

Coracle Online Ltd, The Stables, 7-8 Chesterton Mill, French's Road, Cambridge, CB4 3NP

☎ 01223 826224 www.coracleonline.com

G-Cloud 15 Service Definition Document

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Introduction

This Service Definition Document is for Coracle's Cloud Digital Services under the G-Cloud framework.

Overview of Services

Coracle Secure Virtual Learning Environment (Osprey-VLE)

Secure (HMPPS assured), AI enhanced, offline and online Virtual Learning Environment (VLE) and Learning Management System (LMS). AI assistive and accessibility tools to support effective learning and LDD needs. Deep analytics measuring progress and success. Facilitates seamless content integration via SCORM and xAPI, with options for managed secure hardware.

Coracle Staff training, development, and compliance

Secure, AI-enhanced LMS/LXP enabling flexible online and offline workforce development. Combines personalised learning pathways to boost engagement with advanced accessibility tools supporting neurodiversity. Delivers deep analytics for compliance and impact measurement. Facilitates seamless content integration via SCORM and xAPI. A complete, secure ecosystem for strategic staff training.

Coracle Wellbeing in Secure Environments (WISE)

Designed to enhance the wellbeing of individuals in detention, reducing operational tension through positive distraction. Secure, offline or online solution providing self-service guidance. Includes fully managed hardware and a CMS for delivering content tailored to diverse detainee needs, alongside deep analytics and feedback tools for safer custody.

Coracle Workforce Management (WFM - Columbo)

Streamlined workforce management platform for multi-site operations. Features dynamic visit scheduling tools for efficient forward planning. Utilises device geolocation for verified site check-in and check-out, ensuring accurate proof of attendance and time-keeping. Delivers total operational visibility of dispersed field teams through comprehensive real-time reporting.

Delivery Partners

The services offered are designed, developed and delivered by Coracle Online Ltd. In some instances, Coracle may work with partners to meet the Buyer's specific needs.

Service Descriptions

Coracle Secure Virtual Learning Environment (Osprey-VLE)

Coracle's Secure Virtual Learning Environment (VLE) and Learning Management System (LMS) is a robust, secure, and highly flexible platform designed to deliver transformative educational experiences in complex environments. Our solution bridges the gap between administrative oversight and learner success.

- Secure learning: With "Offline-First" capability, learners can progress without a live connection, with records automatically syncing once reconnected.
- Centralised management: Streamlined management of learning paths, content permissions, product licensing, and credit allocation.
- AI-Enhanced Accessibility: Integrated AI tools provide real-time assistance and ensure inclusivity for all users, specifically optimized for LDD (Learning Difficulties and Disabilities) support.
- Advanced Content Management: Workflow for managing audio, video, and documents. The platform is fully SCORM and xAPI compliant, ensuring interoperability with industry-standard courseware.
- Actionable Data & Analytics: Granular reporting on user engagement, platform usage, and pedagogical impact to drive informed decision-making.
- Social and motivational tools: Drive engagement through automated digital badges and certification. Secure integrated messaging between learners and supervisors to facilitate mentorship.
- Optional Secure Hardware: On-site support and managed hardware solutions are available to ensure the platform operates within the most stringent security protocols.
- Custom Branding: Maintain organizational identity with a fully configurable look-and-feel and white label options.

By combining MoJ-approved security standards with cutting-edge AI assistance, we provide a learning environment that is both safe and helps learners achieve their goals:

- Independence and achievement: Learners are empowered to take ownership of their education and reach their goals through self-paced tools and assistive technology
- Precision Delivery: Ensure you are delivering the right learning to the right learners.
- Inclusive Engagement: Specialized accessibility tools empower LDD learners to engage with content.
- Operational Efficiency: Effortlessly manage the entire lifecycle of a learner—from registration and licensing to content access—in one centralized hub.
- Extended Reach: Reach isolated or "off-grid" learners via offline learning modes and asynchronous data syncing.

Coracle Staff training, development, and compliance

Coracle's AI-enhanced Learning Management System (LMS/LXP) is a secure, high-performance ecosystem designed for modern workforce development. It bridges the gap between mandatory compliance and meaningful staff growth by combining personalised learning pathways with advanced accessibility. Built for flexibility, it supports both online and offline learning, ensuring that your staff can develop their skills regardless of their location or connectivity.

The platform provides a complete toolkit for creating, delivering, and measuring the impact of professional training:

- AI-Enhanced learner assistance: Intelligent tools help learners retain information and stay engaged.
- Neurodiversity & LDD support: Advanced accessibility tools and specialised UI adjustments, ensure an inclusive experience for all staff.
- Hybrid learning architecture: Supports both asynchronous and synchronous learning with offline capabilities, allowing for secure training in restricted or remote environments.
- Compliance & impact analytics: Detailed dashboards track user engagement and completion rates.
- Universal content compatibility: Fully SCORM and xAPI compliant, supporting audio, video, and document formats for seamless integration of existing assets.
- Personalised growth & gamification: Learning pathways, digital badges, and awards turn mandatory training into a rewarding, gamified experience.
- Commercial & admin management: Integrated "shopfront" functionality for product licensing and credit management, alongside direct messaging between learners and supervisors.

