Nymo Legal Learning

G-Cloud Service Definition

1. SERVICE OVERVIEW

Nymo Legal Learning offers specialized eLearning solutions tailored for the legal sector, designed to help law firms meet their regulatory obligations. Our platform includes compliance-driven courses that assist in meeting requirements under key regulations such as the SRA Standards, Lexcel, and financial crime regulations. The service is built to support different legal professionals, including fee earners, support staff, and finance teams.

Key features include:

- Modular learning with engaging real-life scenarios
- Interactive assessments to ensure learning outcomes
- Regularly updated content by industry experts
- Mobile and desktop accessibility for flexible learning
- Blended learning approach, combining eLearning, webinars, and assessments

Our GRC Library and Policies & Precedents Library are core offerings designed to improve the legal compliance and risk management processes within law firms.

CONTENT OVERVIEW

Our flagship Governance, Risk & Compliance (GRC) Library for law firms includes a comprehensive range of eLearning courses and webinars covering vital risk and compliance topics. This content is regularly updated by our in-house legal experts and external subject matter professionals, ensuring that your firm stays informed and compliant with the latest regulations.

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- Content Subcategories:
- Anti-Money Laundering & Financial Crime
- Corporate & Social Responsibility
- Diversity, Inclusion & Wellbeing
- Information Security & Data Protection
- SRA Standards & Regulations
- Additionally, our Conveyancing Quality Scheme (CQS) Library offers essential training and resources for firms handling residential conveyancing.

TRAINING FEATURES

- Free Legal Compliance Webinars: Ongoing updates on regulatory changes and compliance practices.
- CPD Tracker: Automatic tracking and reporting of Continuing Professional Development (CPD) activities, including compliance with the SRA Competency Scheme.
- eLearning Authoring Tool: Free, user-friendly tool for creating custom eLearning content.
- Intuitive Administration & Reporting: Simplifies the management of training across your firm.

ONBOARDING

We provide a remote-first implementation process to ensure an efficient and low-risk rollout of Nymo Legal Learning. The FlightPath methodology allows for personalized, step-by-step onboarding through video consultations and product eLearning. Each milestone is clearly defined, and our team is always available to guide you through the process.

SERVICE & SUPPORT MANAGEMENT

Our support services are designed to ensure continuous operational capability. We offer a range of support plans:

- Essential Plan: Access online resources and submit queries through our support portal.
- Standard Plan: Includes faster response times, phone support, and access to live webinars.
- Premium Plan: Provides direct access to a designated Customer Success Manager, ensuring personalized support and ongoing advice.

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ADDITIONAL SERVICE OPTIONS

In addition to the standard training packages, Nymo Legal Learning offers supplementary risk and compliance services, including:

- Outsourced Audits: Regular quality and compliance audits.
- Risk Management Consultations: Expert advice on managing compliance risks within your firm.
- Bespoke Policy Development: Custom legal policy creation tailored to your firm's specific needs.

TECHNICAL REQUIREMENTS

Nymo Legal Learning is accessible via any web browser on both desktop and mobile devices. The platform supports the latest versions of:

- Web Browsers: Internet Explorer 11+, Firefox, Safari, Google Chrome, Microsoft Edge
- Mobile Devices: iOS, Android

BACKUP AND DISASTER RECOVERY

We ensure your training data is secure with a robust disaster recovery plan. Regular backups are taken and stored securely, ensuring that your data is protected and can be restored in the event of a system failure.

BUSINESS CONTINUITY

Our solution is designed with full business continuity in mind, including daily backups and the ability to quickly restore services. We conduct bi-annual disaster recovery tests to ensure the solution's reliability.

SERVICE CONSTRAINTS

Nymo Legal Learning operates with minimal downtime, offering 99.7% uptime. While the service cannot be fully customized for every client, it can be configured to meet all standard setup requirements.

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