



Totara Learn

Lot 2b Service Definition

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Totara Learn Lot 2b Service Definition

Totara Learn is a highly configurable, flexible and extensible platform designed to manage the entire training and learning process, especially for corporate organisations where compliance really matters. Totara Learn is delivered to UK public sector via a dedicated team based in the UK, supported by a Research and Development centre in New Zealand. All data is stored and handled in the UK.

Our expertise

Totara is a global leader in learning management technologies, supporting over 1,500 customers and 21 million users worldwide.



Our team has specific, long-term expertise in UK central and local government and the National Health Service, with a history going back to 2004. Over 650,000 NHS workers, and 100,000 government-sector workers, use our Totara platform to train, learn and develop. We provide corporate compliance-lead learning solutions to over 80 NHS Trusts, a division of the Cabinet Office, and a range of local government and university institutions.

Key features

Our core platform: Base

The Totara Learn core platform code is also distributed to other Totara partners globally.

Totara Learn core platform delivers the functionality you need to support corporate and extended-enterprise training and development.

Key features include:

- Enterprise-level user, job assignment and audience management tools to securely store user information, provide fine-grained access through role-based access control, and manage the learner experience through dynamic grouping. Organisational and positional hierarchies, and import tools to keep Totara in synch with your HR data.
- Personalised dashboards, menu items and content display blocks, for an individualised and efficient learning experience.
- Catalogue controls, to display learning activities dynamically based on learner groupings or previous courses completed.
- Multiple course formats to group, sequence and track learning activities.
- A comprehensive range of learning activities, including SCORM (1.2 and 2004 support), AICC and IMS packages, webinars, video streaming and LinkedIn Learning (via integrations).
- Assessment tools including computer-scored quizzes and written human-scored assignments.
- In-person classroom event management with multi-stage sign-up/approval logic and QR-code attendance tracking.
- Compliance management processes which sequence courses into programmes and certification pathways with powerful due-date and re-certification routes, giving you the tools to ensure staff are always safe to work.
- AI features for content generation, tagging and creation of knowledge check-ins. Our AI layer is designed to use the client's selected AI provider,

giving the client cost and security controls. Totara also comes with a machine-learning recommendations engine for learners.

- Comprehensive activity tracking, logging and flexible reports builder, with content controls to ensure data privacy. Reports can be configured by authorised users at the client level, and scheduled emails can be set up to push reports data to key user and decision makers.
- A community of practice feature-set, called Engage, allowing platform users to sequence, share, comment and remix resources, and collaborate online in discussion forums and workspaces.
- Multi-tenancy features to separate learners and courses; designed for extended enterprise applications.
- WGAC AA-compliant user interface, for use across mobile, tablet and desktop devices. Multiple language packs including right-to-left display support.
- A range of sign-in methods including Totara's own integrated 2-factor authentication, and modules to allow authentication via a third parties including OAuth2 and SAML.
- A flexible integration layer that can be configured using web services, LTI and GraphQL APIs.

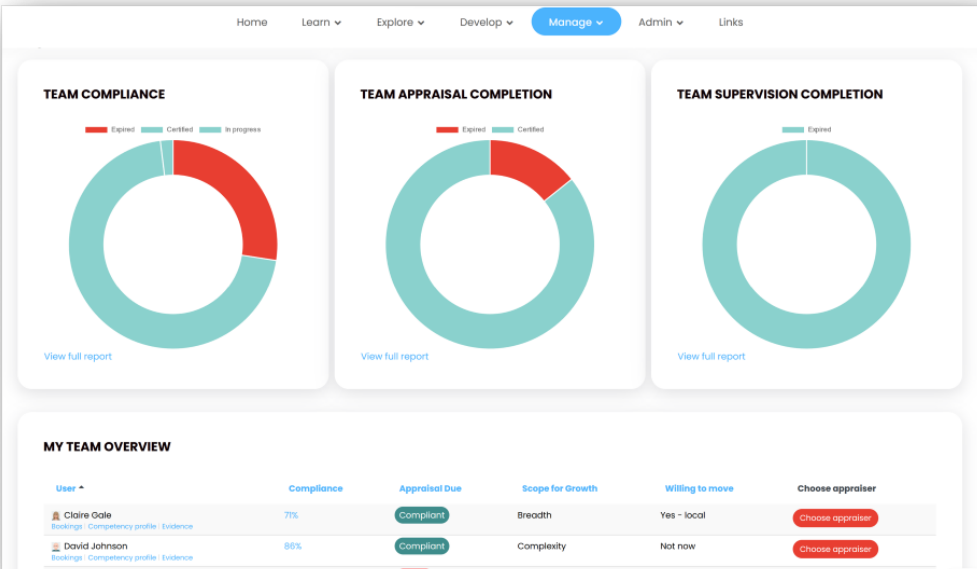
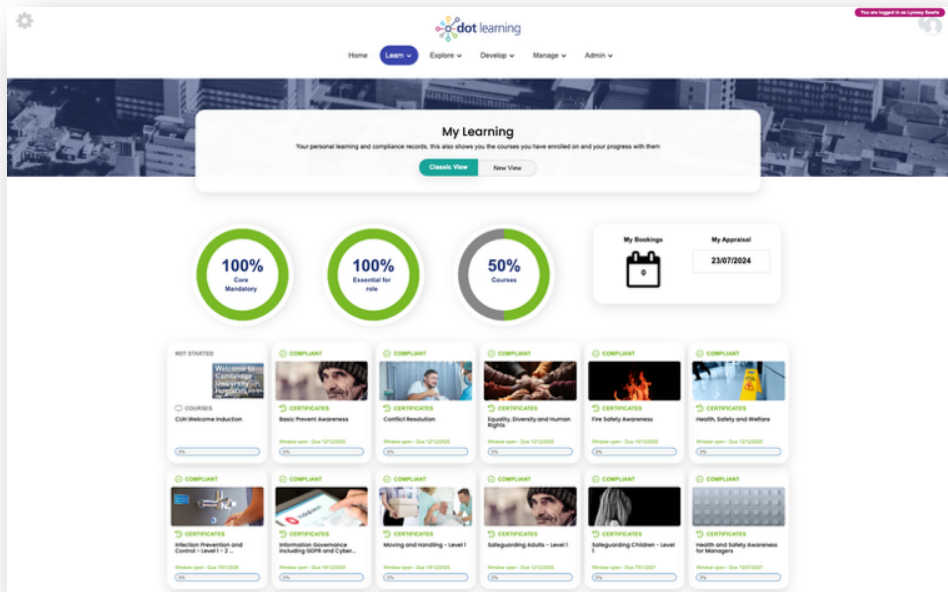
Read more about [Totara's features and use cases on our website](#), and review in-depth documentation on our [publicly-accessible help site](#). The service provided under G-Cloud is as described in this service definition.

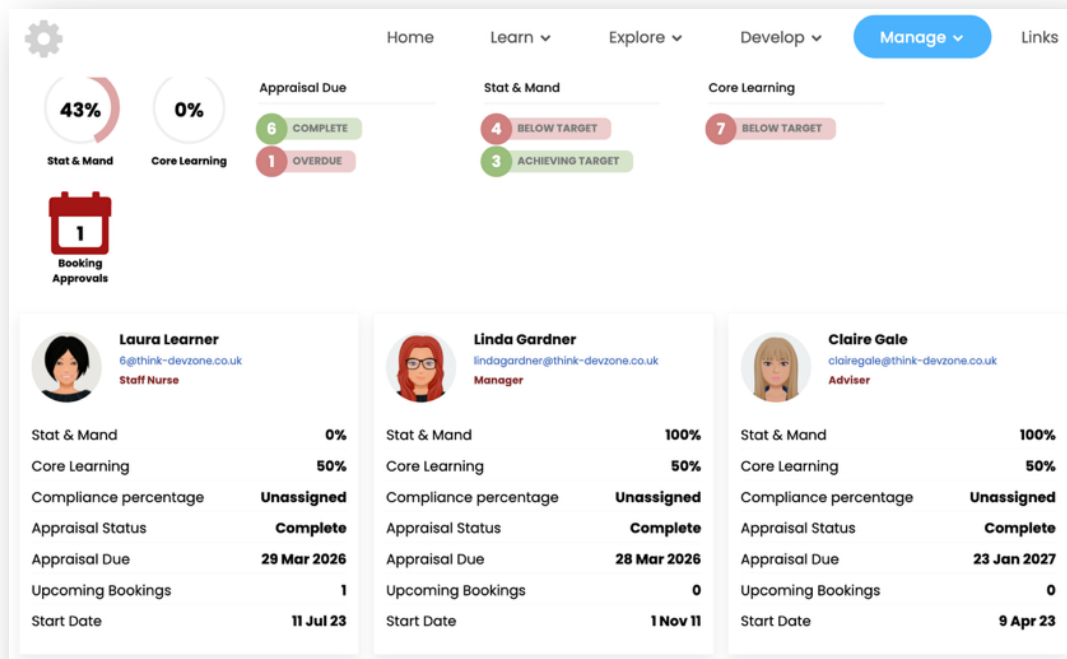
We provide the Totara platform as fully managed SaaS (Software as a Service). All you need at an organisational level is a browser and internet access; we manage all of the technology, hosting and security.

Along with the core platform, we provide a mobile app for learners to complete learning online (and also download content for completion offline). The Totara app is available in both Google and Apple app stores.

Totara Premium – our enhanced Learning platform

Totara Premium includes everything in the core platform, plus a range of enhancements that are exclusively available from Totara Learning Europe Ltd.