Our system doesn't just deliver content; it drives organisational excellence and ensures regulatory peace of mind:

- Increased completion rates: AI tools and personalised pathways assist learners in successfully reaching their goals and finishing mandatory modules.

- Assured compliance: Monitoring allows managers and compliance teams to effortlessly track certifications and regulatory training status.
- Inclusive workforce: Empowers LDD and neurodiverse learners, ensuring equitable access to career development and safety information.
- Precision delivery: The *correct* learning is delivered to the *correct* person, reducing "training fatigue."
- Operational efficiency: Automated registration, access control, and license management reduce the administrative burden on HR and L&D departments.
- Brand alignment: Highly configurable "look-and-feel" and landing pages allow you to build your internal brand and culture through the platform.

Coracle Wellbeing in Secure Environments (WISE)

Coracle's Wellbeing Platform is a purpose-built digital solution designed to enhance the safety and stability of secure environments. By providing detainees with self-service access to essential guidance and positive engagement tools, the platform reduces operational tension and fosters a calmer, more manageable atmosphere¹. Combining fully managed, tamper-evident hardware with a secure CMS, it delivers tailored content that meets the complex needs of diverse populations while upholding the highest standards of custodial security.

The system is engineered to function as a secure "digital hub," ensuring information is accessible without compromising the integrity of the facility:

- Hardened Custodial Hardware: Deploy fully managed, tamper-evident devices specifically designed to withstand the rigors of high-use secure environments.
- Air-Gapped "Offline-First" Architecture: A robust security framework that guarantees zero unauthorised connectivity or external internet access.
- Self-Service: Instant, digital access to PACE rights, location-specific FAQs, and custody guidance.
- Positive Distraction Library: A curated multimedia content library designed to reduce boredom and anxiety through constructive engagement.
- Safer Custody Analytics: A detailed dashboard tracks usage patterns and interaction times.
- Inclusive Accessibility: Integrated tools, including text-to-speech, ensure neurodiverse users and those with Learning Difficulties and Disabilities (LDD) are fully supported.

Implementing this platform transforms the custodial experience, prioritising safety for both staff and those in their care:

- Reduced Tension: Minimises aggression and volatility by providing positive distractions and empowering detainees through self-service information.
- Improved Safer Custody: Enhances wellbeing by providing immediate access to support resources.
- Staff Efficiency: Saves significant officer time by reducing routine queries and replacing paper-based induction packs with a streamlined digital process.

¹ An assessment of the value for money provided by Coracle, Crest, 2025

- **Equitable Information:** Overcomes literacy and language barriers, ensuring LDD learners and non-native speakers have fair and equal access to their rights.
- **Standardised Quality of Care:** Guarantees a consistent level of support and information delivery across every station and shift, regardless of staffing levels.
- **Continuous Improvement:** Use engagement data to identify trends and drive data-led operational improvements.

Coracle Workforce Management (WFM - Columbo)

Coracle's Columbo WFM system is a comprehensive solution designed to streamline the management of dispersed field teams. By bridging the gap between the office and the site, it provides a "single source of truth" for attendance and scheduling.

Our platform is built to handle the complexities of remote team management through a robust suite of digital tools:

- **Dynamic Planning & Scheduling:** Utilise interactive calendar tools for efficient forward-planning of site visits and resource allocation.
- **Verified Geolocation Tracking:** Ensure accountability with verified check-in/check-out functionality.
- **Operational Oversight:** A real-time reporting dashboard provides instant visibility of all field activities as they happen.
- **Mobile Experience:** An optimised mobile interface allows field staff to manage their schedules and updates while on-the-go.
- **Enterprise-Grade Security:**
 - **Immutable Audit Trail:** Maintain a permanent, tamper-proof digital record of all staff attendance.
 - **Role-Based Access (RBAC):** Granular controls ensure admins, managers, and field staff see only the data relevant to their roles.
- **Scalable & Integrated Infrastructure:**
 - Supports an unlimited number of sites and locations.
 - Historical data archiving for retrospective analysis.
 - Seamless data export for integration with existing payroll and HR systems.
- **Automated Communication:** Instant notifications keep the entire team updated on schedule changes or urgent updates.

Implementing our WFM system transforms operational chaos into a streamlined, data-driven workflow:

- **Operational Visibility:** Gain total oversight of dispersed teams and optimise resource allocation by visualising staff availability in real-time.
- **Compliance & Trust:** Provide proof of attendance for contract compliance and ensure accurate payroll/billing based on verified data.
- **Efficiency:** Eliminate paper-based processes and manual scheduling, significantly reducing administrative burden and human error.

