

RM1557.15 G-CLOUD 15

Service Definition

OneAdvanced's Learner Management System

OneAdvanced Limited

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1. Overview

Learner Management System is a Learner Management System (LMS) used by organisations delivering apprenticeships and other skills-based and employability programmes. Learner Management System enables management of ILR submissions, learner onboarding, and learner engagement, with in-built features to ensure ESFA and auditing compliance.

2. Software Modules

The following modules are standard with Learner Management System

2.1. Functionality

LMS Features

- **ILR Management & Administrative Learner Tracking Features** –To manage ILR and data in one place, ensuring ESFA compliance and maximising funding.
- **Integrated reports and funding engine** – A range of customisable reports to inform and extract data.
- **Integration with the Learner Record System (LRS)** – To synchronise Unique Learner Numbers (ULN) and Personal Learning Records (PLR) for learners and applicants and view prior qualifications.
- **Automatic Reports Scheduler and Reports Dashboard** – Tailored and customisable reports and dashboards, including funding forecasts and reconciliations.
- **Leaner & Employer Surveys** – Create and automate surveys for key points of the c
- Customer journey/workflows.
- **Realtime registers** – Track and monitor attendance for course sessions without needing setup or configuration.
- **Data imports from CSV** – Import data from existing systems via a csv file.

CRM and Paperless

- **Applicant and Employer Engagement CRM** – Data fields can be tailored to collect relevant data and automated workflows created.
- **WebForms** – Build new forms, create new version of existing forms, import current forms, and configure input fields to pre-populate from Learner Management SystemWeb data. Send forms to recipients, approve, and reject forms from within Learner Management System.

Learner Records

- **Create/Manage/Edit ILR data and delivery plans** – Data management, which is validated against ESFA compliance, and presented in a summary dashboard.
- **Use OneFile, and/or Smarta Assessor integrations** – Synchronise qualifications and other progressions between the systems.

Applicant Records

- **Create/view/edit applicants and push details into Webforms** – Customisable data collection, used to pre-populate webforms.
- **Complete skills** – Skills assessments and comparisons made by the learner, employer, and officer at various points in the learner's journey.

Courses

- **View applicants** – View a list of enrolled learners for each course.

Organisations, contracts & sales

- **View/edit/create/delete contact records and organisations files and contracts** – Track and record events, updates, and milestones.
- **View/edit/create/delete opportunities and vacancies** – Manage opportunities and vacancies, including posting vacancies and matching applicants according to requirements or location.
- **Create/View/Edit calendar appointment, calls, emails and tasks** – Track and record correspondence and integrate those with current calendar applications.

Webforms

- **Approve, reject and import WebForms** - Build new forms, create new version of existing forms, import current forms and configure input fields to populate Learner Management SystemWeb data to prefilled answers.
- **Create Web Forms** - Prefill, sign, and send to recipients, with user stipulations of mandatory fields, and pre-populated with ESFA specified options.

Reports

- **Define, run and schedule reports** – Selection of ready-made reports and report templates. Create and tailor reports and schedule reports to run when required.
- **Download scheduled reports** – Schedule reports to be auto generated for various report types, which can be emailed out, uploaded to a remote server using File Transfer Protocol (FTP), or saved to a local folder.
- **Interactive reports** - Some reports are interactive, with a dashboard style report that can be adjusted and formatted in real-time.

Administration

- **Run ILR exports, funding calculations and validation** – Tools used to ensure ESFA compliance and be audit ready.
- **Database config** – Including defining configurable fields and designing signup forms and WebForms.
- **CSV imports** – Import existing data via CSV files.

2.2. Parameters

Access to Learner Management System is licensed by individual named users and capability functions (Full users or light users) which impacts on the functions available to the user.

2.3. Excluded / Out of Scope

The Pricing Models (Bronze, Gold, Silver, and Platinum) offer differing levels of features.

File Storage – An amount of file storage is included in each pricing band. Additional file storage can be purchased at an additional cost.

Training and consultation – Delivered through remote or blended learning at an extra cost.

Data conversion – ILR conversion is included in the implementation cost, and additional conversion requirements can be purchased at extra cost.

REST API – OneAdvanced is not responsible for maintaining any interface that Customers or 3rd parties write against the REST API.

3. Optional Modules

Customers may purchase the following optional modules for additional fees.

- Third party ePortfolio interface: Learner Management System skills scans
- Recognition Prior Learning Calculator

4. Third Party Software

Applicable terms and conditions for Third-Party Products relating to a Software or Service are located: [here](#).

