



Collaborative Learning and Development

Contracting body

30 Jan 2026

Issue 1.0

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CGI

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Why CGI?

Seamless Transition and Positive Change Experience

At CGI, we understand the complexities involved in public sector projects, and that even the best technology succeeds only when people feel confident and supported in using it. While we are experts in delivering innovative technology, our approach is firmly human-centred, putting people at the heart of change. We take the time to understand the unique context and culture of the organisation and teams impacted, recognising that every change is different. Our L&D strategy is driven by strong change management principles, ensuring effort is focused where it delivers the greatest impact. As a result, we help our clients build trust that technology will work for real user needs, that teams will feel confident and supported, and that their transition to new ways of working feels smooth, well-managed and set up for long-lasting success.

Expertise in Evidence-Based Change

Our business change consultants are versed in a variety of change methodologies, enabling us to craft an evidence-based L&D approach that's tailored to your organisation's culture and specific needs. This flexibility is a cornerstone of our service, ensuring that we deliver a customised strategy that resonates with and is effective for your organisation.

A Broad Spectrum of Change Experience

CGI are experts in delivering transformational change, and we have extensive experience across clients in public and private sector. This broad scope of experience means that regardless of the scale, nature or complexity of the change, CGI will provide the right-size support to tune in to organisational learning needs, and make the learning journey feel personal and meaningful for the teams and individuals involved.

1. Service Description

CGI's Learning and Development (L&D) service, tailored for the UK public sector, strategically boosts workforce capabilities, and aligns with organisational objectives, promoting a culture of continuous learning. It addresses immediate skills needs and enhances long-term resilience and adaptability, crucial for sustained excellence and resource optimisation in public sector.

1.1. The Challenge

The pace and complexity of change for public sector and UK government organisations is increasing, and the needs of customers and Citizens are evolving.

The challenge goes beyond delivering new skills; it requires fostering a collaborative learning culture that can adapt to shifting demands and policy landscapes. At the same time, many organisations face widening gaps between current capabilities and those needed to deliver efficient, innovative public services. This creates a pressing need for learning that accelerates adoption, enables new ways of working, builds skills agility, and turns development into everyday, measurable capability.

1.2. The L&D Journey

CGI's approach to Learning and Development ensures learning initiatives are aligned with organisational priorities and focused on driving behavioural and operational uplift. At the heart of our methodology is the Prosci's ADKAR model, a practical, people-centred framework that builds Awareness, Desire, Knowledge, Ability and Reinforcement to help individuals understand, adopt, and sustain change.



Figure 1 Prosci's ADKAR Model

Our focus is on developing meaningful and sustainable knowledge that goes far beyond traditional training. We equip people not only to understand what is changing, but to develop the skills and behaviours required to succeed in the future state. This combination of insight, application, and reinforcement enables individuals to achieve learning goals and create lasting organisational value.

1.3. The CGI Approach

CGI's L&D methodology is underpinned by a robust four-step model; Assess, Plan, Perform and Sustain, illustrated in Figure 2. This ensures learning is targeted, embedded in day-to-day practice, and reinforced to

deliver long-term benefits.

The CGI approach



Figure 2 CGI's Proven 4 Step Learning and Development Approach

1. Assess – Undertake Assessment

We begin by establishing a clear, evidence-based view of existing organisational and workforce capabilities. Using business capability reviews and Training Needs Analysis, we identify current and future-state requirements and highlight practical actions to close skill and knowledge gaps. This ensures every intervention is precisely targeted and aligned to organisational outcomes.

2. Plan – Learning and Development

Working collaboratively with stakeholders, we define learning priorities, map roles and responsibilities, and design tailored learning pathways that support capability uplift and career development. The result is a clear, scalable L&D plan that provides structure, direction, and long-term continuity.

3. Perform – Learning Delivery

We deliver learning through a blend of facilitation, coaching, mentoring, and hands-on support. Our focus is always on practicality—ensuring people can apply skills immediately and adopt new ways of working confidently and consistently. This targeted approach builds competence, engagement, and performance across teams.