These enhancements include:

- Our **premium user interface**, the Mosaic theme, which brings a very high level of customisation to your users' Totara experience, and powerful new blocks which surface "must do" learning, and widen the range of interactions for managers and staff.
- **Nudge** – our learner re-engagement module, allowing you to set up email or (with a compatible SMS gateway) mobile messages that remind learners to keep engaged with their required learning. Nudge can also be used to send structured summary emails to managers, listing the upcoming training events that their team are booked to do. Nudge is audience-aware, meaning that different messages can be sent to different groups of learners, even if they are booked onto the same activity.
- **Insight** – our centralised learner feedback and progress measurement module. Insight allows you to set up sitewide or course-specific activity and seminar feedback questionnaires, with a range of scoring, free text and branching routes and an attractive, easy to complete design. Questionnaires can be sent out on course, programme and activity completion, and seminar attendance (or non-attendance). Questionnaires can be time-separated and sent to managers as well as learners, which allows for Kirkpatrick-style collection of actual learning and performance changes over time. A comprehensive set of reports surface data for analysis and presentation.
- **Validate** – a recognition of prior learning (RPL) module. We know that learners often complete formal, job-appropriate training outside of the organisational boundaries. Validate allows learners to submit evidence of compliance (a certificate, for example) and have an administrator or expert review and then accept that evidence against an organisationally mandated course.
- **Verify** – our policy management tool. This tool creates an intuitive interface where organisations can manage their policies in one centralised location. For employees, all policies are then accessed from a single area making it easy for them to find and keep track of the policies that they need to review and accept in order to be compliant for their role. This is all underpinned by

visual compliance reporting that shows percentage compliance levels with all policies across the different divisions in your organisation.

- **Enhanced compliance reporting and visualisation.** Totara core provides a powerful reports builder. Totara premium extends this with a set of compliance-vs-target colour-coded reports with drill-down feature, for powerful tracking at executive and management level. This enhanced reporting pack also includes automatic compliance snapshots and historical trend analysis, helping you to answer question that regulators often ask about “what was the situation on this month in the past”. Finally, we include forward-looking compliance forecasting reports that help you plan for future training resources, particularly in face to face training sessions.
- One **workflow licence**. Read more about our powerful workflow process automation tool later in this document.

The modules listed above are only available with Totara Premium or Totara Ultimate, supplied exclusively by Totara Learning Europe Ltd.

Customers of our Premium platform also benefit from a business intelligence integration (to allow interrogation of data by your corporate BI tool) and a single sign-on integration to allow seamless login for your staff (Oauth2 or SAML standards)

Totara Ultimate – our best value bundle of additional features for enterprise implementations

Everything in Totara premium, plus our most common additional bundles of features and functionality, in a cost-effective package. Totara Ultimate is Totara Premium with **Professional Accreditation Module, Talent management** (360, coaching and mentoring) and **2 additional workflow licences**.

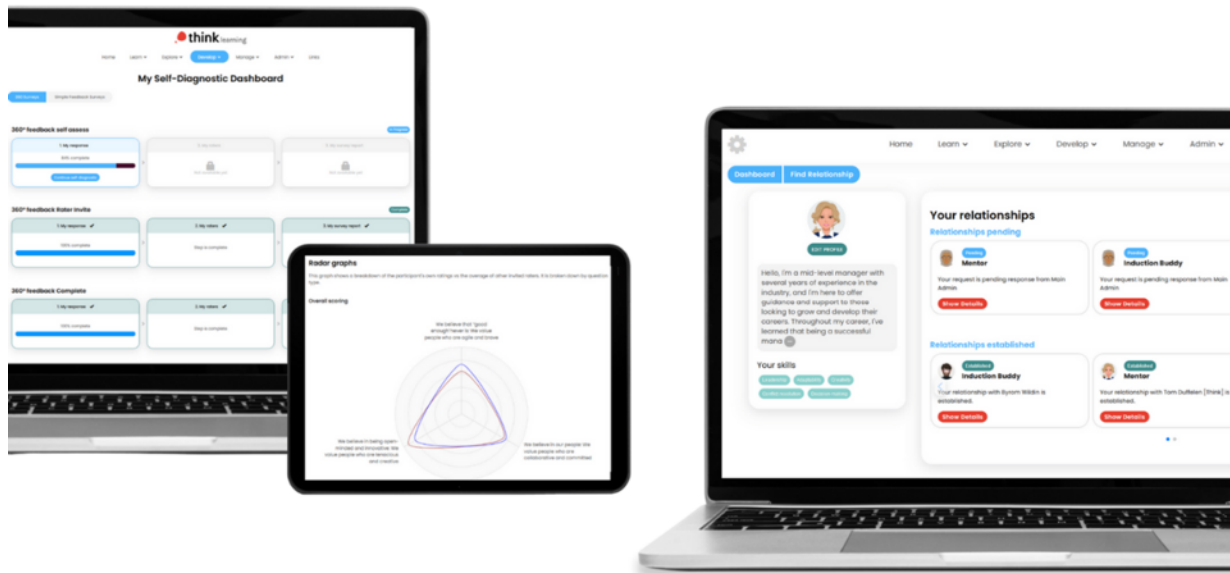
Ultimate also unlocks discounted prices for additional functionality bundles and services.

Additional Functionality Bundles

Additional functionality bundles

These additional functionality bundles are only available directly from Totara Learning Europe Ltd.

Talent Management (360, coaching and mentoring)



We understand that high performing learning organisations need to go beyond compliance/mandatory training. You can add our Talent Management bundle to support your delivery of:

- **360 feedback.** Our 360 module supports structured 360 degree feedback processes. You can design survey projects that fully match your organisations values/behaviours/competency models, and roll these out to defined audiences. Each survey can have customised rating scales, and customised respondent groups. Resulting professionally-presented PDF reports include radar graphs, hidden strengths/blind spots analyses and detailed data tables, and can be released direct to subjects or rolled out via your coaching network. Our prices include unlimited surveys and unlimited raters, so you can support feedback and development processes without budget concerns.
- **Coaching and mentoring.** We deliver a fully featured coaching/mentoring platform inside Totara. Centrally set up unlimited connection types (for example coaching, reverse mentoring, onboarding buddying) and then limit access to these connections, by Totara user audience. Coaches can create bios, define their coaching skills and set their availability. People looking for

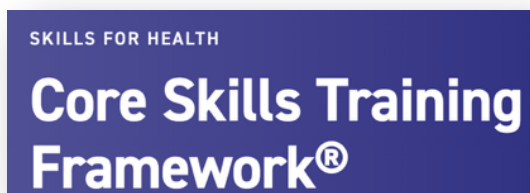
support can search through bios and request connections. Managers can also initiate connections on behalf of team members. Once connected, pairs can record coaching conversations, hours for CPD tracking, and progress towards goals. Reporting tools provide site-wide insights into size and activity of coaching pool, numbers of active connections, and numbers and progress of coaching conversations taking place, to support return-on-investment presentations.

Healthcare functionality pack

Designed specifically for our UK healthcare clients, in both private and public (NHS) sectors, our healthcare pack is the result of many years of working with, and deeply understanding, healthcare. The pack is focused on ensuring compliance with clinical governance standards, and includes:

- **NMC Revalidation module.** A learner-centric tool with manager and conversation partner sign-off, to capture revalidation requirements for nurses, midwives and nursing associates, specifically in line with NMC policy. The module allows users to record practice hours, CPD, feedback and reflections, and then manage and export this in a format that NMC recognise for revalidation purposes. The module includes a time tracker, and colour coding so that users can easily see their (and their team's) progress and time remaining to submission.
- **Supervision module.** Record staff/manager supervision as well as clinical and other professional supervision processes. Optionally allow managers to record group supervision sessions. The module includes logging and reporting to support regulatory review, in particular CQC's tracking of Health and Social Care act regulation 18(2)(a).
- **Advanced practitioner module.** This module allows Advanced Practitioners to record evidence of practice against all of the elements of the 4 pillars of advanced clinical practice (Leadership, Clinical practice, Research and Education), and easily see progress towards their accreditation. The practitioner can select a supervisor, and the supervisor can then review and check off evidence.

Healthcare system integration pack



Healthcare organisations are complex, and rely on an ecosystem of technology platforms to support and manage staff. Our integration pack includes technical set-up of, and ongoing monitoring of, the following interfaces:

- **Electronic Staff Record (ESR) to Totara.** Our interface for the NHS master HR system processes full and delta (changes) files in line with rules that you set up with us, to add, edit and delete users, organisations, positions and job assignments and keep your Totara data in synch with ESR.
- **CSTF to/from Totara.** The NHS staff passport is based around the CSTF (Core Skills Training Framework) agreement. We worked directly with NHS national teams to build this 2-way interface, that exchanges in-scope training completion records between Totara and ESR, so that when staff move between Totara-using CSTF-interface-using organisations and where ESR IAT processes are followed, training records are automatically updated minimising any need for duplicated training.
- **Optima from Totara.** We work with the Optima (also called Allocate) team to exchange data for staff rostering purposes. The Totara platform sends training compliance (certification) data to Optima, which can be used in Optima to ensure safe shift management. Totara also sends classroom booking (seminar sign-up) data to Optima, which Optima interprets as

“unavailable for roster” to avoid duplicate booking and increase the chances that staff are able to attend training courses.

- **SARDJV to/from Totara.** We have an interface for the SARDJV medical appraisal platform. Once set up, we send records of training compliance (using Totara certification data) to the SARD platform, and can optionally receive an appraisal date back from SARD, which can be used in organisation-wide appraisal compliance reporting.

