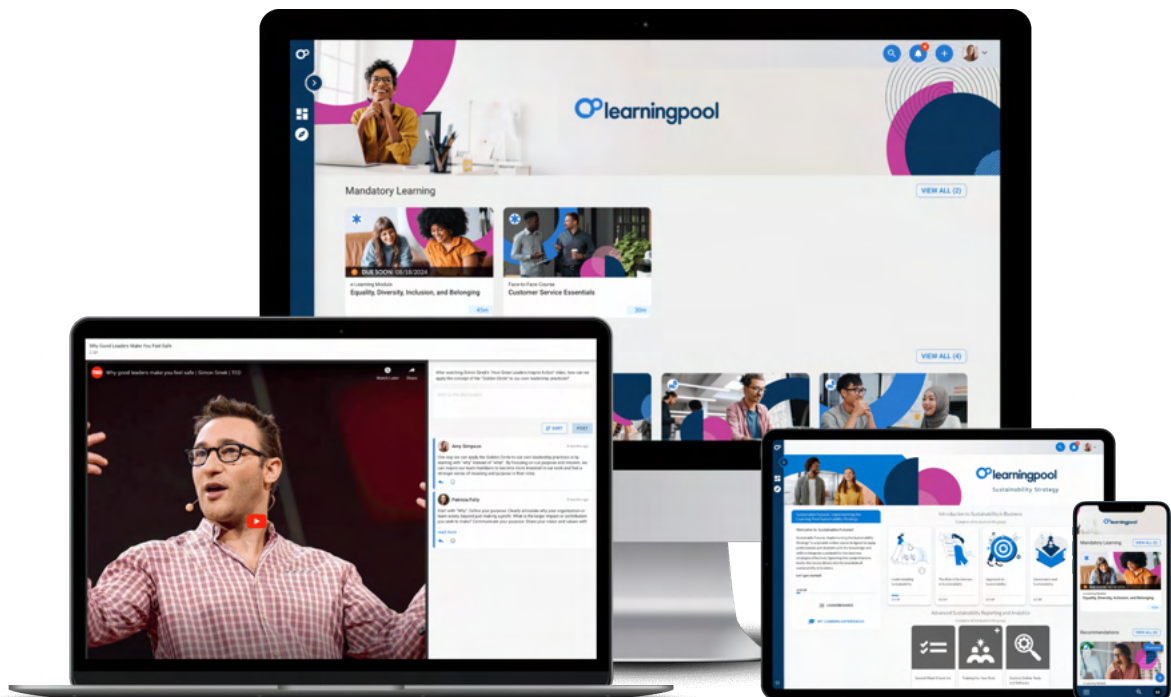




G-Cloud 15

Service Definition Document:

Learning Platform (LMS / LXP) Essential

2026

Table of Contents

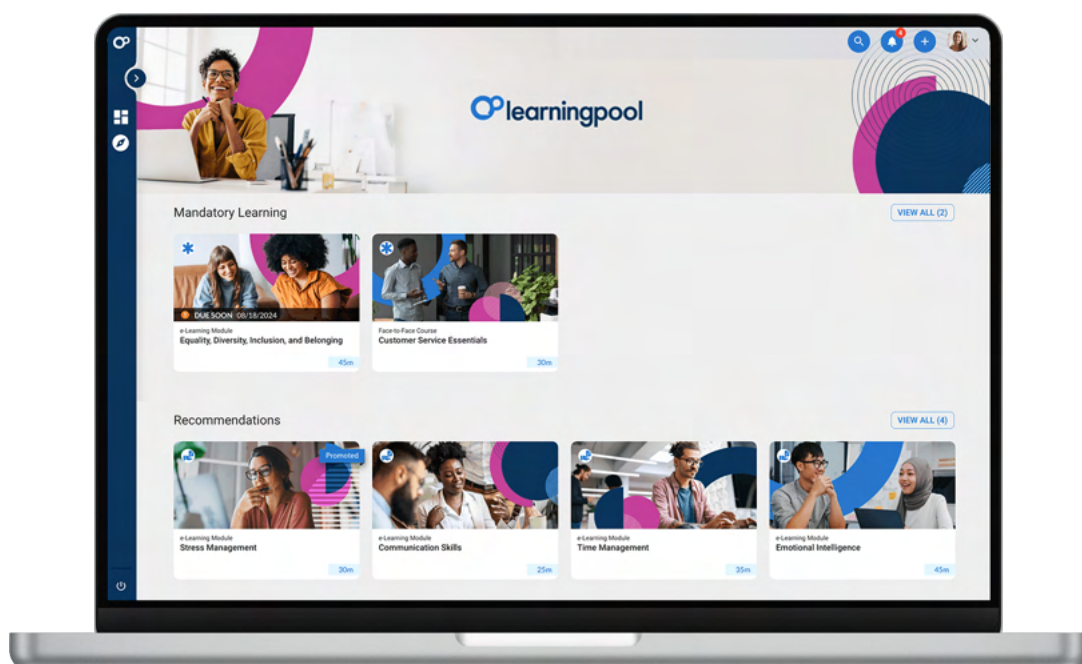
Introducing the Learning Platform	3
Delivering Measurable Value to our Customers	4
Key Features	13
Optional Add-ons (Additional Cost)	22
Future Upgrade Option - Professional	24
Future Upgrade Option - Enterprise	26
Why Learning Pool?	29
Support and Training	32
Implementation	35
Onboarding and Offboarding Support	38
Constraints and Dependencies	39
Accessibility	43
Disaster Recovery and Backup	44
Maintenance	45
Hosting and Security	45

Introducing the Learning Platform

A robust, user-centric learning platform designed to provide the solid foundation your organisation needs to ensure operational excellence and long-term stability.

Your organisation's ability to deliver critical services and maintain public trust starts with an empowered and compliant workforce. Our platform enables you to deliver structured, high-quality learning experiences at scale, ensuring every team member has access to the training they need to perform their roles safely and effectively.

