- **Automated reminders and scheduling**
- **Certificate generation and expiry alerts**
- **Automated refresher cycles**

User & Organisation Management

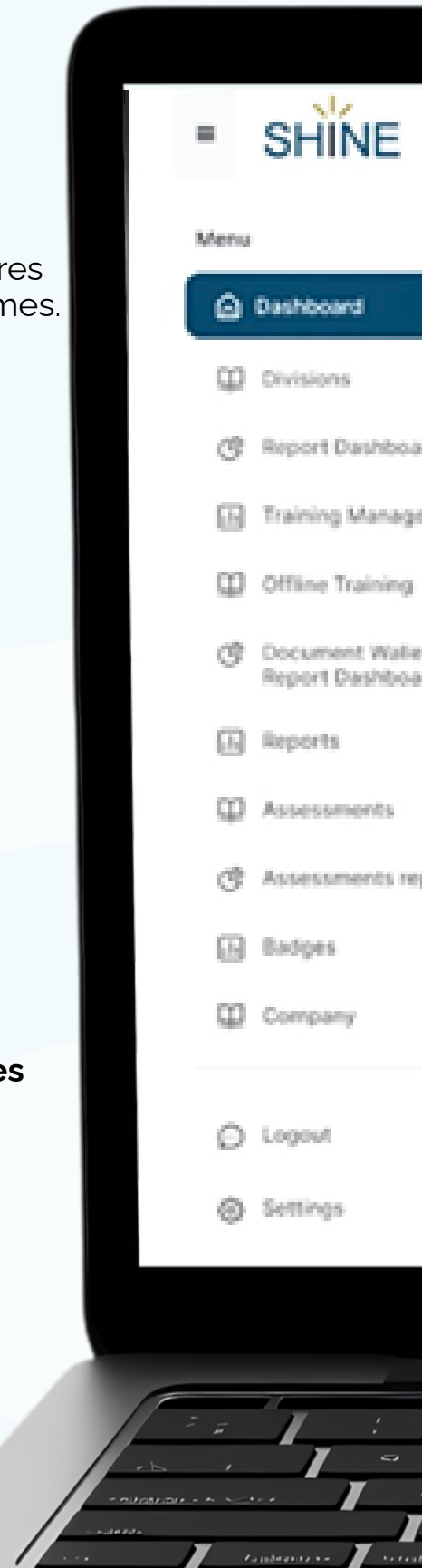
SHINE allows administrators to accurately model their organisation with flexible structures, including:

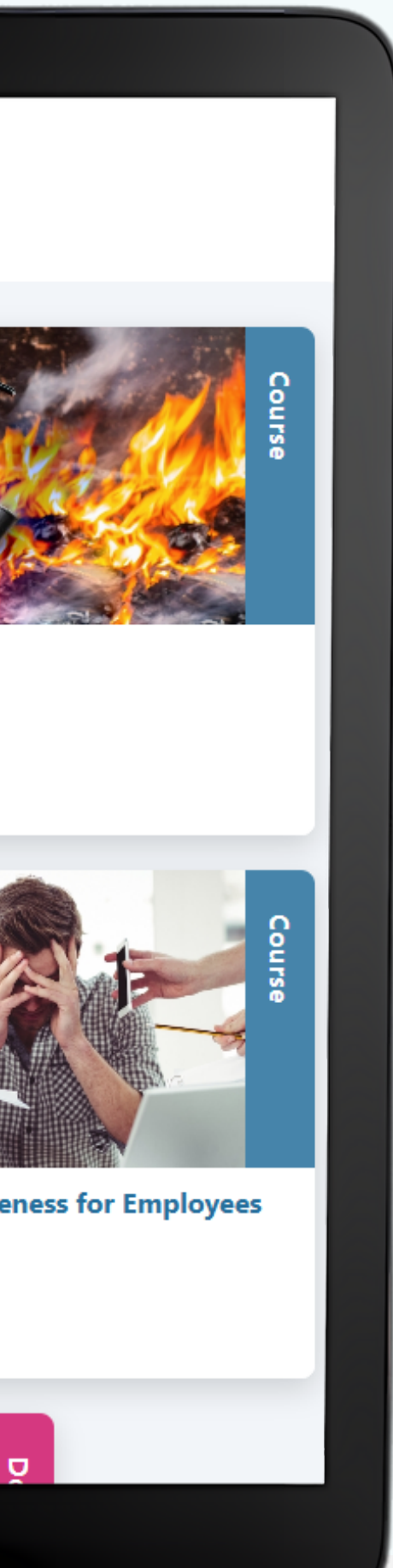
- **Bulk user import and data updates**
- **Locations, departments, groups and sub-locations**
- **Unlimited naming flexibility**
- **Role-based administrative access**
- **User attributes such as managers, identifiers and job roles**

Platform Functionality

The SHINE platform includes:

- **Learner dashboard**
- **Custom learning paths**
- **Policy/document hosting**
- **Group and cohort management**
- **SCORM hosting and delivery**
- **API integration for provisioning and reporting**





Content Library

Praxis42 provides a large and professionally produced eLearning library covering Health & Safety, Fire Safety, DSE, HR, Wellbeing and Compliance. All courses can also be provided as SCORM packages. The library includes:

Health & Safety courses

(Manual Handling, Fire Safety, COSHH, Working at Height)

DSE awareness and workstation assessment

HR and wellbeing modules

(Mental Health, Bullying & Harassment, Equality & Diversity)

Compliance courses

(GDPR, Cyber Security, Anti-Bribery)

Soft skills

(Time Management, Communication, Customer Service)

Assessment Tool (Including SCORM Export)

Praxis42 provides a powerful assessment engine enabling structured risk assessments and compliance questionnaires. Unique to Praxis42, the assessment tool can also be exported as SCORM for use on any third-party LMS.