5. Pre-requisites

For the best user experience, it is recommended to use Learner Management System on a laptop or desktop computer with a reasonably sized screen. The main Learner Management System login is unavailable on a tablet or mobile device.

Learner Management System can only be accessed using the following browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge (Latest version only)

The Customer will also need to configure the following in their browser:

- Cookies must be enabled.
- Javascript must be enabled.
- You should not be using Learner Management System through a VPN or proxy server.
- If learners are using mobile devices for learner logins, the necessary permissions for Learner Management System to function will need to be allowed.

MS Office is installed on the device used to access Learner Management System. Learner Management System uses Microsoft Word to create form templates, and other Office products may be needed to preview files within Learner Management System.

6. Service Platform

Hosted solutions or software as a service solutions are provided in accordance with the [Service Platform Overview](#).

7. Security

Hosted solutions or software as a service solutions are provided in accordance with the relevant technical and organisational [Security Measures](#).

8. Support

Support services are provided in accordance with the relevant [Support Terms and Conditions](#) for the Customer Care Package as contracted.

We understand and recognise the mission critical nature our products play in your organisation. We are dedicated to transforming the service delivery experience you receive from us that prioritises your long-term success, at every stage of your journey with us.

8.1. Customer Care Packages

To support your growth, we've created three customer care packages, each designed to give you the right tools and services for where you are on your journey.

Offering	Essentials	Enhanced	Elite
Multi-channel Technical Support	Support Portal	+ Phone	+ Phone
Software Downloads, Updates, & Maintenance	✓	✓	✓
Case Management	✓	✓	✓
Support Portal, Knowledge base & Community	✓	✓	✓
Escalation Management	✓	✓	✓
Severity Level 1 Target Response Time	2 hours ¹	1 hour	30 mins
Severity Level 2 Target Response Time	4 hours	4 hours	4 hours

¹ for product specific variations, please refer to our [Customer Support Handbook](#), the response times stated are subject to sector specific variations e.g., Healthcare

Offering	Essentials	Enhanced	Elite
Severity Level 3 Target Response Time	8.5 hours	8.5 hours	8.5 hours
Severity Level 4 Target Response Time	25.5 hours	25.5 hours	25.5 hours
24/7 Customer Service Centre Access	✓	✓	✓
Case Support	Digital Engagement	+ Support Agents	+ Priority Routing
Case Reporting	Self-Serve Dashboard	+ Twice Yearly Reports	+ Technical Success Manager
Service Centre Users	3	5	10
Service Desk Hours Mon-Fri excluding Bank hols ²	09:00 - 17:00	09:00 – 17:30	08:00 – 18:00
In Product Support Tools Where Applicable	✓	✓	✓
FAQs	✓	✓	✓

² for product specific variations, please refer to our [Customer Support Handbook](#), the times stated are subject to sector specific variations e.g., Healthcare

9. Platform and Security

We power the world of work through our sector-focused software, bringing together mission critical **workflows** and a unified **user experience** that connect your organisation.

All underpinned by our **Delivery Platform** - offering scalability, security and connectedness by providing shared services such as cyber security, data analytics and AI innovation.

USER EXPERIENCE

A common user experience and persona-based analytics, reporting and dashboards means ease of adoption across your organisation.

WORKFLOW APPLICATIONS

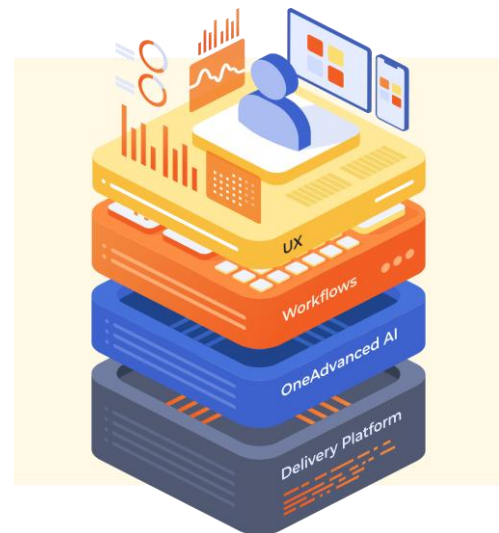
Connected, sector specific, workflows mean you'll have a smarter data driven user experience with user specific tools.

DELIVERY PLATFORM

Secure and scalable services for real connectedness. Cloud services for cyber security, user governance, API and integration management, a data layer and ethical AI and Machine Learning.

PLATFORM TECHNOLOGY – SYSTEMIC DELIVERY

Our platform is built for scalability, security and connectedness: with key components designed to enrich our Sector Portfolios. The platform embeds critical components, such as identity & access management, a common user-experience and API management into our Sector Portfolios with a systemic “build once, deploy many times” methodology.