As a modern, intuitive solution, our platform is designed to offer a streamlined learning experience within a simple, engaging interface. It provides a single solution that is built to balance structure and flexibility. We combine the essential reliability of an LMS for managing mandatory training, certifications, and compliance reporting with the adaptability of an LXP to deliver personalised, learner-led development experiences. This ensures you maintain compliance while fostering the engagement required to drive real performance and skills development.



Delivering Measurable Value to our Customers



We believe that a learning platform should be far more than just a repository for learning content; it's a critical tool for driving **digital transformation**, ensuring **organisational compliance**, and delivering genuine **Return on Investment**.

In the fast-moving public sector environment, our clients face common challenges, including keeping large, diverse workforces compliant, integrating disparate HR and IT systems, reducing the administrative burden on L&D teams, reducing the cost of expensive classroom training, getting new employees up to speed quickly and proving the tangible impact of their Learning & Development (L&D) spend.

Our learning platform directly addresses these core challenges, translating powerful features into clear, demonstrable success. Our commitment is to partner with you to transform your L&D function into a strategic asset that delivers efficiency and compliance across your entire organisation.



Increased Compliance Rates

A key challenge for all public sector organisations is mitigating risk through adherence to regulatory training. Our platform provides a robust, engaging, and highly auditable solution for managing mandatory compliance and regulatory training, critical for public sector risk mitigation.

Our engaging, modern user interface, including the **Mandatory Learning** stream, instantly highlights a learner's compliance obligations, priorities, and deadlines. This clear, one-click access, available seamlessly on mobile devices, empowers employees to take direct ownership of their compliance.

Our powerful **automation tool** is designed to maintain high compliance with minimal administrative effort. It sends automated reminder campaigns using easy-to-configure templates. Crucially, in cases of critical non-completion, the system automatically escalates notifications to managers, transforming their ability to proactively address risk.

Managers can use the 'My Team' dashboard to gain a clear overview of their direct and indirect reports' progress, with access to specific reports such as Compliance Overview, Mandatory Training, and Sign-Off status. For administrators, the platform offers organisation-wide visibility into all learning experiences and export of completion reports in CSV or PDF formats. These standard in-platform tools ensure proactive compliance management and provide a verifiable audit trail for internal and external regulatory requirements.

Service Outcomes

High compliance ensures that every member of staff in a public-facing or high-risk role is up-to-date with essential knowledge, significantly reducing the likelihood of costly operational incidents, service errors, expensive fines, and resulting reputational damage.



Maximising the Value of Every £ Spent

The public sector is under constant pressure to demonstrate prudent financial management and maximise the value of every pound spent. Traditional learning and development models are often capital-intensive, relying on high-cost, resource-heavy elements like frequent face-to-face (F2F) training, extensive travel, and excessive administrative labour. The core challenge is transitioning from this costly, capacity-limited delivery model to an efficient, scalable digital solution that proves its return on investment (ROI).

We ensure you maximise the value of your learning budget by fundamentally reducing costs associated with content delivery, administration, and non-compliance risk, while simultaneously boosting employee productivity and retention.

Replacing Expensive F2F Training: Our platform allows you to create high-impact, blended **Learning Paths** that shift from costly physical events to efficient digital delivery. Our **Events Management** feature facilitates efficient, centralised management of any remaining in-person or virtual sessions, reducing expenses related to travel, venues, and facilitator time.

Service Outcomes

The true impact of our platform is measured in **strategic ROI**. We achieve this by transforming your operational costs, shifting expenditure from expensive logistics and manual labour. This investment in efficiency leads to **increased organisational productivity**, as extensive **automation** reclaims valuable staff time for strategic focus. Crucially, the platform provides proactive **financial risk mitigation**, protecting the public purse from the high costs associated with regulatory fines or service failures due to knowledge gaps.



Smarter Digital Services: Cost, carbon, and time savings from moving from delivering F2F training sessions to digital learning.



Reduced Administrative Burden

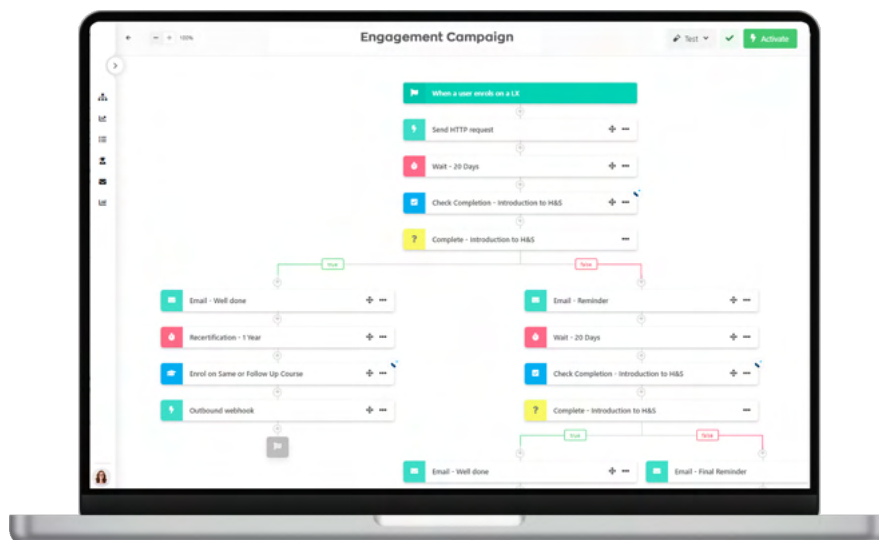
A significant challenge for public sector L&D teams is the **heavy administrative burden** created by managing large, diverse workforces, multiple

disparate systems, and essential compliance training. Relying on manual processes for tasks like user management, compliance reporting, and tracking facilitated training consumes valuable staff time, increases the risk of human error, and prevents L&D from shifting focus to strategic, high-impact initiatives.

Leveraging advanced automation, data-driven intelligence, and seamless integrations, we can empower you to streamline processes and minimise human error, allowing L&D teams to focus on strategy, not administration.