All of our integrations rely on you, our client, separately contacting and commissioning the third party to enable interfaces on the third-party system end.

Constraint: Our healthcare integrations are with independent third-party platforms. Whilst we have strong relationships with all these third parties, we cannot take responsibility for the performance and availability of these third-party systems, or for any changes in those systems that require a change to the Totara interface.

Professional Accreditation Module

We know that most professional learning and development takes place outside of formal, structured courses – the 70:20:10 principle. We also know that in many compliance-focused organisations, staff have professional and regulatory requirements to record hours spent on formal and informal continuing professional development. Our professional accreditation module significantly extends Totara's core functionality and provides:

- An unlimited set of professional record groupings with an intuitive form builder, allowing you to set up different recording templates per staff group.
- Each template can have different targets, approval paths and refresher (time) periods.
- Each template can have different completion criteria, including number of entries, entries per category, total hours, and approver/manager sign-off.
- A template can optionally include multiple reflection entries for each overall CPD entry, to encourage and track ongoing reflective practice.
- Different Totara audience groups can act as approvers for different diaries, allowing appropriate tracked professional oversight.
- Add mapping between record-keeping forms and Totara courses, allowing you to create automatic CPD entries based on course completions.
- Branded PDF, and flat csv, exports enhance portability of CPD records.
- As always, centralised reports allow for site-wide oversight, analysis and tracking of CPD.

Workflow

Workflow is our incredibly powerful online process management and automation tool, embedded within Totara. A licence for 1 workflow is included in our Premium package, and licences for 3 workflow are included in our Ultimate package. Additional workflow licences can then be added to Premium and Ultimate package, in line with our pricing documents.

Workflow consists of a set of powerful configuration tools:

- A form builder with a wide range of data capture and display fields, and pages sequenced into multiple stages for tracking.
- A custom actor configuration which allows for an unlimited set of actors on a process (for example first line and second line approvers, or an audience of approve senior sign-off individuals).
- Branching tools to allow for the display/hiding of pages and data items, based on other answers, or based on a user's audience membership.
- A rules engine that can trigger other activity in Totara (for example sending an email, adding a user to an audience, enrolling users in a course, automatically marking a course complete, or passing the workflow form to another user) based on questions answered or pages/stages complete in the workflow.

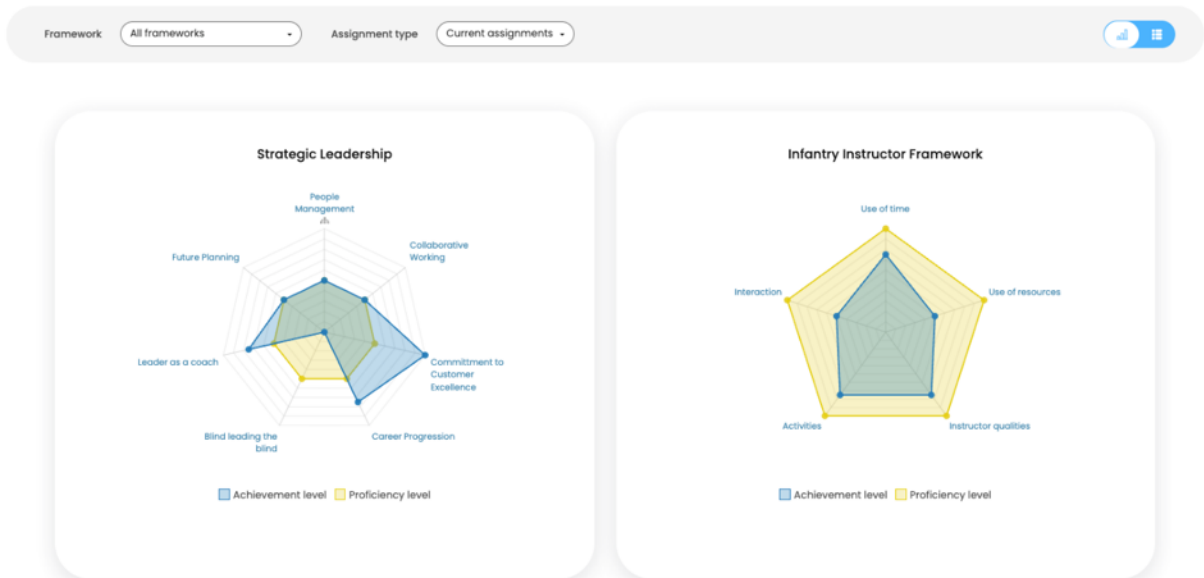
Common uses of workflow include:

- Complex, multi-stakeholder appraisal processes with custom appraisal forms and objectives tracking
- Approvals processes for study leave/expenses for external courses
- In a healthcare setting, tracking Care Certificate and Preceptorship processes, with multi-stage evidence upload and approvals
- Processes that need sign-off for additions to, or removals from, mandatory training audiences

...but you are not limited to these use-cases. If a process can be written down in a linear form, and if data capture forms can be defined, then workflow can be used to automate it. Each process managed by the tool consumes 1 workflow licence. There are then no limits on how many users can access each process, or (for repeating processes like study leave) how many times each user can run the process.

Clients purchase consultancy time from us to help with the set-up, testing and launch of workflow. As the amount of support is dependent on the maturity and complexity of the process being automated, we cannot provide a fixed price under this G-Cloud 15 Lot 2b. Please contact us to discuss your requirements which can then be provided under separate contracting terms.

Totara Perform



Totara Perform is part of the Totara core codebase, and is distributed to other Totara partners. It is therefore not exclusive to Totara Learning Europe Ltd. Totara Perform adds standardised, corporate-quality goals and appraisal tracking as well as skills recording and reporting. Key features of Perform which are included in our platform if you select to add this feature are:

- Create and manage multiple skills hierarchies and associate skills with positions (ie job roles)
- Assign skills by audience, or specifically to individuals
- Set completion criteria for skills
- Determine proficiency paths for skills, and determine which level of proficiency can be self-certified vs manager certified
- Create assessor audiences, and allow assessors to mark individual skill proficiency
- Create standardised appraisal and feedback forms
- Goal management with progress tracker, comments and linked courses
- Adding evidence to demonstrate achievement of goals/skills
- Identify and report on individual skill gaps

Additional services and extensions

Our additional services and extensions further increase the value of the Totara platform, by adding integrated technology and content. All of these services and extensions can be procured via G-Cloud 15 order forms with Totara Learning Europe Ltd, and are covered by our general terms and conditions of business. Where these are delivered by subcontracted organisations, we list the subcontractor below.

E-commerce extension

Many organisations are realising the commercial benefits that are available by building on their LMS implementation to showcase and sell their educational and LMS learning content. We work with clients to design, and setup streamlined and integrated eCommerce processes in their Totara LMS platform.

Our eCommerce solution can help you extend your Learning Management System to deliver training to external learners, process payments for CPD courses and education via a modern and easy-to-use shop front.

Reducing the time and effort to set up and administer the shop front is important and the direct link to Totara courses and our ability to import course details and adjust images within the shop front will save significant time and effort. Extensive reporting and analysis are possible, and new plugins can be identified to extend reporting further if needed.

Our solution is a fully featured and seamless integration between a Totara LMS to deliver your learning content and a WordPress site to present a publicly accessible 'shop window' of your courses, which via a commercial service like GOV.UK Pay or Stripe allows you to process payments. With our solution you can sell:

- Access to selected individual courses in Totara
- Access to a bundle of courses in a single e-commerce transaction

- Sign-ups to seminars that exist in Totara, with management of seat allocations between internal and external learner groups
- Enrolments in audiences in Totara, which gives total control over the customer/learner experience. For example, the audience purchase may give access to additional Totara courses, certifications, roles, dashboards and features.



The 'shop window' solution provides a web-friendly way of displaying your course prospectus via any device: computer, tablet or mobile. Any customer viewing your services can browse your catalogue, make a purchase, and undertake the course in your Totara site.