4. Sustain – Evaluation

To ensure learning translates into lasting impact, we implement a structured evaluation and reinforcement framework. This includes benefit measures, regular review cycles, continuous improvement practices, and embedded behavioural reinforcement. Learning becomes part of business-as-usual, not a one-off event.

Through this approach, CGI enables public sector organisations to build resilient, future-ready teams capable of delivering better services and outcomes.

1.4. Outcome Focused

Our approach is firmly centred on achieving real, measurable outcomes that make a meaningful difference to organisational performance. Rather than focusing solely on delivering training activity, we ensure learning directly translates into improved capability, confident adoption of new processes, and sustained behavioural change. Employees are able to apply new skills immediately in their day-to-day roles, leading to increased productivity, stronger engagement, and greater consistency in how work is delivered across teams.

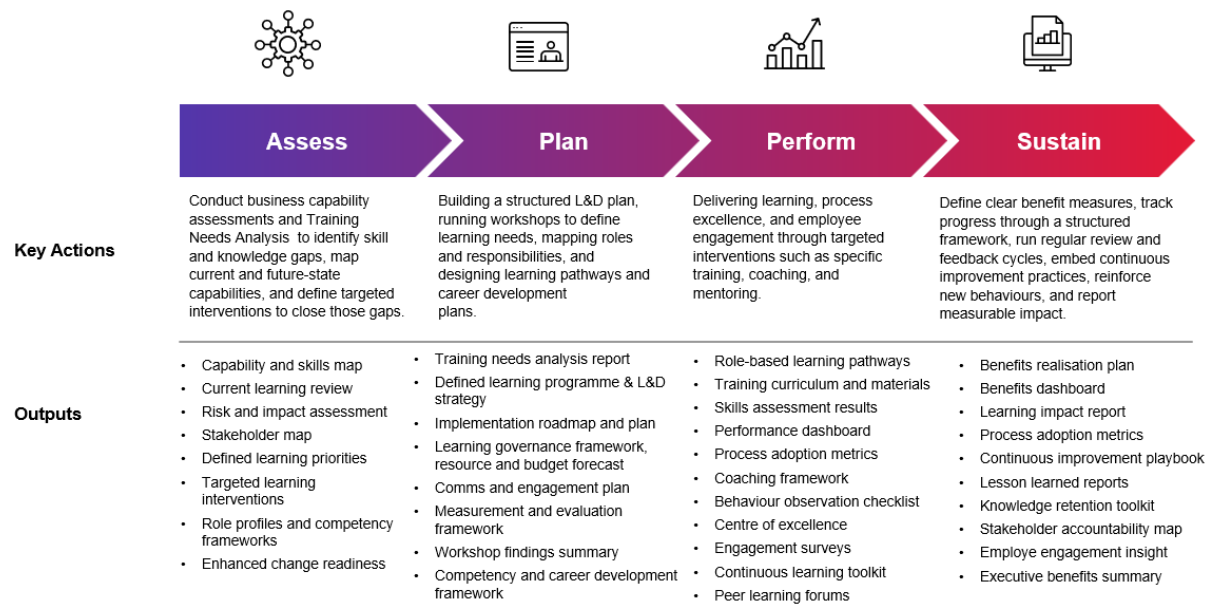


Figure 3 L&D Delivery Plan

We also provide organisations with a suite of practical, high-quality outputs that they can retain and continue to use beyond our engagement. These materials include capability assessments, learning pathways, training needs analyses, and role and skills frameworks, all designed to be easily adapted as organisational needs evolve. We also supply evaluation and benefit-tracking frameworks that enable teams to monitor progress, reinforce new behaviours, and embed continuous improvement into everyday practice.

These reusable assets act as long-term enablers of capability growth, supporting organisations to extend the value of the work undertaken and maintain momentum well into the future. By equipping teams with tools and guidance they can use independently, we help create a self-sustaining learning environment that continues to strengthen capability and performance over time.

1.5. Tangible Benefits

Our L&D approach delivers clear and lasting benefits: stronger engagement, faster user adoption, and reduced go-live risks. It helps teams overcome legacy mindsets, boosts organisational readiness for change, and directly bridges critical skills gaps. The result is a confident, capable workforce fully equipped to embrace new ways of working and deliver better outcomes from day one.