- **Staff Safety:** Enhance lone-worker safety by confirming safe arrival and departure from remote sites.
- **Strategic Insight:** Move beyond intuition; make data-driven decisions using comprehensive analytics.

Our system is designed for immediate impact, featuring an intuitive UI that requires minimal training for field staff to begin using on day one.

Support Desk and Service approach

- **Response times** are under 2 working hours, Monday to Friday (excluding bank holidays) 0900-1700.
- **Recovery times** are dependent on the severity of the issue
- **Uptime target** (measured as outages over 10 minutes) 99.5%.

UK based Support Desk for telephone, email and ticket channels, providing first, second, and third level support to support technical queries and investigations.

For prison based contracts, our on-site support provides dedicated, security vetted (Enhanced Level 1, 2, CTC) support personnel. These staff are trained to draw keys in order to support and guide prison staff from initial on-boarding to full deployment. Support levels are based on the contract.

Onboarding

Initial on-site 'train-the-trainer' training by Coracle is conducted to ensure staff are aware of the features and the practical application of features to support the user's engagement. Additional training and assistance (remote or on-site) can be contracted.

For contracts within UK prisons our staff are authorised to draw keys, enabling efficient support, without adding time pressure or additional work on HMPPS staff.

Offboarding

All requests for data extraction must come to Coracle for completion. The format of these exports are CSV. If any additional formatting is required, these will be considered for effort assessment. Unless specified, when the retention period for the data expires, as outlined in Coracle's data retention policy, Coracle will actively destroy the data covered by policy. If an individual or customer believes that there exists a legitimate reason why certain data

should not be destroyed at the end of a retention period, they should identify this data and provide information as to why the data should not be destroyed.

For contracts where hardware is provided: Removal of the devices, including peripheral equipment (printers, cables etc) from the establishment for decommissioning is included.

Decommissioning will involve resetting each device to factory settings in accordance with NCSC guidance. The factory reset erases all the information on the device's hard drive. The Supplier will provide an ADISA certificate to state that all devices have been decommissioned to provide Buyer with assurance that they have been correctly wiped/erased. Any obsolete or broken peripheral equipment is recycled or environmentally responsibly disposed of. Usable devices may be donated to our partner charity, Rebooted (rebooted.me)

Full offboarding will be provided at no additional cost to the buyer (with the exception of any additional effort required to format data exports).

User learning records can be exported as anonymised user and/or device specific accounts. Learning data is exported as xAPI statements. User generated documents are exported in PDF, ODF or HTML format. Usage and engagement data is exported in CSV or SPSS ready format. Device management, allocation and security data is exported as CSV or PDF (also accessible through secure user portal).

All data containing Personally Identifiable Information is stored, exported and shared in accordance with our **HMPPS approved Level 2 Data Protection Impact Assessment** and the Data Protection Act (2018) .

About Coracle

Coracle develops EdTech (eLearning) solutions with a core focus on isolated learners, providing life-changing digital learning experiences driven by a deep belief in the transformative power of education and the core emotional promise of hope.

Based in Cambridge (UK), Coracle is a privately owned Limited Liability Company.

Coracle's mission and social values

As a certified B-Corp, the organisation delivers in some of the world's most challenging

environments, operating at the intersection of education, technology and community in alignment with UNCG goals (#4 - Education and #10 - Inequality).

The company has been acknowledged as an emerging leader in its field through numerous awards, including:

- The King's Award for Enterprise (Promoting Opportunity) 2023
- Google Social Impact Award 2024
- Great British Entrepreneur Award for Established Business 2024
- The Spectator Economic Innovator of the Year 2023

The company works to deliver for stakeholders (company, staff, customers and users) by committing to our values of SECURITY, EQUALITY and CREATIVITY.

Coracle's mission is to remove isolation from learning opportunities. We believe that digital literacy is a right.

The team at Coracle are experts at developing innovative software tools that help to keep learners engaged and are deeply immersed in understanding the complexities surrounding digital exclusion.

As leaders in the field of digital inclusion, Coracle's mission is in line with the Department for Science, Innovation and Technology (DSIT)'s mission to assess the progress and impact of the Digital Inclusion Action Plan (Feb 2025). That plan references the 1.6 million people in the UK who are living offline and 23% of the population who struggle with online services. Coracle addresses the key points of opportunities through skills, building confidence and breaking down barriers to digital services, whilst our partner charity, Rebooted tackles data and device poverty.

Environmentally aware

Coracle is committed to protecting and enhancing the environment. We monitor "CO2e per device" based on our custom built calculator that allows for environmental data recording, utilising the most recent DEFRA emissions factors.

SEND Support

Coracle recognises the unique opportunities that technology offers to users with special educational needs and disabilities (SEND). Our products are designed to support everyone in learning successfully no matter what their capabilities and learning preferences. We use accessible UX design and innovative assistive technology to help learners to independently reach their learning goals.