Streamlined Administration and Workflow: Through user-friendly interfaces and intuitive workflows, your administrators can streamline processes with minimal manual touchpoints, reducing errors and oversight risks. Dashboards provide continuous visibility into workforce readiness, compliance adherence, and training effectiveness. Our solution improves reporting efficiency for compliance and non-compliance purposes while leveraging data for efficient learning and development.

Automation: The platform's automation functionality automates routine administrative tasks like user enrolment, sending reminders and handling expirations. Impact extends beyond the learning ecosystem as data can be easily sent to and from other systems within your organisation, reducing IT expenditure and manual extraction, transformation, and movement of data.



Service Outcomes

By removing friction and automating critical processes, L&D teams reclaim valuable time previously spent on administrative tasks. This allows the team to pivot to strategic initiatives that drive workforce readiness, enhance employee experience, and directly support the organisation's overall mission and service delivery goals.



Game developer Supercell have seen a saving of 8-9 working hours by relieving their L&D team of time-consuming and manual processes. This equates to a working week per month.

Increased Employee Engagement

Public sector organisations often face challenges in fostering a consistent **culture of learning** and achieving high employee engagement with training programs. This is typically due to disjointed learning experiences, difficulty in finding relevant content, lack of motivation, and training that fails to adapt to individual needs and schedules. Overcoming these barriers is essential to drive continuous upskilling and workforce readiness.

Our platform is engineered to encourage a learning culture across the business by offering a **seamless, personalised, and flexible experience** for everyone.

Seamless and Mobile Access: Our platform offers an engaging, **modern user interface**, available on all devices, enabling staff to find the resources they need, when they need

them, and where they expect them. Learners can access all training directly from their personalised dashboard and from any device via a mobile browser or our dedicated **mobile app**. The app includes a fully manageable **offline learning library**, allowing users to download content and sync progress later—ideal for colleagues with low connectivity. Courses are displayed on the dashboard in order of priority, directly reducing barriers to access.

Adaptive Learning: Learning adapts to each individual through features like **Groups**, which create personalised **Learning Paths** based on their progress and needs, ensuring the content is always relevant.

Targeted Communication: Learners receive timely and targeted communications, such as tailored learning recommendations and personalised support, encouragement, and reminders, all driven by the **platform's automation tool**.

Social Learning: Our Multi-Level Learning Programme format fosters a **social learning environment** with purposeful peer-to-peer interactions and **user contributions**. Formal learning can be mixed with individual sense-making and peer-to-peer learning, ensuring training is more engaging and relevant, and helping to foster a learning culture.

Gamification: By integrating social learning and **gamification**, we drive engagement and encourage the practical application of knowledge, enabling your learners to progress from foundational skills to expertise.



Service Outcomes

By offering a seamless, personalised, and flexible experience, our platform dramatically reduces barriers to access, leading to increased completion rates and a more engaged workforce. This investment in a vibrant learning culture directly supports the organisation's goals by driving advanced tracking and participation, ensuring your staff are continuously developing the skills necessary for public sector success.

For a global logistics company, our platform contributed to an increase in employee engagement scores from 79% to 83%, contributing to a rise in EBIT from \$1 billion to \$3.2 billion.



Accelerated Onboarding and Speed to Competency

The traditional, **one-size-fits-all approach to onboarding** is inefficient for public sector organisations. It leads to unnecessary seat time for experienced hires, delayed deployment of new staff into critical roles, and a lack of early engagement, ultimately increasing costs. The challenge is moving beyond generic training to deliver a **dynamic, personalised experience** that accelerates a new employee's time to full competence and fosters a sense of belonging from day one.

Our platform is designed to make accelerated, personalised onboarding a reality, saving time and money while quickly integrating new staff into the workforce.

Data-Driven Personalisation: We move beyond generic training. The platform uses data from your HR systems to automatically place new employees into the right **Groups** based on their job role or department. This ensures that a new hire receives a completely different, targeted onboarding path than a colleague in a different service area, all without manual administrative intervention.

Flexible Learning Paths: You can create flexible **Learning Paths** that blend different types of content, including e-learning, videos, on-the-job activities, and virtual events. This targeted approach reduces unnecessary seat time, making your training more efficient and cost-effective.

Competency and Acceleration: We enable employees to demonstrate competency on the job, allowing experienced hires to **test out of content** they already know. Managers can then **sign off on-the-job evidence** rather than requiring all new hires to go through the same generic experience, accelerating their time to competence and allowing them to add value faster.

Manager as Coach, Not Administrator: Our **platform's automation tool** reduces the administrative burden on managers by sending automated, personalised reminders and nudges to new hires. This frees up managers to focus on meaningful interactions and targeted coaching.

Real-time Manager Visibility: The **My Team** dashboard provides managers with a clear, real-time view of their team's learning progress and compliance status. They can instantly see who needs help, track mandatory training completions, and provide targeted support from a single screen.

Just-in-Time Support: Our platform provides colleagues with regular check-ins and automatically sends the results to their manager. This approach provides just-in-time support for colleagues, allowing managers to intervene early if a colleague is struggling. New hires can also use our powerful deep search functionality to find just-in-time answers to their questions, eliminating the need to constantly interrupt their manager. This gets them up to speed and performing in their roles faster.

Service Outcomes

Our platform delivers measurable ROI by transforming the speed at which new employees become productive. By accelerating time to competence through personalised learning and allowing experienced hires to fast-track content, we

significantly reduce the cost of onboarding and administrative overhead. This efficient process ensures new staff are integrated and deploying their skills to public service delivery faster, while fostering a strong sense of belonging that is critical for long-term engagement and **retention**.



Compass Group used the automation functionality to introduce regular checks within learning content to assess how new employees were feeling. If their responses suggested they were at risk of leaving, the tool notified their manager to let them know so they could offer further support and help that new hire feel valued.

This solution not only helped to achieve a 12% reduction in attrition, but also helped ensure new hires could be integrated into their roles faster.