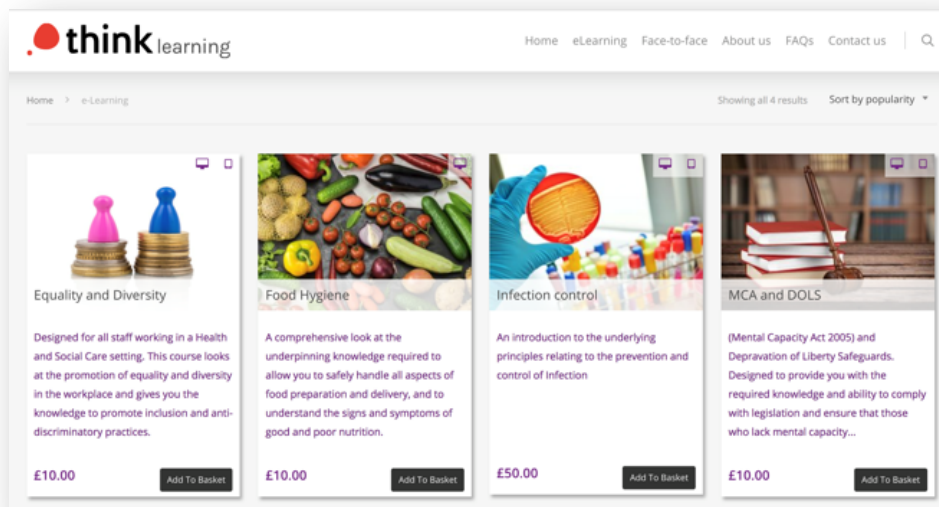
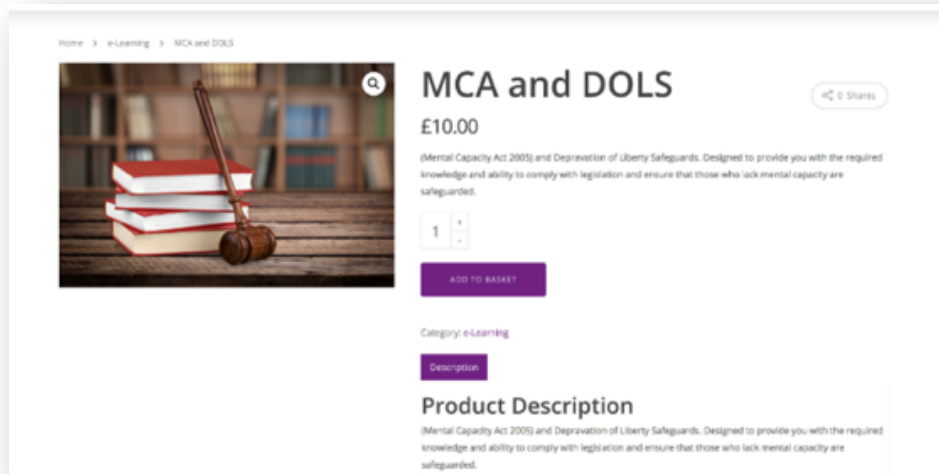
The User Journey

A typical user journey through our e-Commerce solution is shown below.

Browse the course store

The WordPress front end is the 'shop front' for your potential and existing customers, providing them with all the key information they need about your learning. Filters and search options make it easy for your customers to find the

courses they are most interested in.



View course details

Once customers have found a course that interests them, they can access further information from dedicated pages which contain full details on that course, that are completely configurable to your specific needs.

Where a course contains an instructor-led seminar the number of available places is displayed against each of the dates; this is live data pulled directly from the available number in your Totara LMS. Optional features for course detail pages

include wish-listing; enabling customers to save courses they are most interested in and return to later once they are ready to make a purchase.

Add course to shopping basket

From the course detail pages, customers can choose the number of places required for the learning and then add that to their shopping basket. Purchasers can buy for themselves as an individual or for a group of learners. The shopping basket can feature coupon codes that allow for discounts to be applied to purchases for certain customers.

Where a course contains a seminar / instructor-led training event, places will be reserved on the event within your Totara site while the purchase is confirmed to prevent that session from becoming overbooked

The screenshot displays a shopping basket interface. On the left, a table lists the items in the cart:

Product	Price	Quantity	Total
 MCA and DOLS	£10.00	1	£10.00

Below the table is a coupon code section with a text input field labeled "Coupon code" and a purple button labeled "Apply Coupon".

On the right side, the "Cart Totals" are shown:

Subtotal £10.00
Total £10.00

At the bottom right, there are two purple buttons: "Update Cart" and "Proceed To Checkout".

Payment process

To complete their purchase the customer is taken to a secure payment gateway where payment is taken. Our standard service works with GOV.UK Pay, Stripe, Worldpay, GlobalPay and PayPal. Others can be set up as a specific (small, additional) development project. Once payment has been processed, customers can then be given automatic access to the online learning materials they have purchased.

The screenshot displays a checkout interface. At the top, a purple banner reads 'Have a coupon? Click here to enter your code'. The page is divided into two main sections: 'Billing details' on the left and 'Your order' on the right. The 'Billing details' section includes fields for 'First name *', 'Last name *', 'Company name (optional)', 'Country *' (with a dropdown menu showing 'United Kingdom (UK)'), 'Street address *' (with sub-fields for 'House number and street name' and 'Apartment, suite, unit, etc. (optional)'), and 'Town / City *'. The 'Your order' section shows a product 'MCA and DOLS' with a quantity of 1 and a price of £10.00. Below this, it lists 'Subtotal' and 'Total', both at £10.00. A 'Credit Card (Stripe)' payment option is selected, indicated by a radio button. Text below explains that 'TEST MODE ENABLED' and provides a test card number '4242424242424242'. It also mentions 'Stripe documentation for more card numbers.' At the bottom, there are fields for 'Card number' and 'MM / YY CVC'.

Alternatively, you can opt to generate an invoice to be sent via email allowing them to pay through normal invoice processes which, once paid, you can reconcile manually or automatically, depending on payment option chosen.

The Admin Interface

As the administrators for your shop, you'll have full access to all the tools you'll need to manage the eCommerce process.

Build products

The courses you sell are treated as products in your shopfront, which means that you can combine multiple courses or course components into a single product for sale on your store. Product information is added into highly configurable templates giving your store a consistent look-and-feel that is easy to maintain.

Set discounts and set customer specific pricing

A wide range of options exist around pricing. You can set discount codes that can be used in the shopping cart so that users with the code can receive a lower price. Discounts can also be applied if a purchaser buys a set number of places, for example if buying more than 5 places for a course, a 10% discount could be applied. And it is possible to use profile data to set completely different prices; for

example, purchasers identified as students could see lower prices in the shop than other users.

Intuitive Admin features

Occasionally a manual intervention will be required in the sale process. Need to refund a customer in part or in full? No problem, refunds can be managed easily from your admin area with the click of a button.

Full reporting

A series of analytical reports are available to show key sales information like most popular courses. The sales data is available to be sliced and diced in any way you need, right down to the individual detail of all purchases. You can also download raw data for offline analysis and finance reconciliation.

Out of scope items

Our prices cover our standard service. We'd expect to confirm any additions after a scoping workshop with you. Additions may include (but aren't limited to):

- Integration with your identity management (single sign-on) systems
- Integration to a CRM system (which may be used to manage sales and course entitlements)
- Bespoke page designs for the shop (deviations from our standard catalogue and product page layouts)
- Outsourced shop set-up (i.e. adding content and product information) – we expect to train your administrators to do this without our help.

Learner Record Store (LRS)

Our Androlytics xAPI Learning Record Store (LRS) enables efficient and productive aggregation, dissemination and analysis of learning records between participating organisations. Ultimately, a well configured LRS is a core part of a learning ecosystem, allowing for the portability of learning data across systems.

Our LRS is currently only available when procured alongside a Totara Learn service, and it's tuned to work particularly well with Totara LMS, but it's ultimately LMS-agnostic.

Our LRS solution uses the established Experience API (xAPI). xAPI is the application interface for storing, accessing, and visualising the data about learning experiences, activities, and performance.

The data stored in the LRS can be accessed by any other xAPI conformant LMSs, reporting tools, or other LRSs. The data can be stored as individual learning records and/or entire transcripts. The LRS can be configured to allow permissions for who has access to read and write data to the LRS.

Features

- A centralised system of collecting and disseminating completion records across participating organisations.
- Automated Recognition of Prior Learning RPL process workflow
- Mapping of courses using standardised metadata
- Matching user records on key personal data present in the learning system (e.g. first name, last name, date of birth, mobile, and potentially professional identification number for clinicians and other regulated staff groups)
- Building of opt-in process for staff to participate in retrieving and sharing their completion data with other organisations (based on user metadata in the linked LMSs)
- Creation of LMS user consent form to opt-in
- Ability to link/map courses for RPL data exchange using a Custom Course metadata identifier
- Each organisation is able to see only the personal data of their own users in the LRS, course completion data for mapped courses from their own LMS and RPL completion data from other organisations.

Benefits

- Reduced administration cost for organisations associated with registration, tracking and reporting
- Reduced time spent for individuals providing the same records to multiple organisations
- Increases the quality and immediacy of data
- Access to organisation and statewide capability data to identify areas of shortfall for targeted improvement.
- Dashboard access to static and ad-hoc reporting
- International standards-based interoperability, scalability and compliance.

Learning Content Management System (LCMS)

AndroLCMS is our platform that integrates authoring, delivery, publishing, and analysis of content in a multi-user environment and provides content professionals with a centralised location to manage their content and collaborate with others using content collaboration software.

AndroLCMS provides the ability for an organisation to manage their learning content including:

- Single tenancy
- Multi-tenancy with 24/7 integrated access featuring
- Local repository for each organisation
- Shared access to a shared repository
- Configuration rather than customisation
- The option for modular add-ons

Key Features

- Management of courseware requests, approvals, reviews and updates and related documentation.
- Management of course development including collaboration between business units and partners.
- Detailed control over content including metadata management for search, access control, workflow management for collaboration and the management of digital rights.
- Content version control including:
 - Course version control and the ability to identify the content in the course by course version
 - Learning object version control including the ability to update one learning object once and automatically publish to many courses as well as facilitating content sharing across different business units.
- The ability for individual knowledge objects to be linked to others so that e.g. changes to one object can be set to throw related objects into workflow for review or update.
- Support for key online learning standards such as SCORM Runtime and IMS content packages (IMSCP).

