



G-Cloud 15

Service Definition – TSO Learning Management System

January 2026

Service Definition – TSO Learning Management System

About the service

TSO's Learning Management System provides a robust, mobile-responsive digital learning solution able to deliver one-to-one or one-to-many e-learning courses.

It is the perfect home for digital learning that helps users learn, apply, engage with and demonstrate their understanding of standards and regulations.

To maximise reach to market, we can also securely deliver e-learning direct to customers to host on their own learning management system – with associated licence management and reporting.

Service features

- Comprehensive solution which can host digital learning in standard formats, alongside other document types which can support pre- and post-course training, including:
 - Learning in SCORM/xAPI formats
 - Videos with transcription
 - Other standard file formats, including PDF – ideal for supporting pre- and post-course learning.
- Fully responsive platform allowing users to access learning on desktop or mobile devices for on-the-go learning

- An embedded eBook reader providing protected digital publications alongside e-learning – an ideal solution for courses requiring pre-reading, or where the learning objectives are set from a core text
- E-commerce integration to support multiple payment methods for single licences, and sales support for multi-user licences and discount code management
- Multi-user access with administrator profile, which enables organisations to:
 - Allocate licences
 - Manage users, training centres and classes
 - Track users' log-ins and time spent studying
 - Track users' progress and completion
 - Export real-time progress reports.
- Downloadable certificates, which allow users to evidence course completion and compliance
- Opportunity for white label options, which allows for bespoke branding
- Accreditation and exam support – including syllabus creation, accreditation, and exam question writing to industry standards

Onboarding

Dedicated account management, supported by our operational teams, will ensure smooth onboarding and continued best-in-class client management.

Onboarding will include requirements gathering to understand client and customer needs. From an agreed scope, we will develop a detailed implementation plan taking into consideration all aspects of your e-learning creation and delivery.

We will provide:

- Detailed project planning with clear milestones
- A RACI matrix which clearly indicates who needs to be responsible, accountable, consulted and informed at each point in the plan
- A risk register to identify threats and opportunities and document mitigation strategies
- Regular meetings with all stakeholders to clearly communicate progress
- Routes for escalation

Your account director will provide regular management information and insight, and report against service level agreements.

Continuous improvement

During quality assurance and testing, we will track and monitor issues to completion. Upon successful delivery, we will continue to identify continual improvement opportunities and log in a change control log for review and prioritisation. We will apply our knowledge and experience in delivering digital learning solutions to our platform development, which existing client will benefit from.

Supporting services

To support the creation, development and delivery of your e-learning we can provide the following supporting services:

- Syllabus creation
- Setting learning objectives
- Instructional design
- Creative design
- Editorial services
- Accessibility services
- Course development
- Sales
- Marketing
- Customer services support

The TSO Approach

TSO provides an end-to-end publishing solution to help organisations deliver authoritative content in the formats that are useful to their audiences.

Our solutions for clients include:

- Product development process aligned with the GDS (Government Digital Services) approach
- Content development – content commissioning, original content creation, content design, quality assurance and content management to ensure high quality products
- User-centred design to ensure products meet user needs
- Creative design to create engaging, accessible and brand-compliant products
- Multi-format publishing – websites, printed products, mobile apps, e-learning, eBooks and compliance tools
- Marketing – developing and executing strategies and plans to increase adoption of your products, including specialist knowledge in optimising app store visibility
- Sales – working with an established network of resellers and specialist organisations
- Customer support – supporting customers via phone, email, social media and webchat

www.tso.co.uk

Confidentiality notice and disclaimer

Confidentiality notice

This message is intended solely for the addressee and contains confidential information. Do not use, copy or disclose the information contained in this message or in any attachment should be treated at all times by the recipient as confidential and proprietary information.

If you have received this message in error, please send it back to us, and immediately and permanently delete it. The recipient shall not use or disclose any such materials to any third parties without our express, prior written approval. Where such express approval is granted, the recipient shall ensure that all third parties to whom disclosure is made shall keep any such materials confidential and shall not disclose them or any part of them to any other person.

All intellectual property rights in the materials shall remain the property of Williams Lea, or its third-party licensors, and are protected by copyright, © 2026 Williams Lea.

For more information including our company policies please visit www.williamslea.com

Disclaimer

This document may be incomplete without reference to any oral briefing provided by Williams Lea, reflects current conditions and Williams Lea's views as of this date and is subject to correction or change at any time. Although the information contained in this document is believed to be accurate in all material respects, neither Williams Lea nor any of Williams Lea's advisers, agents, officers or employees accepts responsibility or liability for or makes any promise, representation, statement or expression of opinion or warranty, express or implied, with respect to the accuracy or completeness of the content of this document (to the extent permissible by law) unless and save to the extent that such promise, representation, statement or expression of opinion or warranty is later expressly incorporated into a legally binding contract.