Key Features

We understand that every individual and team has **unique learning requirements**. That's why our platform offers **multiple packages**, each designed to meet varying needs, from essential features to our most advanced capabilities. The comparison grid below will help you to find the ideal fit for you today. Better yet, because these options are built on the same robust foundation, you'll benefit from a **clear, frictionless upgrade path if your needs evolve** or scale in the future.

Essential	Professional	Enterprise
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Learner Experience

Personalised dashboard and learning journey	✓	✓	✓
Mobile-optimised UI	✓	✓	✓
Deep content search	✗	✓	✓
Advanced content search and discovery filters incl. skills	✗	✓	✓
Promoted learning	✗	✓	✓
Bookmarks / Save for later	✓	✓	✓
One-click content launch	✓	✓	✓
Content recommendations	✓	✓	✓
Reflections	✓	✓	✓
In-platform notifications	✓	✓	✓
Email notifications	✓	✓	✓

'In the flow of work' notifications, nudges and communications

Included with Automation Premium
Workflow items add on

Completed learning and progress reports	✓	✓	✓
CPD reporting incl. exports	✓	✓	✓
Gamified learning and leaderboards	✓	✓	✓
Skill-based content recommendations	✗	✓	✓
On-the-job learning recommendations	✗	✗	✓
Recommended knowledge exchange connections with SMEs	✗	✗	✓
Automatic skill suggestions based on job role	✗	✗	✓
Self-declared skill levels and proof-points	✗	✗	✓
Manager verified skill levels	✗	✗	✓
Internal roles, open vacancies and recommended roles with skill match / gaps	✗	✗	✓
Career paths	✗	✗	✓
Personal development check-ins	✗	✗	✓
Development measures	✗	✗	✓
Aims & objectives	✗	✗	✓

Manager Experience

Manager approval of team member enrolments	✓	✓	✓
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Manager approval of team member event bookings	✓	✓	✓
Manager tasks	✓	✓	✓
Team dashboard	✓	✓	✓
Automatic manager escalations	✓	✓	✓
Manager assignment of learning	✓	✓	✓
Manager sign-off of learning	✓	✓	✓
Temporary managers	✓	✓	✓
Indirect managers	✓	✓	✓
Sub-team reporting and task management	✓	✓	✓
Manager suggestion of team member skills to learn	✗	✗	✓
Manager verification of team member skills	✗	✗	✓
Manager suggestion of team member skill levels	✗	✗	✓
Manager suggestion of team member skills in current and previous roles	✗	✗	✓
Team readiness for roles, changes and projects	✗	✗	✓

Enrolment Management

Automated & manual enrolment	✓	✓	✓
Learner self-enrolment	✓	✓	✓
Recommendations	✓	✓	✓
Mandatory learning	✓	✓	✓

Recurring enrolments	✓	✓	✓
Recompletion periods/windows	✓	✓	✓
Completion expiry dates/periods	✓	✓	✓
Playlists and linear learning programmes	✓	✓	✓
Due dates	✓	✓	✓
Close dates	✓	✓	✓
CPD requirements	✓	✓	✓
Structured & unstructured CPD	✓	✓	✓
Ecommerce, including vouchers and discount codes	✓	✓	✓
Content completion inheritance between courses	✓	✓	✓

Data

Combined content, demographic, and platform data	✗	✓	✓
AI-generated trends, forecasts, data exploration paths, anomaly identification & analysis	✗	✓	✓
Scheduled analytics dashboard exports	✗	✓	✓
xAPI support, including statement storage and forwarding	✓	✓	✓
Full LRS	Additional purchase		
BI tool Data Connector	Included with Data Connector add on		

Skill gap analysis	✗	✗	✓
Workforce readiness for roles, changes and projects	✗	✗	✓

Automated Administration

If-this-then-that workflows	✓	✓	✓
Communication campaigns	✓	✓	✓
Personalised learning journeys	✓	✓	✓
Nudges	✓	✓	✓
Escalations	✓	✓	✓
Content visibility controls, including group level	✓	✓	✓
AI LLM in automated workflows	Add-on - charges apply		

Social

Comments	✓	✓	✓
Reactions	✓	✓	✓
Ratings	✓	✓	✓
User Generated Content (UGC)	✓	✓	✓
Automatic comment translation	✓	✓	✓
Automatic comment moderation	✓	✓	✓
Semantic and sentiment analysis of comments	✓	✓	✓

User Management

Manual user management, including CSV uploads	✓	✓	✓
Automatic user provisioning (CSV or API)	✓	✓	✓
Dynamic groups	✓	✓	✓
Job roles	✓	✓	✓
Custom profile fields	✓	✓	✓
Frameworks and entities (hierarchies)	✓	✓	✓
Custom framework entity fields	✓	✓	✓
Profile completion by users	✓	✓	✓

Learning Content

Multi-level courses	✓	✓	✓
Performance support	✓	✓	✓
Micro-learning	✓	✓	✓
Enterprise-grade authoring (Elucidat)	✗	✓	✓
In-platform rapid authoring	✓	✓	✓
Checklists	✓	✓	✓
On-the-job training	✓	✓	✓
Duration	✓	✓	✓
Badges	✓	✓	✓

Certificates	✓	✓	✓
Automatic content skill tagging	✗	✓	✓
Content library optimisation reports	✓	✓	✓

Events

Manual and bulk attendance tracking	✓	✓	✓
Auto attendance tracking (MS Teams, Google Meet)	✓	✓	✓
Rooms management	✓	✓	✓
Calendar integration	✓	✓	✓
Waitlists	✓	✓	✓
Physical, virtual & hybrid events	✓	✓	✓
Automated, customisable notifications	✓	✓	✓
Maximum session capacity	✓	✓	✓
Registration periods	✓	✓	✓
Automated multi-channel communication campaigns	Included with Automation Premium Workflow items add on		

Assessments

Multiple-choice	✓	✓	✓
Binary choice	✓	✓	✓
Question bank incl. categories/tagging	✓	✓	✓

Question & Answer Randomisation	✓	✓	✓
Retakes	✓	✓	✓
Bulk Import/Export of Questions	✓	✓	✓