Additional features and functions include:

- Upload a file to the AndroLCMS and store a file reference link in Totara Learn in a single, simple operation
- Upload new versions of content through Totara Learn or Engage in one place and all other versions update
- Automatically fill in title and description from AndroLCMS metadata on upload or selection of existing content
- Multiple enhanced search configuration options for the Administrator
- All accesses to content logged for Analytics
- Automatic sign-on via a specified connection user
- Able to leverage the power of the AndroLCMS's custom metadata, rules, versioning and workflow behind the scenes without presenting complexity to the end user

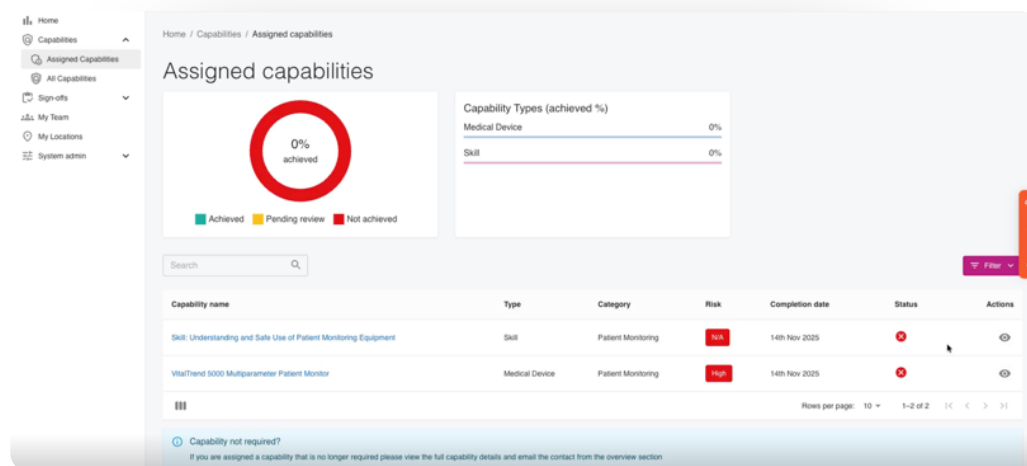
Benefits of implementing our LCMS alongside the LMS

- A single source of truth for learning content including a rich and extensible metadata record
- Rapid Authoring & Content Reuse
- Collaborative Authoring & Review Workflows
- Version History & Compliance Support
- Comprehensive Content Analytics
- Omni-Channel Publishing
- Translation & Localisation support
- Reduced production time and cost

Medical devices and equipment management platform

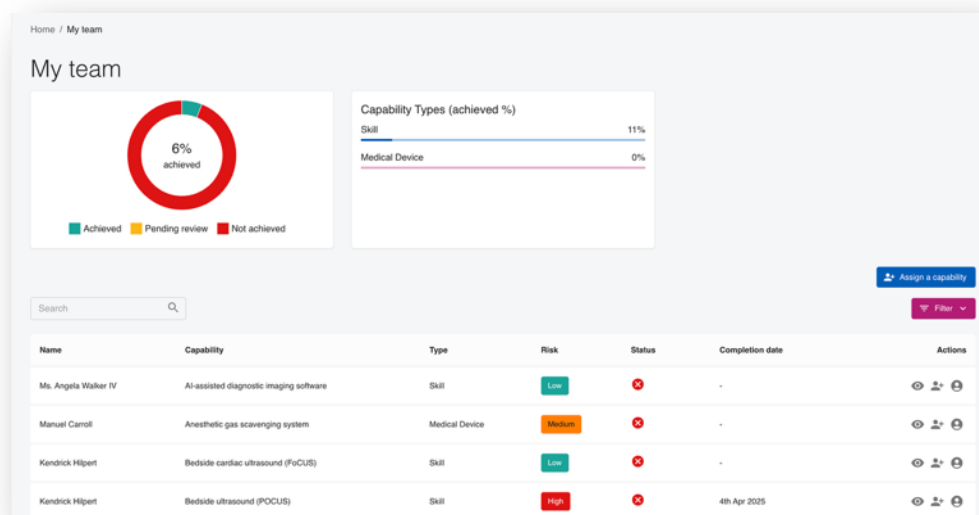
Our Medical Devices solution is a dedicated, purpose-built SaaS platform that integrates seamlessly with the Totara ecosystem to manage medical device training compliance at scale. It has been designed specifically to address the unique challenges faced by healthcare and regulated environments, including the volume of devices, complexity of training pathways, and the need for robust, auditable compliance evidence.

Within the solution, medical devices are represented as capabilities and can be centrally captured, categorised, and managed alongside associated locations. Devices can then be assigned to users either individually or dynamically through Totara's audience logic, enabling automatic targeting based on role, department, location, or other organisational data already held within Totara.



Compliance against each device can be achieved and recorded in multiple ways to reflect real-world practice. This includes sign-off pathways involving appropriate roles such as trainers, device experts, or managers, as well as automated recognition of learning activity through course completion records in Totara. These flexible routes allow organisations to combine formal learning, supervised practice, and local sign-off processes while maintaining consistent standards.

The solution has been designed from the outset to support scale and flexibility. It accommodates large numbers of devices and assignments and allows refresher requirements and status changes to be tracked over time. Dedicated notifications ensure that individuals and managers are kept up to date on any changes to their assignments and compliance that require their attention. Overall compliance is clearly visualised at both device and location level, giving managers and organisational leaders immediate insight into risk areas, gaps, and assurance levels.



By integrating tightly with Totara rather than operating as a standalone system, the Medical Devices solution leverages existing user data, learning records, while adding a dedicated layer of functionality tailored specifically to medical device training compliance.

Service features

- **Total integration with your Totara LMS.** The system links tightly to Totara, for user and audience management, and for the delivery of training courses related to devices and equipment. The learner experience is seamless between the two platforms

- **Capability & Competency Framework Management.** The system allows organisations to define, assign, and manage capabilities linked to medical device compliance.
- **Bulk Data Management (Upload & Export).** Support for bulk uploading capability categories and exporting data means administrators can efficiently manage large compliance datasets, a common requirement in medical device environments with thousands of users and recurring audits.
- **Flexible Learning Pathways.** The ability to create multiple pathways and form-based pathways per capability gives flexibility to reflect real-world competency routes.
- **Comprehensive Sign-Off Workflows.** Features like supervisor sign-off, peer sign-off, and location-based sign-off ensure that compliance is validated by appropriate authorities.
- **Audit Trails & History Tracking.** The platform records status changes, sign-off updates, and activity logs (filterable by date). This translates into audit-ready evidence of compliance progress and change history—critical for regulators.
- **Compliance Dashboards & Reports.** Flexible compliance views (e.g., team dashboards, location compliance rates, outstanding sign-offs) allow managers and auditors to see at a glance where risks lie.
- **Notifications & Escalations.** Automated alerts for refresher training due dates, pending sign-offs, and capability status changes ensure nothing slips through the cracks.
- **Role-Based Filtering & Views.** The ability to filter by course categories, job assignments, locations, or capability information means managers and auditors can drill down into exactly the compliance data they need

E-learning content services

We have a catalogue of over 240 e-learning courses, specifically developed for UK public sector organisations by our partners at *Me Learning*. The catalogue contains over 1000 hours of content covering essential topics such as: Safeguarding, Health & Social care, Data Security, GDPR, Health & Safety, Workplace Skills, Healthcare & Wellbeing, DE&I, Mental Health and Personal Development. To date, over 1,000,000 learners across the UK have benefitted from this catalogue of content.

Service features

- WCAG 2.2 AA accessibility
- CPD approved
- Works across mobile, tablet and desktop devices
- SCORM 1.2 wrapped
- Quizzes and testing through the course
- Engaging and written in plain English
- Use of video, sound, images, animation to encourage learning

Costs are detailed in our pricing documents, and are on the basis of “per group of learners, per hour of content” meaning you only pay for the courses you need. The full list of courses and durations is included at the end of this Service Definition document.

Security-cleared support services

Our highly security-conscious customers, typically in central government, justice and police services, often opt for our security-cleared support services. By adding this extension, we contractually guarantee that personally-identifiable data stored on our platforms will only be managed by Totara employees who are vetted to “Security Check” (SC) level by the United Kingdom Security Vetting body. Without this service level, your data will be managed in line with our standard security processes.

Our core implementation services

If you are a new customer, or a customer moving to us from another Totara partner, then we charge a fixed transparent price for our core implementation services. This service is designed to provide all you need for an initial, tightly managed implementation and specifically delivers the following

For Base, Premium and Ultimate Totara Learn

Delivery & Governance

- Implementation delivered within a maximum of 10 weeks from project kick-off. (Delays created by clients or clients' representatives may impact our ability to deliver to time and cost).
- Weekly scheduled project meetings, not exceeding 1 hour per week.
- Clear implementation plan, milestones, and go-live readiness checks.

Platform Configuration

- Single Sign-On (SSO) configured and enabled, subject to agreed technical setup and client-side readiness.
- HR data import configured and enabled, subject to agreed technical setup and client-side readiness.
- Brand-matched theme implemented using Totara's accessible theme framework, aligned to WCAG standards.
- Email configuration Setup and configuration of the email client (SMTP or OAuth, depending on client requirements), including testing to confirm emails are sending as expected.

Core site configuration

Support with core site configuration, including:

- How to create notification schedules.
- How to set up standard system notifications.
- Configuring core learning and compliance-related settings.

Learning & Performance Setup

- Configuration and delivery of example content, including:
 - Up to 3 example dashboards
 - Up to 3 example courses
 - Up to 3 example programs
 - Up to 3 example certifications.
- Configuration designed to demonstrate best practice and support client self-sufficiency.
- Audience setup – Setup of 3 sample audiences, with advice enabling clients to create audiences that align to the client’s training matrices and targeting requirements.

Data Migration Support

- Support for importing user data (based on templates and formats that we supply. No data extraction, cleansing, transformation or de-duplication included).
- Support for importing historic completion data (based on templates and formats that we supply. No data extraction, cleansing, transformation or de-duplication included).