SECURITY

System security by design with strict policy enforcement through automation.
Integrated & proactive threat monitoring and intelligence.



Fully encrypted end-to-end environment



Protect data at a **user, department or organisational level**



Customisable, including whether you want your chats remembered or not



Private Spaces enable you to share and collaborate around role, team or organisational data in a **private and secure environment**



Manage and control usage – seamless access across OneAdvanced Portfolios



Single sign on – providing security and convenience for the end user accessing all OneAdvanced solutions



OneAdvanced Platform controls usage

OneAdvanced meets the requirements for the following accreditations:

- **ISO 27001:** The international standard for information security.
- **Cyber essentials plus:** The highest level of certification offered under the Cyber Essentials scheme.

SAFE. TRUSTED. SECURE

Our platform drives scalability, security, and seamless connectivity, serving as the foundation for our software. It unifies workflows across your organisation, ensuring the tasks you need are completed efficiently. Now enhanced with next-generation AI capabilities, it enables independent, adaptive problem-solving to tackle challenges with precision.

INTRODUCING THE ONEADVANCED TRUST CENTRE



Trust Centre

At OneAdvanced we understand that trust isn't given; it's earned. That's why we're launching our Trust Centre, a centralised online resource designed to make it easier for businesses to partner with us confidently. We've built this platform with your needs in mind, ensuring transparency, reliability, and clarity in every aspect of what we do. UK businesses are grappling with significant data and AI challenges. With 71% of organisations reporting data breaches and 63% targeted by cyber-attacks, the demand

for stronger protection measures has never been more urgent. Furthermore, 60% of businesses now view AI as a high or critical risk, with data security standing as a key concern.

The Trust Centre is our solution to tackling these challenges head-on. Designed to provide a secure, transparent framework, it helps businesses effectively manage risks related to data and AI.

Our mission is clear: to Power Your World of Work. The Trust Centre marks a vital step forward in that journey - offering you fast, reliable access to the information you need to evaluate OneAdvanced with confidence.

WHY TRUST MATTERS MORE THAN EVER

Trust is a critical currency in today's fast-paced, digital-first business environment. From customers to partners, businesses expect their suppliers to demonstrate accountability and provide transparency on how they manage data, ensure compliance, and maintain robust security measures.

Achieving data protection and AI compliance can be a daunting task, requiring significant time, resources, and budget. In fact, nearly a quarter of UK businesses cite budget constraints as their biggest security hurdle. To address this challenge, we've made a substantial investment in cutting-edge tools, streamlined processes, and dedicated resources, so you can focus on what matters most – your business – without shouldering the burden of costly compliance alone.

With the launch of the OneAdvanced Trust Centre, we're delivering a comprehensive solution to address your questions, streamline information access, and ensure you stay informed with the latest updates.

A COMMITMENT TO EARNING YOUR TRUST EVERY DAY

At OneAdvanced we believe trust is not a one-time achievement but an ongoing responsibility. We'll be continuously updating the Trust Centre to include the latest certifications, evolving industry standards, and fresh resources, ensuring you're always equipped with the most relevant and accurate information.

Our goal is to empower your organisation to make informed decisions and innovate with confidence, knowing that OneAdvanced is a reliable partner committed to your success.

Please see OneAdvanced's [Trust Centre](#) for more details.

9.1. OneAdvanced AI



Introducing **OneAdvanced AI** - a private, secure AI service for role, organisation and sector specific work in UK organisations. OneAdvanced AI is designed to support customers who are looking to adopt AI but have privacy concerns and skill/knowledge limitations around AI.



UK hosted AI Service ensures that your data stays on UK soil, ensuring compliance with local regulations



Business-grade, **customisable, privacy controls** allow you to set permissions by user, function or organisational level



Secure AI for business. Built to give companies confidence in AI adoption without compromising security

Features include:

- UK-hosted, private, AI service
- Identity management controlled by the organisation
- Unified user experience (WCAG 2.2 AA compliant)
- Privacy controls set by user
- Secure personal environment for file upload and storage
- Reasoning AI to show logic process of conclusions, analysis and answers

We're redefining AI for business - **safely, securely**, and with real results.



Protect your data: Our UK-based hosting ensures that your data remains in the UK, under your control and in compliance with local regulations.



Work privately: Our private spaces allow you to upload files to a secure environment. Bringing the power of AI to your documents without compromising on security.