Site Management

Multi-tenancy	✓	✓	✓
SSO & 2FA	✓	✓	✓
Theming and branding	✓	✓	✓
Roles and permissions	✓	✓	✓
Custom roles	✓	✓	✓
Custom URL	✓	✓	✓
Custom mail 'from' address	✓	✓	✓
42 Languages	✓	✓	✓
AI translations	✓	✓	✓
Public learning catalogue page	✓	✓	✓
Default skills ontology	✗	✗	✓
Organisation-specific skills	✗	✗	✓
Skill synonyms	✗	✗	✓
Priority skills	✗	✗	✓
Custom skill level descriptions	✗	✗	✓

Integrations

HRIS/HCM users and job roles	✓	✓	✓
Credential / badge providers	✓	✓	✓
SSO	✓	✓	✓
Google Analytics	✓	✓	✓
Ecommerce	✓	✓	✓
BI & Data warehouse	Included with Data Connector add on		
Communication tools (MS Teams, Slack, etc.)	Included with Automation Premium Workflow items add on		
Applicant tracking systems	✗	✗	Add-on - charges apply
Third-party skill ontologies/frameworks	✗	✗	Add-on - charges apply

Support

24/7 end-user and admin support	✓	✓	✓
Assigned customer success representative	✓	✓	✓
Admin training via our online Academy	✓	✓	✓

Optional Add-ons (Additional Cost)

Data Connector

The Data Connector is our solution for learning data integrations. It acts as a bridge to any data platform, typically a Business Intelligence (BI) tool or Data Lake, that enables the transfer of your learning data to your data lake in a format you can consume.

By incorporating learning data into a Data Lake or Business Intelligence tool, where other types of business data is stored, you can more easily draw valuable insights on the relationship between learning and business outcomes.

Premium Workflow Items for Automation

- **MS Teams:** Send MS Teams including attachments (images, files, etc.) to an individual user or to a public channel.
- **SMS/WhatsApp:** Send SMS and/or WhatsApp messages to individual users via Twilio.
- **Send HTTP Request:** Connect your learning platform to any other third-party system that accepts or sends data via API/webhooks.
- **AI large language mode (LLM):** use all the power of generative AI through the Claude 3 Sonnet LLM, seamlessly embedded into automated workflows.
- **Assign Badge:** Assigns a Credly badge to a user based on their email using the Credly integration.
- **Multi Language Message:** Create language-specific messages based on the learner's preferred language. Other Workflow items that send messages, such as "Send email" can use this configuration.
- **Workday:** Send learning completions, learning records and links to content to Workday.
- **Slack:** Send Slack messages instantly to an individual user or to a public channel.
- **Yapster:** Send messages directly to individual Yapster users.

Automation - AI Node

You can use all the power of generative AI through the Claude 3 Sonnet large language model (LLM) from AWS Bedrock within your automated workflows to bring generative AI to your communications campaigns, personalised learning journeys, and 3rd party integrations. Anything you can do with Claude, you can now do directly within your automated learning and delivery processes.

You can use generative AI to seamlessly and easily deliver language translations, calculations and text generation and summarisation. These can be used to generate content for communications to learners, managers and admins, to analyse user inputs and provide feedback, calculated scores and much more. All of this is seamlessly embedded into the automated workflows, just like any other data about completions, progress, users, integrated third-party platforms, etc.

For example:

- Generate highly personalised messages that are unique to each and every learner
- Translate or convert incoming data and your outgoing messages and data instantly, ready to be used within communications or within 3rd-party platforms
- Complete calculations using numerical data, and use this as conditions for different branches of your workflow e.g. adding scores together and comparing to a pass mark and then delivering personalised learning based on the aggregate score
- Analyse text for sentiment, engagement, confidence, competence and offensive content and then choose the right workflow path based on the answer from Claude

Future Upgrade Option - Professional



Enable self-guided learning and data-driven decisions

While our Essential package provides a robust foundation for organisational learning, upgrading to the **Professional package** unlocks advanced data-driven features and powerful authoring capabilities designed to scale your impact and optimise learner performance.

Enhanced Discovery and Personalisation

- **Deep Search:** Our advanced search functionality goes beyond titles and descriptions to index the actual content within PDFs, Adapt, Storyline and Rise content. This allows learners to find precise information, such as a specific clause in an SOP, instantly.
- **Promoted Learning:** Administrators can strategically highlight high-priority courses or events, raising them to the top of the Discover page to drive engagement with key initiatives.
- **Skill-Based Content Recommendations:** Our recommendation engine uses algorithmic scoring to signpost relevant learning experiences unique to each user. It suggests content based on the learner's specified interests, past activities, and ratings, ensuring the right training reaches the right person at the right time.

Actionable Insights with Advanced Analytics

Moving beyond standard completion reporting, the Professional package includes the platform's full **analytics tool**. This provides:

- **Visual Dashboards:** Access 8 out of the box dashboards and over 70 visualisations covering learner performance, engagement, and content trends.

- **Custom Reporting:** Use Designer licenses to build bespoke reports and dashboards tailored to your specific organisational KPIs without needing vendor intervention.
- **Predictive AI:** Identify trends and potential compliance risks before they manifest through anomaly alerts and automated forecasting.

Powerful Content Creation with Learning Pool Authoring (Elucidat)

The Professional package includes our standalone authoring tool, providing a template-driven, responsive environment to build high-quality e-learning.

- **Rapid course draft generation:** L&D professionals or SMEs can input a document and learning objectives, and the AI will generate a structured first draft of a digital course. This skips the most time-consuming step of staring at a blank screen and structuring content.
- **Instant content outlining:** The AI helps structure complex subjects by generating outlines, titles, and activity suggestions. This dramatically cuts the time spent on instructional design planning for new, urgent training programs.
- **Automated translation:** The tool can quickly translate course content into the multiple languages required for your workforce, saving days of manual translation effort and costs.
- **Maximised SME output:** Your Subject Matter Experts (SMEs) can transform internal knowledge into polished, engaging e-learning courses in minutes.