Training & Enablement

- Delivery of a Site Administrator Training Program, covering core Totara administration and configuration.
- Training includes eight structured sessions, each focused on a key capability area:
 - Course Management
 - Course Activities & Resources
 - Seminars
 - User Management
 - Audiences
 - Certification Management
 - Reporting
 - Dashboards.

Go-Live & Early Support

- Named consultants to provide enhanced support for 14 days post go-live, covering:
 - Issue resolution
 - Configuration clarification
 - Guidance on standard platform usage.

Knowledge & Ongoing Resources

- Access to Totara Academy for ongoing learning and self-service enablement.
- Access to the Totara Community for peer support and best practice sharing.
- Access to Totara Help documentation and knowledge base.

Additionally for Premium

Implementation for our Premium software version includes everything listed above, and also:

- Structured training sessions, one each covering:
 - Nudge and insights modules
 - Verify and validate modules
 - Configuration of premium reports
- 2 days of support to help your team use premium user interface features to improve your end learner experience

It does not include consultancy time relating to setting up workflows, or time to deliver an advanced theme, as the work involved in both of these areas is not determinable in advance; talk to us about procuring specific time under separate contracting terms.

Additionally for Ultimate

Everything we provide for implementation of Base and Premium, and also:

- Configuration of an initial Loop 360 project (max 2 days of time) and a training session to help you manage this and future 360 projects
- Configuration of an initial Professional Accreditation Module project (max 2 days of time) and a training session
- Training session to show your team how to set up and manage the Link Coaching and Mentoring platform

Our software upgrade services

Customers may start on our Base software package and opt to upgrade to Premium or Ultimate, at any time during the contract. The new prices of higher packages are shown in our pricing tables, with the customer paying the difference between package pricing levels proportionate to the length of time remaining in the current contract year. There is also an upgrade effort, detailed in the implementation section of our pricing tables, which covers:

- Our work to upgrade your site to the higher software package codebase
- Our work to ensure that your users don't experience any unexpected changes to UI/theme of their site after the upgrade
- Advice and support for you, to help you to test and sign off the upgrade before go-live
- Documentation about the new features that you have access to in the upgraded site
- The training that we include in our "Premium" or "Ultimate" implementation services, as relevant, and as described earlier in this document.

Implementation for additional bundles and extended services

If you opt to purchase additional bundles, modules or extended services from us, whether at the start of your contract or at a later stage, we support you with core implementation services to help you get started. The prices for these services are defined in our GCloud 15 price document. The specific deliverables for each are listed below.

e-commerce

Our core implementation service consists of:

- A kick-off and discovery workshop to align on your use case for e-commerce, and for us to deliver an information request list to you which is what we will then use for initial configuration
- Technical deployment of the e-commerce platform and linking to your Totara LMS
- Branding of your e-commerce shop in line with your corporate branding and logos
- Set up of your catalogue filters in line with your requirements
- Set up of initial user registration form, and link to Totara audiences, in line with your requirements and any system limitations
- Configuration of links to your payment gateway (note that we are not responsible for the selection of, or management of, the payment gateway or of your finance and reconciliation processes). We can integrate with Worldpay, Stripe and Gov.pay gateways as part of our core implementation service
- Delivery of documentation to support your implementation, including any specific configuration that you need to be aware of
- Set up of 3 initial products with linked Totara courses
- Training for your Totara and shop/e-commerce administrators, typically over 4 online workshop-style training sessions, to give you the knowledge and confidence to manage your e-commerce platform.

Loop 360

We will create an information request document asking you about your 360 requirements, and we will then use your completed document to deliver configuration of an initial Loop 360 project (using a maximum 2 days of time). You

may need to spend more time in your organisation further configuring and testing the 360 project, and making changes based your pilot/user feedback.

We will create an initial set of up to 4 data reports, allowing you to extract response data and to manage respondents. Our training workshops will include sessions on how to create additional reports.

We will deliver training to your key administrators, typically through 2 online workshop-style sessions. We will deliver administration guides, and a description of any key configuration elements that we set up when creating your initial 360 project.

Link Coaching/mentoring

We will create an information request document asking you about your coaching/mentoring requirements, and we will then use your completed document to deliver initial configuration the Link Coaching/mentoring platform (using a maximum 2 days of time). You may need to spend more time in your organisation further configuring and testing the coaching/mentoring platform, and making changes based your pilot/user feedback.

We will create an initial set of up to 4 data reports, allowing you to extract data about coaches and coaching sessions. Our training workshops will include sessions on how to create additional reports.

We will deliver training to your key administrators, typically through 2 online workshop-style sessions. We will deliver administration guides, and a description of any key configuration elements that we set up when creating your initial coaching/mentoring project.

Talent management bundle

This bundle is the sum of Loop 360 and Link Coaching/mentoring implementations, described above

Professional Accreditation Module

We will create an information request document asking you about your initial professional accreditation tracking requirements, and we will then use your completed document to deliver initial configuration the Professional Accreditation Module (using a maximum 2 days of time). You may need to spend more time in your organisation further configuring and testing, and making changes based your pilot/user feedback.

Where entries are to be created from completion of courses, programs, or data from other modules, training and examples will be provided for configuring these elements. The customer will need undertake the configuration of the elements.

We will create an initial set of 2 data reports, allowing you to extract data about accreditation progress and detail. Our training workshops will include sessions on how to create additional reports.

We will deliver training to your key administrators, typically through 2 online workshop-style sessions. We will deliver administration guides, and a description of any key configuration elements that we set up when creating your initial coaching/mentoring project.

NMC Revalidation Module

We will activate the NMC Revalidation module on your Totara site, and provide training and support (which is generally 2 days of time) to help you to configure it to support your nursing, midwifery nursing associate staff. Our training will help you to learn about generally how to configure and manage the module. We will also provide documentation.

Supervision Module

We will provide an information request document to you, and meet with you (online) to explain the rationale behind the requests, and the decisions that are needed. We will then activate the Supervision module on your Totara site and use your completed information request document to set up initial configuration. We'll provide training (typically in 2 online workshop sessions) to help your key administrators to learn about generally how to configure and manage the module. We will also provide documentation.

Advanced Practitioner Module

We will activate the Advanced Practitioner module on your Totara site, and provide training and support (which is generally 1 day of time) to help you to configure it to support your Advanced Practitioner's evidence/CPD gathering. Our training will help you to learn about generally how to configure and manage the module. We will also provide documentation.

Healthcare functionality bundle

This bundle is the sum of NMC revalidation, Supervision, and Advanced Practitioner implementations, described above.

Healthcare integrations bundle

ESR – we will provide an information request document to you, and meet with you (online) to explain the rationale behind the requests, and the decisions that are needed. We will then create the initial data transformation configuration to process ESR data into Totara. We will describe any changes that you may need to make, for example to hierarchies, user fields and reports, to ensure a successful integration. Our service does not include any investigation into, or fixing of, the accuracy of ESR data.

CSTF (Core Skills Training Framework)– we will activate the CSTF integration module on your Totara site, and provide training and support (which is generally 1 day of time) to help you to match up your Certifications to CSTF standards, and for you to learn about generally how to configure and manage the interface. We will also provide documentation.

SardJV Medical Appraisal – We will activate the SardJV integration module on your Totara site, and liaise with your SardJV technical contact to set up API keys that allow us to send and receive data to/from SardJV medical appraisal platform. We'll provide training and support (which is generally 0.5 days of time) so that you can learn about how to generally configure and manage the interface. We will also provide documentation.

Optima Rostering – We will activate the Optima integration module on your Totara site, and liaise with your RLDatix technical contact to set up API keys that allow us to send Certification and Seminar sign-up data to the rostering platform. We'll provide training and support (which is generally 1 day of time) so that you can learn about how to generally configure and manage the interface. We will also provide documentation.

Note: your use of the elements of this bundle depends on you having contracts with the integrated systems (ESR, SardJV, Optima) and also depends on you managing communications with these system providers, to enable any API or integration configuration that may be needed on the integrated-systems side.

Medical Devices and equipment service

We will provision the Medical Devices platform on our servers, and set up the technical links to Totara. We will then deliver:

- An initial kick-off/awareness session for stakeholder engagement and scoping (typically 1 day, on site at a UK location)
- A checklist of information that we need from you, to help use complete initial configuration of the system.
- Configuration of the system on your behalf, based on the returned checklist
- Templates that you will use to send us data, which we use to populate the initial system. These will include:
 - Devices and achievement pathways
 - Device owners
 - Locations and location owners
 - Assignment logic (who needs which device)
 - Location logic (who is working at which location)
- Training to your key users, typically delivered in a series of 4 online workshop sessions
- Named consultants to provide enhanced support for 14 days post go-live, covering:
 - Issue resolution
 - Configuration clarification
 - Guidance on standard platform usage.

In this core implementation, we are not responsible for tasks such as:

- General implementation project management (though we will manage our own technical tasks and provide updates to your project management team)
- Adding courses to Totara LMS, if these are needed to deliver training for device achievement pathways
- Setting up audiences on Totara LMS (though we will show you how to do this, and explain where and why it is important)
- Transforming, error-checking or de-duplicating data that you send us
- End user training

LRS service

We will provision the LRS service and create initial administrator access for you. We will, through discovery and design workshops (typically no more than 5) set up the initial configuration of the LRS and the first Totara LMS that is providing statements to the LRS.

We will provide training for your key users (typically across 4 workshops), and documentation, to enable you to manage and further configure the LRS to suit your requirements.