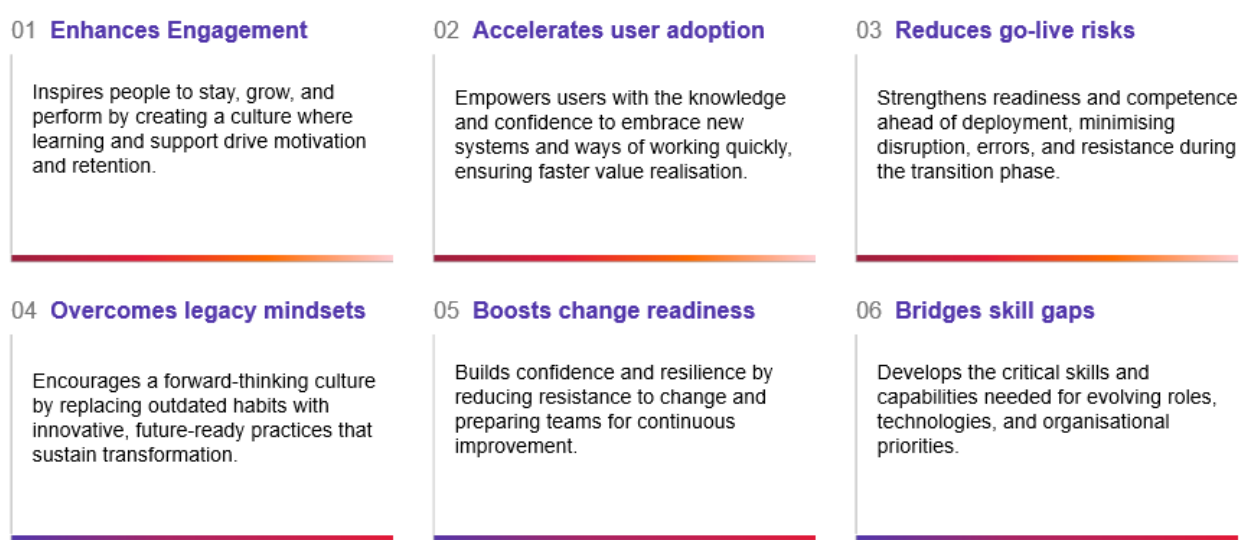


Figure 4 Tangible Benefits

1.6. L&D Delivery Example

CGI has a strong track record of delivering learning, adoption and capability-building programmes across complex environments, including emerging technologies such as AI. Most recently, we supported two major organisations, a leading gas and energy provider and a national fraud-prevention body, to safely and effectively implement Microsoft Copilot within their workplaces. Over a three-month pilot, we ensured AI adoption was secure, responsible and aligned to organisational policies while upskilling their workforce through targeted training, continuous support and tailored learning materials. We developed role-based personas, created clear usage guidelines, and provided ongoing coaching to build confidence, embed safe practices and maximise value from the new tools. The successful pilot demonstrated accelerated adoption, strong user engagement and clear readiness for scaled rollout.

We also designed and delivered a comprehensive Learning & Development programme to support a large organisation's transition to a new case management system. Our work began with a full Training Needs Analysis to identify capability gaps across diverse user groups. We then developed modular learning pathways and a suite of blended learning resources, including detailed lesson plans, user guides, quick-reference materials and e-learning modules. To ensure quality and consistency, we established a structured sign-off and QA process, coordinated trainer rehearsals and pilot sessions, and built a Champion network to develop early capability and support change readiness. Throughout delivery, we worked closely with service leads and subject matter experts to ensure training was accurate, operationally aligned and practical for frontline use. This approach enabled staff to build the confidence, competence and assurance needed to transition smoothly ahead of go-live. Together, these examples demonstrate CGI's ability to deliver high-quality, outcome-driven L&D and adoption programmes, from emerging AI solutions to large-scale operational change, ensuring organisations and their people are fully prepared to embrace new ways of working.

2. Service Pricing and Terms and Conditions

2.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available

2.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

3. Further Information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured.

On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

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