Capabilities include:

- Custom assessment creation
- Dynamic question sets
- Assignments and tracking
- Score reporting
- Embedding assessments into learning paths

4. Technical Architecture

SHINE is hosted on Microsoft Azure using a multi-tenant architecture. This ensures strong data segregation, automatic scaling, high availability and continuous monitoring.

5. Accessibility

SHINE and its content meet WCAG-aligned accessibility principles, including closed captions, transcripts, mobile-first layouts, keyboard navigation and inclusive design.

6. Security & Compliance

Security measures include:

- **TLS 1.2+ encrypted transport**
- **AES-256 data encryption at rest**
- **Hashed and salted passwords**
- **Role-based access controls**
- **Firewalls and continuous monitoring**
- **Annual ITS risk assessment**

Praxis42 holds Cyber Essentials Plus certification, with hosting in Azure datacentres compliant with ISO 27001, CSA CCM, ISO 27017/27018 and SOC auditing frameworks.



7. Backup, Disaster Recovery & Business Continuity

Resilience is ensured through:

- **Nightly differential and weekly full backups**
- **Two-week retention**
- **Azure regional redundancy**
- **Regular DR testing**
- **Documented continuity procedures**

8. Onboarding & Training

Praxis42 provides:

- **Remote setup and admin training**
- **Optional onsite implementation**
- **Self-service video tutorials**
- **Dedicated account manager**
- **Support for integrations and configuration**

9. Support Arrangements

Support includes:

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|--|--|
| - Monday–Friday, 09:00–17:00 assistance | - Out-of-hours monitoring |
| - Contact via phone, email or ticketing | - Incident escalation and root cause analysis |

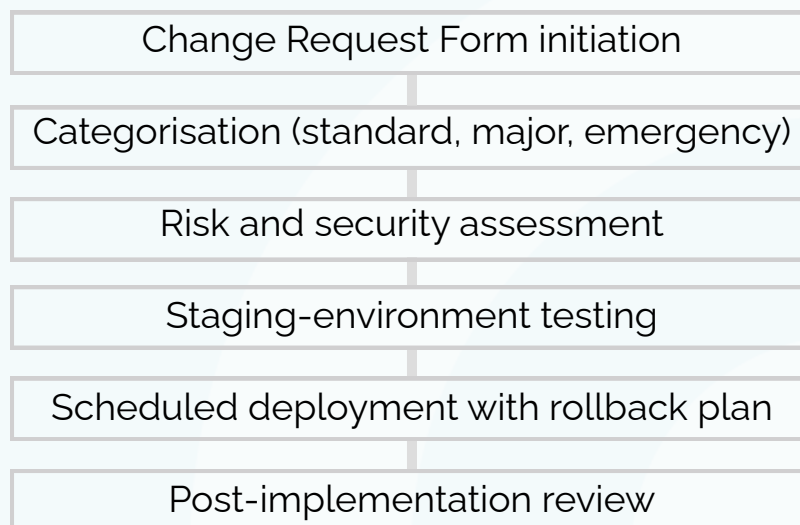
10. Integrations

SHINE supports:

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|----------------------------------|---------------------------------------|
| - SCORM import and export | - HR/ERP integration workflows |
| - REST API | - Secure HTTPS-only delivery |
| - Optional SSO | |

11. Change Management

All changes follow a structured process:

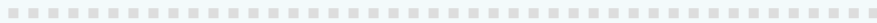


12. Service Levels & Availability

SHINE targets 99.9% uptime, benefits from Azure-hosted resilience, and provides advance notice of planned maintenance as well as email incident notifications.

13. Data Extraction & Offboarding

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14. Data Protection & GDPR

Praxis42 adheres to UK GDPR principles, with:

- | | |
|----------------------------|---------------------------------|
| - Data minimisation | - Secure access controls |
| - Lawful processing | - Incident reporting |

A full Data Processing Agreement is provided.



15. Browser & Device Requirements

SHINE supports modern versions of Chrome, Edge, Safari and Firefox. HTML5, JavaScript and cookies must be enabled. The platform works across desktop, tablet and mobile devices.



16. Pricing Model

Included:

- **SHINE platform access**
- **Licensed content library**
- **API access**
- **Reporting suite**
- **Standard support**

Additional cost items include onsite training, custom development, bespoke integrations and licence expansions.

17. Free Trial

A full-feature trial is available with access to requested content and no fixed time limit, subject to reasonable use. Trials are for evaluation and not production use.



SHINE