LCMS service

We will provision the LCMS service and create initial administrator access for you. We will, through discovery and design workshops (typically no more than 5) set up the initial blueprint and configuration of the LCMS repositories, and the mapping between LCMS roles and Totara roles.

We will provide training for your key users (typically across no more than 6 workshops), and documentation, to enable you to manage and further configure the LCMS to suit your requirements. We expect your subject matter experts to be trained by yourselves, through a “train the trainer” model.

e-learning content services

We will provide you with links to SCORM connector/signpost files, that you can download, and then upload to your Totara LMS courses.

SSO authentication

We will provide your designated IT contact with an information/configuration settings request document. We will also provide your IT contact with any changes that would need to be made to the authentication provider. Once the changes are made, and the request document is completed and returned to us, will then make changes to Totara to set up the SSO. We will support you with 1 round of testing. Our

testing support will include a list of changes that we request are made on the authentication provider side.

BI integration

We will liaise with your designated IT contact about the steps required to gain secure access to Totara data, which will include exchange of security credentials and information about IP address ranges and firewall ports. We will provide documentation about database schemas, or Totara report sources, as appropriate.

Further services

Many of our customers opt to purchase additional implementation services to accelerate or widen the scope of their implementation, provide additional specific services like data cleansing, and/or to provide additional project resources that ease the burden on busy internal staff. These can be purchased via separate agreements which allow for bespoke time-and-materials projects.

If you already have an active Totara subscription and are looking to extend, recontract or renew your services, please look at our “Renewal only” service description on G-Cloud15, which may have more favourable pricing.

Our hosting and maintenance services

Hosting and key responsibilities

Simply put, it's our job to deliver the software and the underlying server, maintenance, data storage, processing and connectivity that allows you and your learners to access the Totara platform.

Your responsibility relating to access is to ensure that your learners have sufficient internet speed and bandwidth, and are using an approved device and browser software to access the Totara application.

When you contract with us, you will contract for a particular hosting level which includes a certain amount of data storage and transfer. These amounts are designed to be generous but the nature of learning management systems is such that client and end user actions can sometimes generate a very high volume of data. If your site exceeds the limits stated in our contract with you, we will contact you to discuss options which are either (a) pay a defined amount for a short term "burst" of over-capacity or (b) move to a higher hosting or user band tier.

Data residency, uptimes and backups

Unless otherwise stated in contracts and/or order forms, your data is stored and managed in UK public cloud data centres.

Our hosting infrastructure is protected by a range of industry-leading security and monitoring tools. We backup your site data daily and store backups for 7 days, and also store weekly backups for 4 weeks and monthly backups for 6 months. Our term and conditions document describes our SLA for site uptime. Our track record is of over 99.95% uptime excluding planned maintenance. Unless agreed otherwise, we reserve regular timeslots each month, outside of standard UK office hours, for routine maintenance, which we use to ensure that the software and hosting is secure and performant.

Data processing and GDPR

Formally, we act as Data Processor and you (our client) will be Data Controller. This means that we only store and process data in line with your specific instructions. You can read more about our security accreditations on our GCloud 15 listing; these include ISO27001 and Cyber Essentials Plus. All staff working for Totara are vetted to at least BPSS standard.

All access to the Totara platform is subject to our acceptable use policy, which can be found in our terms and conditions.

This hosting and maintenance section is a broad summary; our detailed hosting and maintenance services are described in our terms and conditions documentation.

Our support services

We recognise that different organisations have different support requirements, based on the capacity you have internally to manage and configure the platform, and the level of sensitivity your stakeholders have to issues being addressed. We find that these requirements do not always scale up with the size of your organisation, so we provide flexible support packages to give you choices. The prices of these packages are affected by the underlying core platform and user band; please refer to our pricing documentation for specific figures.

Package	Bronze	Silver	Gold
Access to Totara community, academy and online help pages*	Yes	Yes	Yes
Access to Totara direct knowledge base	Yes	Yes	Yes
Access to Totara direct helpdesk	Yes	Yes	Yes
Other contact routes?	No – via helpdesk ticket only	Yes – arrange a time for a 15 minute calls with helpdesk	Yes – arrange a time for 15 minute calls with helpdesk, plus escalation to named account manager
Support hours included	Up to 20 per year	Up to 40 per year	Up to 60 per year
Account review meetings	Annually	Semi-annually	Quarterly

**Access to these elements is provided to all Totara subscribers, not just subscribers via Totara Learn Europe Ltd*

Support Service Key Terms

- Our support is designed to be 2nd and 3rd line service. This means that you are responsible for supporting your end learners and managers, and our support is designed to help you to do this.
- Wherever possible, all interactions with our support and maintenance teams should be via a ticket on our support portal. This is our “one version of the truth”, and requests via other channels such as email or phone are not subject to service level/response standards.
- We differentiate between support and bug. The time we take to fix confirmed bugs is not allocated to your support budget. Bug fixes are rolled out in line with our stable release schedule. Your support budget will be used up by tasks such as answering queries, helping with configuration, and data management. Our support team will generally assume that the person asking them a question has completed an appropriate Totara academy training programme, usually the administrator programme.
- If a support ticket contains a request to customise the core software, this would be discussed and priced as a specific job. We have no obligation to make customisations, and customisations will attract annual, as well as one-off, fees. Support budgets cannot be used to fund customisations.
- If your selected package has a number of hours of support associated with it, then we will track time spent on our timesheet system and provide you with updates about time used at reasonable intervals.
- Support budgets are allocated and used within each contract year; remaining time does not roll over into the next contract year.

This "Our support services" section is a broad summary; our detailed service levels are contained in our terms and conditions documentation.

Appendix – full list of e-learning courses available.

This appendix is referred to in the “e-learning content services” section of this service definition.

Course title	Duration
Children and families support	
Assessment and approval of adopters	30 minutes
Assessment and approval of foster carers	30 minutes
Children’s workforce induction	735 minutes
Common assessment framework (CAF / early help) covering CAF assessment	35 minutes
Effective communication with children and families	90 minutes
Framework for the assessment of children and their families	18 minutes
Lead professional role	75 minutes
Positive behaviour support	15 minutes
Private fostering	20 minutes
Teenage pregnancy	45 minutes
Understanding child development	40 minutes
Crime and community	
Abuse related to beliefs in witchcraft	65 minutes
Anti-social behaviour – Early Intervention and Prevention Measures	30 minutes
Anti-social behaviour – Legal Tools and Powers and Community Trigger	30 minutes
Anti-social behaviour – Partnership and Multi-Agency Working	30 minutes
Anti-social behaviour – Statement Taking and Interviewing Skills	30 minutes
Anti-social behaviour – Taking on a case – case management principles	45 minutes
Anti-social behaviour – Training programme	165 minutes
Anti-social behaviour – Vulnerable Witnesses and Perpetrators	30 minutes
Counter terrorism	30 minutes

Criminal exploitation and county lines	30 minutes
Female genital mutilation (FGM)	135 minutes
Fighting fraud in local government	30 minutes
Fraud awareness	30 minutes
Gangs and youth violence	97 minutes
Hate crime	35 minutes
Honour-based violence and forced marriage	150 minutes
Human trafficking and modern day slavery	90 minutes
Knife crime awareness	30 minutes
Safeguarding against radicalisation – the Prevent duty	80 minutes
Sexual abuse and recognising grooming	60 minutes
Substance misuse	180 minutes
Violence reduction	90 minutes
Digital skills and data protection	
AI awareness – ethics and use in the workplace	10 minutes
Bullying and cyberbullying	60 minutes
Data protection	30 minutes
GDPR – Refresher training	45 minutes
GDPR – Board training	90 minutes
GDPR – Core training (for staff)	50 minutes
GDPR for the HR professional	210 minutes
GDPR for the marketer	195 minutes
GDPR – Foundation training	210 minutes
GDPR – Practitioner training	300 minutes
Information and cyber security	30 minutes
Information governance	90 minutes
Information governance for health	105 minutes
Information sharing and consent	90 minutes
Online safety – risks to children	45 minutes
Online safety for parents and carers	35 minutes
Dignity and inclusion	
Age discrimination awareness	10 minutes
Dementia awareness	75 minutes
Disability awareness	30 minutes
Equality and diversity	75 minutes
Learning disabilities awareness	110 minutes
LGBTQ+ awareness	45 minutes

Menopause awareness	35 minutes
New and expectant mothers	45 minutes
Unconscious bias	30 minutes
Healthcare and wellbeing	
Catheter care	15 minutes
Duty of Candour	20 minutes
Managing continence	10 minutes
Managing stoma care	30 minutes
Pressure area care	20 minutes
Diabetes awareness	110 minutes
Epilepsy awareness	25 minutes
Falls and fracture prevention	40 minutes
Fire warden for care	55 minutes
Food allergy awareness	60 minutes
Infection prevention and control	45 minutes
Medication awareness and safe handling of medicines	55 minutes
Moving and positioning of individuals	35 minutes
NHS continuing healthcare	30 minutes
Palliative care and end of life care	40 minutes
Parkinson's Disease	65 minutes
Reablement	45 minutes
Stroke awareness	45 minutes
Substance misuse	80 minutes
Suicide awareness and prevention	45 minutes
Supporting winter warmth	15 minutes
Teenage pregnancy	45 minutes
Trauma awareness	103 minutes
Health and safety	
An introduction to managing health and safety	20 minutes
Asbestos awareness	30 minutes
Basic life support	40 minutes
Control of substances hazardous to health (COSHH)	65 minutes
Damp and mould awareness	35 minutes
Drive aware – prevention and protection	25 minutes
Driving safely – the basics	20 minutes
Falls and fracture prevention	40 minutes
Fire safety awareness	80 minutes