Future Upgrade Option - Enterprise



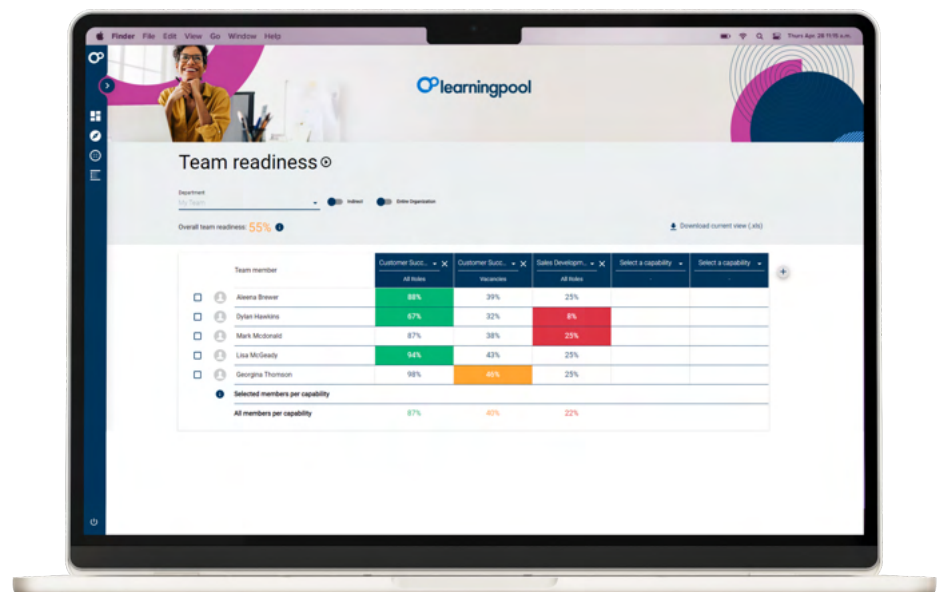
Developing Workforce Agility

Public sector organisations require a constant, clear view of the skills and capabilities within their workforce to address mission-critical talent gaps, plan for succession in specialist roles, and ensure workforce agility in response to changing government mandates. The core challenge is that vital institutional knowledge is often hidden or untracked, making it impossible to proactively develop staff into internal roles, drive career mobility, or ensure business continuity when experienced employees retire or move on.

Our Enterprise package provides a proactive, data-driven solution for identifying, tracking, and developing the critical capabilities required for successful public service delivery.

Skills Profile and Manager Confirmation: Employees can easily create a skill profile, rate their proficiency, and add proof points to evidence skill acquisition. This profile is then checked and confirmed by their manager, ensuring data accuracy.

Skills Visibility: Dedicated skills dashboards show skill gaps at individual, team, and organisational levels, not only for the current role but also for any opportunity. This helps managers stay abreast of skills that exist and where gaps lie.



AI-Powered Mobility and Matching: The platform uses AI to spot relationships between skills, enabling the matching of employees to internal roles or projects based on recorded and related skills. The Internal Sourcing dashboard quickly matches internal candidates to new roles based on their capabilities.

Personalised Development Pathways: As soon as a profile is completed, skill gaps are visible. The platform automatically generates Recommendations based on an individual's skill profile and existing gaps, linking them to projects, coaching, or relevant learning content. AI automatically tags learning content with skills, saving countless administrative hours.

Nurturing Talent: Employees benefit from an internal marketplace that shows development Opportunities that match their skill profile. This provides the tools employees need to own their development, close their own skill gaps, and visualise clear pathways for advancement.

Strategic Partnership: We can provide expert guidance and strategic support to help define your skills vision, strategy, and implementation (including governance rules and skill architectures), ensuring the platform aligns with your overall business objectives.

Social Development: Our Multi-Level Learning Programme format fosters a social learning environment with purposeful peer-to-peer interactions. By integrating social learning, we drive engagement and encourage the practical application of knowledge, enabling colleagues to progress from competence to expertise.

Service Outcomes

By investing in staff growth and providing clear pathways for internal mobility, our platform creates a powerful sense of purpose and belonging, leading to direct and measurable ROI. An employee who makes an internal move has a near 20% greater chance of staying with their company (LinkedIn Learning (2023). *2023 Workplace Learning Report: Building the Agile Future*). This internal mobility, driven by our platform, directly addresses the lack of career mobility, resulting in increased job satisfaction and reduced

turnover. This is a significant cost-saving measure, as the average cost to replace an employee earning more than £25,000 is £30,601. Ultimately, the platform mitigates the operational risk associated with critical skill gaps, safeguards vital institutional knowledge, and transforms talent management from a costly, reactive process into a data-driven capability that ensures the long-term resilience and effectiveness of your public services.



78% of employees completed their personal skills profile, allowing a near complete map of company-wide skills.

Why Learning Pool?

Why Choose Learning Pool for the Public Sector?

Learning Pool is a provider of digital learning technology and services, delivering comprehensive, data-driven digital learning solutions trusted by public sector organisations worldwide.

For almost two decades, we've helped organisations transform employee performance through continuous innovation, strategic partnerships, and a deep commitment to customer success. Our offering provides a complete, scalable solution designed to meet the complex needs of the public sector - from essential **compliance** and **onboarding** to strategic **upskilling** and **agile workforce development**.

Proven Excellence and Strategic Leadership

Our dedication to innovation is consistently recognised, with recent accolades including the **2024 Brandon Hall HCM Award: Best Compliance Training Gold** and the **2025 eLearning Industry Top Content Providers with AI Tools Top 10**.