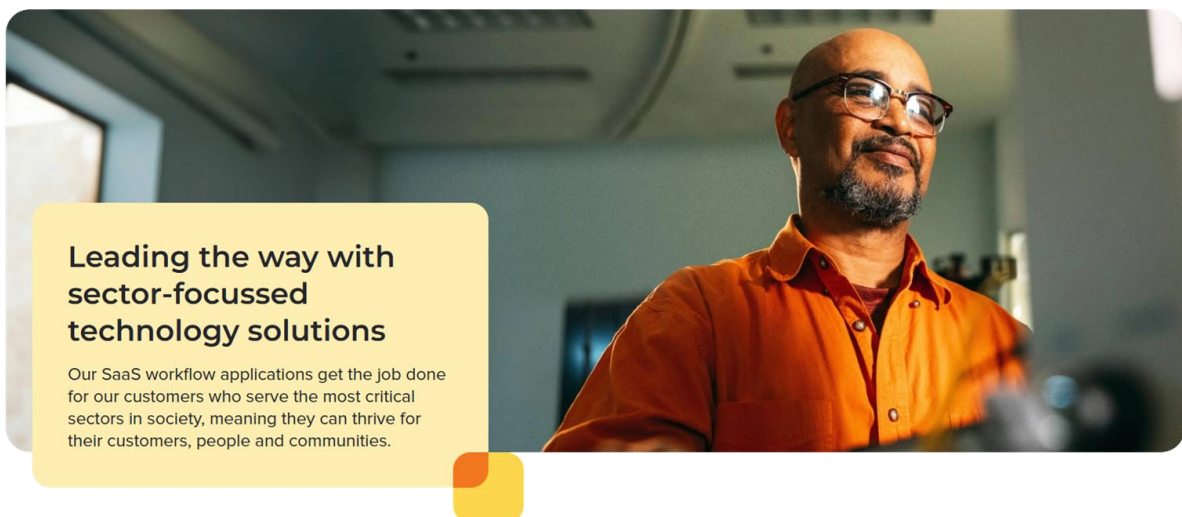
Enhance productivity: Our Retrieval-Augmented Generation technology combines data sources to enhance work, making it easier to complete tasks and achieve goals.

Explore how we uphold the principles of Responsible and Transparent AI [here](#).

10. Introducing OneAdvanced

OneAdvanced is the UK's third largest provider of business software and services with a £330m turnover, 10,000 customers and 1,800 employees. We provide enterprise and market-focused solutions that allow our customers to reimagine what is possible, innovate in their sectors and improve the lives of millions of people in the UK.

OneAdvanced solutions help to care for 65 million patients in the UK, send 10 million sports fans through the turnstiles, manage over £1 billion in charity donations, support 2.5 million students and get over 1.2 billion passengers to their destinations on time. By continually investing in our people, partnerships, and technologies, we provide right-first-time solutions that evolve with the changing needs of our customers and the markets they operate in.



We are more than just a software company. We **power the world of work** for our customers. Read more about us including information surrounding our culture and values [here](#).

ESG

Our Bettering Society ethos is at the heart of the way we do business. We are committed to leveraging our solutions to provide a brighter future for everyone, improving our societal impact and engagement. We achieve this across the four pillars of our ESG Strategy.

Our purpose is clear: to create a fairer, more inclusive society through the power of our people and our software by 2030. At the heart of this is our Bettering Society ethos - our guiding principle that shapes everything we do.

- **Better for the Planet** – by working with communities to reduce inequalities and empower more people to make climate-conscious choices.

- **Better for our People** – by breaking down barriers to career opportunities and creating pathways for meaningful, inclusive growth.
- **Better Technology** – by delivering solutions that drive positive outcomes for our customers, their people, and the wider communities they serve.
- **Better Business** – by upholding ethical, responsible, and compliant practices that reduce inequality and promote long-term trust.

Our ambition is to embed sustainability and integrity into every aspect of our business. We are investing in transformative technologies and strategic partnerships that accelerate our impact, while maintaining accountability through transparent reporting and meaningful stakeholder engagement.

Discover how OneAdvanced AI delivers trusted, UK-hosted AI solutions with a focus on sustainability, fairness, and accessibility through our [AI ESG Statement](#).

OneAdvanced has also made a commitment to transparency and accountability, publishing an annual Societal Report that outlines its progress towards its ESG goals. Please see [OneAdvanced 2024 Societal Report](#).

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A full list of its trading subsidiaries is available at www.oneadvanced.com/privacy-policy/

Powering the world of work

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Speak to our expert consultants for personalised advice & recommendations, & get support on the products you are interested in.

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