Fire warden for care	55 minutes
First aid	210 minutes
Food allergy awareness	60 minutes
Food safety and hygiene essentials	15 minutes
Food safety and hygiene – level 2	110 minutes
Health and safety for health and social care	140 minutes
Health and safety in the workplace	45 minutes
Infection prevention and control	20 minutes
Legionella and legionnaire's disease awareness	55 minutes
Manual handling	75 minutes
Medication awareness and safe handling of medicines	35 minutes
Moving and positioning of individuals	35 minutes
Personal protective equipment (PPE) essentials	10 minutes
Personal safety – lone worker	30 minutes
Risk assessment in the workplace	30 minutes
Slips, trips and falls awareness	22 minutes
Working at height	25 minutes
Working remotely	30 minutes
Working with display screen equipment	30 minutes
Workplace skills and personal development	
Achieving objectives	15 minutes
Age discrimination awareness	10 minutes
AI awareness – ethics and use in the workplace	15 minutes
An introduction to managing health and safety	20 minutes
Anti-bribery and corruption	30 minutes
Asbestos awareness	30 minutes
Building team trust	10 minutes
Building workplace confidence	30 minutes
Coaching skills	10 minutes
Complaint handling	60 minutes
Conflict management	90 minutes
Creative thinking	10 minutes
Customer service	30 minutes
Effective delegation	10 minutes
Emotional intelligence	10 minutes
Environmental awareness	22 minutes
Equality and diversity	75 minutes

Fighting fraud in local government	30 minutes
Financial management and budgeting	20 minutes
Fraud awareness	30 minutes
Having difficult conversations	10 minutes
Influencing for success	20 minutes
Information sharing and consent	90 minutes
Introduction to project management	10 minutes
Keeping good records	32 minutes
Leading meetings	10 minutes
Managing angry customers	20 minutes
Managing teams	25 minutes
Managing the probationary period	30 minutes
Managing virtual teams	30 minutes
Multi-agency working	30 minutes
Net zero awareness	30 minutes
New and expectant mothers	45 minutes
Objective setting	10 minutes
Operating in teams	10 minutes
People skills	23 minutes
Performance management	20 minutes
Personal safety – lone worker	30 minutes
Preventing sexual harassment in the workplace – for managers	45 minutes
Preventing sexual harassment in the workplace for your team – Offices	30 minutes
Recruitment and selection	40 minutes
Resilience	60 minutes
Setting performance expectations	10 minutes
Sickness absence	10 minutes
Solving problems: Definition to Options	10 minutes
Stress in the workplace	60 minutes
Successful time management	15 minutes
Taking meeting minutes	45 minutes
Talent management	20 minutes
Unconscious basis	30 minutes
Unlocking team performance	10 minutes
Whistleblowing	10 minutes

Working collaboratively	10 minutes
Workplace wellbeing	60 minutes
Working remotely	30 minutes
Working with display screen equipment	30 minutes
Workplace wellbeing	60 minutes
Legal and regulatory compliance	
Anti-bribery and corruption	30 minutes
Care Act – Assessment and eligibility	75 minutes
Care Act – Care and support planning	90 minutes
Care Act – Charging and financial assessment	75 minutes
Care Act – Deferred payments	75 minutes
Care Act – Direct payments	75 minutes
Care Act – Independent advocacy	75 minutes
Care Act – Information and advice	60 minutes
Care Act – Integration cooperation and partnerships	75 minutes
Care Act – Introduction and overview	90 minutes
Care Act – Personal budgets	30 minutes
Care Act – Review of care and support plans	30 minutes
Care Act – Transition to adulthood	75 minutes
Care Act 2014 – Full training suite	735 minutes
Care certificate – Assessor training	105 minutes
Care certificate – Digital learning suite	765 minutes
Deprivation of liberty safeguards	70 minutes
Fighting fraud in local government	30 minutes
Fraud awareness	30 minutes
Freedom of Information Act 2000	30 minutes
Hate crime	35 minutes
Honour-based violence and forced marriage	150 minutes
Human rights Act 1998	30 minutes
Information governance for health	105 minutes
Mental capacity Act	110 minutes
Mental health Act	110 minutes
Net zero awareness	30 minutes
NHS continuing healthcare	30 minutes
Mental health and neurodiversity	
ADHD awareness	20 minutes
Anxiety and Depression Awareness	15 minutes

Bipolar disorder awareness	20 minutes
Dysphagia awareness	10 minutes
Managing your mental health	20 minutes
Adult self-neglect	34 minutes
Aphasia	30 minutes
Awareness of learning disability and autism for health and social care	180 minutes
Autism awareness	75 minutes
Dementia awareness	75 minutes
Eating disorders	65 minutes
Hidden harm	170 minutes
Hoarding and scamming	45 minutes
Learning disabilities awareness	110 minutes
Loneliness and isolation	25 minutes
Loss and bereavement	50 minutes
Menopause awareness	35 minutes
Mental Health Act	110 minutes
Mental health awareness	30 minutes
Self-harm in children and young people	40 minutes
Stress in the workplace	60 minutes
Substance misuse	80 minutes
Suicide awareness and prevention	45 minutes
Supporting mental wellbeing and emotional health in education	30 minutes
Trauma awareness	103 minutes
Procurement	
Adding social value – how procurement can create benefits for society	54 minutes
Benefits of remanufacturing	45 minutes
Bidding fundamentals	30 minutes
Commercial and procurement training	45 minutes
Developing the specification	35 minutes
Effectively engaging the market	45 minutes
Effectively specifying for remanufacturing	45 minutes
How to effectively procure and manage contracts to create social value	75 minutes
Preparing a bid strategy	45 minutes

Preparing for a procurement	60 minutes
Preparing tender documentation	45 minutes
Procurement fundamentals	60 minutes
Running effective sourcing events	45 minutes
Safeguarding adults	
Abuse related to beliefs in witchcraft	65 minutes
Adult self-neglect	34 minutes
Adult sexual exploitation	22 minutes
Coercive control awareness	15 minutes
Criminal exploitation and county lines	30 minutes
Dementia awareness	75 minutes
Deprivation of liberty safeguards	70 minutes
Domestic abuse and intimate partner violence	30 minutes
Falls and fracture prevention	40 minutes
Female genital mutilation (FGM)	135 minutes
Hate crime	35 minutes
Hidden harm	170 minutes
Honour-based violence and forced marriage	150 minutes
Human trafficking and modern day slavery	90 minutes
Knife crime awareness	30 minutes
Loneliness and isolation	25 minutes
Mental Capacity Act	110 minutes
Preventing sexual harassment in higher education – for staff	45 minutes
Preventing sexual harassment in higher education – for students	40 minutes
Professional boundaries – working with adults	30 minutes
Safeguarding adults – level 1	70 minutes
Safeguarding adults – level 2	80 minutes
Safeguarding adults – levels 1 and 2	150 minutes
Safeguarding adults refresher	30 minutes
Safeguarding adults – level 3	103 minutes
Safeguarding against radicalisation – the Prevent duty	80 minutes
Safeguarding awareness	95 minutes
Safeguarding awareness for higher education	120 minutes
Sexual abuse and recognising grooming	60 minutes
Substance misuse	80 minutes

Supporting male victims of domestic abuse	120 minutes
Safeguarding children and young people	
Abuse related to beliefs in witchcraft	65 minutes
Child sexual exploitation – level 1	165 minutes
Child sexual exploitation – level 2	90 minutes
Child sexual exploitation – levels 1 and 2	255 minutes
Coercive control awareness	15 minutes
Criminal exploitation and county lines	30 minutes
Cultural awareness in safeguarding	375 minutes
Domestic abuse and intimate partner violence	30 minutes
Eating disorders	65 minutes
Emotional abuse	60 minutes
Female genital mutilation (FGM)	135 minutes
Gangs and youth violence	97 minutes
Hate crime	35 minutes
Hidden harm	170 minutes
Honour-based violence and forced marriage	150 minutes
Human trafficking and modern day slavery	90 minutes
Knife crime awareness	30 minutes
Loneliness and isolation	25 minutes
Mental Capacity Act	110 minutes
Mental Health Act	110 minutes
Missing children	45 minutes
Neglect	60 minutes
Online safety – risks to children	45 minutes
Online safety for parents and carers	35 minutes
Physical abuse	30 minutes
Professional boundaries – working with young people	30 minutes
Safeguarding against radicalisation – the Prevent duty	80 minutes
Safeguarding awareness	95 minutes
Safeguarding awareness for higher education	120 minutes
Safeguarding children – level 1	135 minutes
Safeguarding children – level 2	135 minutes
Safeguarding children – level 3	135 minutes
Safeguarding children – levels 1 and 2	225 minutes
Safeguarding children for education – level 1	150 minutes
Safeguarding children for education – levels 1 and 2	195 minutes

Safeguarding children in sport	30 minutes
Safeguarding children refresher	25 minutes
Safeguarding children with disabilities	30 minutes
Safeguarding children (awareness) for health and social care	45 minutes
Safer recruitment	160 minutes
Self-harm in children and young people	40 minutes
Sexual abuse and recognising grooming	60 minutes
Sexual harassment in education	75 minutes
Supporting mental wellbeing and emotional health in education	30 minutes
Teenage pregnancy	45 minutes
Understanding behaviour of children and young people	95 minutes