Strategic Leader
Status (5
Consecutive Years)

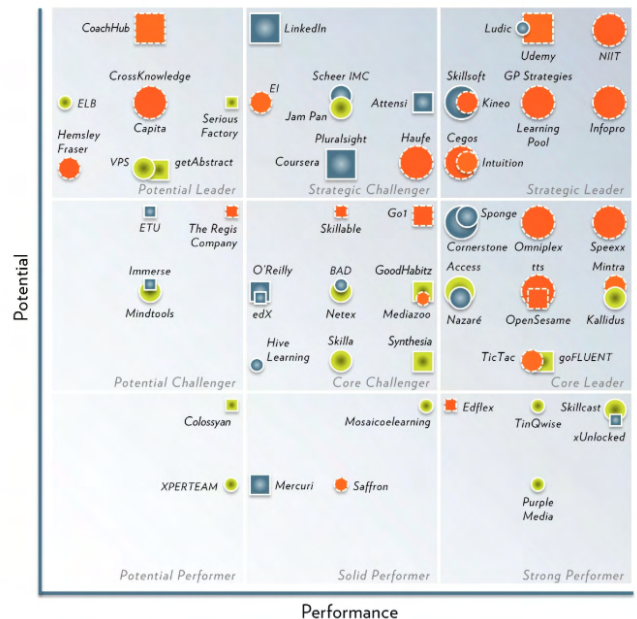
We have been recognised as a **Strategic Leader** on the prestigious **2025 Fosway 9-Grid™ for Digital Learning** for the fifth consecutive year (2020-2025). This independent assessment confirms our capability to meet the needs of the public sector.

In the 2025 Fosway AI Market Assessment for Digital Learning, Learning Pool is recognised as a market leader, positioned in the highest quartile of assessed providers for its AI capability and maturity. While only 11% of AI capabilities across the wider industry are currently "live" with customers, Learning Pool is distinguished for having a broad, ambitious roadmap with a significant proportion of its AI features already in production.

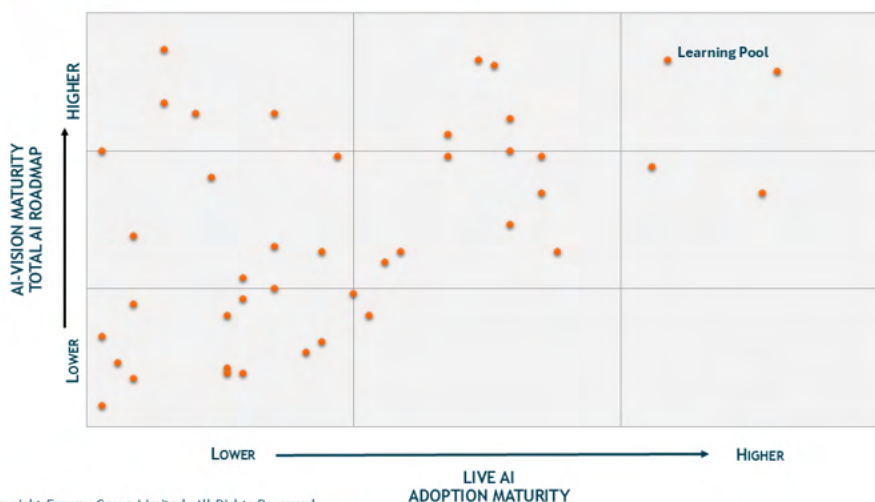
Fosway 9-Grid™
Digital Learning
2025



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Digital Learning AI Roadmap Reality 2025



Trusted by over 200 Public Sector Organisations



Focus on Customer Success

We are a trusted partner, supporting **26+ million learners worldwide** across 37 countries.

Our commitment to our clients is proven by performance metrics that have remained consistent throughout our growth. We currently have a Net Promoter Score of 36, demonstrating strong performance and high customer loyalty.



Committed to Ethical Partnership and Shared Values

Learning Pool is a **values-based company** committed to doing business the right way, aligning with the principles and integrity expected by the public sector.

Ethical Foundation: Our values, 'Build To Grow', 'Do The Right Thing', and 'Raise the Bar', form the foundation of our **Code of Conduct**. We expect all employees to act ethically and do right by our customers.



Social and Environmental Responsibility: Our **ESG programme** proudly aligns with the **B Corp™ movement**, prioritising social and environmental responsibility alongside profit. We transparently report our progress on key ESG topics and offer employees two paid volunteer days annually, demonstrating our commitment to making a positive impact.

Support and Training

Service Level Agreement (SLA) and Support Model

Strategic Partnership Model: Focused on providing administrators with the technical knowledge and tools necessary to manage the platform and broader learning technology ecosystem.



"Their customer service is world-class"

Stella - Trustpilot review

Account Management: Each client is assigned a dedicated Customer Account Representative as a primary point of contact for strategic oversight.

24/7 Technical Support: Access to a customer support team is available 24/7/363 via email, telephone, and a dedicated online portal.

Specialist Support Team: Requests are handled by a tiered team including Customer Support Executives, Application Support Engineers, and Product Coaches.

Our Service Level Commitments

Service Availability: Minimum uptime guarantee of 99.5% per calendar month (excluding scheduled maintenance).

Incident Response & Resolution Targets:

- **Severity 1 (Critical):** 30-minute response / 4-hour resolution.
- **Severity 2 (Major):** 1-hour response / 1-working-day resolution.
- **Severity 3 (Medium):** 6-hour response / 5-working-day resolution

Monitoring and Reporting

Every customer request submitted by phone, email, or through our portal is captured, assigned a severity level, and tagged with product and feature data. This rigorous tracking ensures we can report on response and resolution times, thereby continuously improving our efficiency. You can track all support cases and view their real-time status through our dedicated online customer portal.

Your Customer Account Representative will hold regular **Quarterly Business Review (QBR) meetings**. These are vital for success, as they include reviewing performance metrics, product utilisation, and alignment with your business goals.

Training

- **Learning Pool Academy:** A central online training portal accessible to all client representatives, providing quick guides, e-learning modules, instructional videos, and assessments.
- **Interactive Training:** Access to real-time learning interventions, including live webinars and facilitated forum discussions via the platform.
- **Accessibility:** All training materials are hosted on a device-agnostic platform designed to meet accessibility standards.

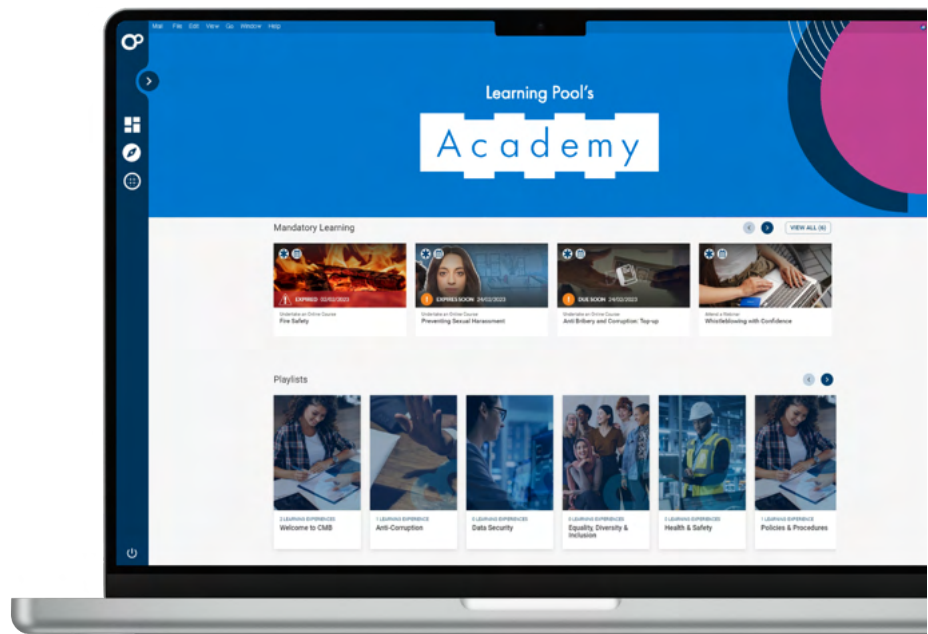
- **Product Updates & Release Notes:**

Scheduled quarterly meetings with a Customer Account Representative to review new system functionality, supplemented by regular release notes provided ahead of system upgrades.

- **Targeted Coaching:**

Dedicated training sessions with Product Coaches are available upon request for new product updates or specific functional requirements.

- **Continuous Administrative Support:** Ongoing assistance post-launch through a Customer Account Representative to ensure administrators maintain the technical proficiency required to manage the system effectively.



Emergency Resolution Process

A structured policy is in place to ensure significant issues are reviewed and resolved by senior management. Escalations can be triggered directly by the customer or internally by any Learning Pool team member identifying a need for senior-level intervention.

Stage I (Investigation): Immediate investigation to establish facts, quantify priority level, and assess organisational impact.

Stage II (Resolution Plan): Documentation of findings and a recommended course of action, with an initial written response provided within 48 business hours. Customers may request a review by the next level of the management hierarchy if the initial Stage II response is not satisfactory.

Critical Escalation: Severity 1 (Critical) issues are escalated to senior management immediately upon identification.

Our management team holds weekly calls to review all escalations, monitor progress, and ensure a speedy resolution, while the Head of Customer Advocacy tracks recurring themes to improve our services continuously.

We are committed to maintaining regular communication with you throughout this entire process, ensuring you are always kept informed.

Implementation

Your implementation will be delivered in collaboration with our in-house Professional Services and Support teams. A detailed project plan will be provided to you at the start of the project, outlining timelines and resource requirements. Our project team will:

- Kick things off with a solid project plan in hand.
- Run workshops, keeping agreed decisions documented.
- Manage change and keep you in the loop with updates.
- Spot and tackle any hiccups along the way.
- Smooth any complexity on your side.
- Keep the budget on track.
- Co-ordinate the people for your launch programme.

Implementation approach

Our implementation is typically structured around four key phases: Set-Up, Design, Build, and Launch.



Project Set-Up - During this initial phase, we establish the foundation for our partnership. We'll establish our shared Governance structure, Project Management Office, and communications plan. A crucial part of this stage is building a shared vision of success by defining your key business objectives for the implementation.

We will provide you with a Statement of Work (SoW) outlining the products and services in scope, and the detailed stages, roles, and responsibilities for both of our teams.



Project Design - This phase is where we gain complete clarity on your requirements and detail how we will configure your new learning platform. We'll run a series of Design workshops to build on our understanding of your needs and current business operations. These workshops will cover areas such as: Technology, Reporting, Integrations, Workflows and automation, User provisioning, Content and data migration, and Launch planning. You'll get access to your platform instance during this phase, allowing you to get hands-on and inform our shared design decisions.



Project Build - In the Build phase, our Implementation Specialists use the outputs from the Design phase to configure the platform in collaboration with you. We'll work together to build a Proof of Content, where all the configurations—including user journeys, look and feel, integrations, and reporting—will be reviewed and tested. Once we reach a 'Launch Ready' state, we'll support the import of all users, content, and historic data (as required), and carry out thorough Q&A and testing before the final Launch. As part of this, we provide custom testing scripts to validate key functionalities, focusing on user load, content, and completion records.



Project Launch - The initial 30/60/90 days post-launch are critical for driving engagement and uptake. Our Implementation and Customer Success teams will work with you on your launch planning and communications. Following the launch, there will be a transition period where the project team fully supports you before a formal handover to our support desk for business as usual (BAU). Your Customer Account Representative will ensure this is a smooth transition.

Migration

To support your data migration, we provide the following tools and services:

- **User Provisioning:** These tools manage the transfer of employee data into the learning platform.
- **Recognition of Prior Learning (RPL):** We manage historic records using RPL, ensuring past learning achievements are accurately captured and integrated. For learning experiences or courses with multiple components, we track progress at the individual object level, allowing for the retention of completion status and maintaining progress continuity.
- **Content Ingestion:** Our tools manage the ingestion of course content, facilitating smooth integration into the new platform.
- **Migration Support:** Our experienced team offers comprehensive support throughout the migration process, including planning, validation, and troubleshooting.

RPL Migration

Learning Pool will outline the process to add Record of Prior Learning to the Learning Platform. This includes sharing the template and enabling the customer on the RPL upload at an LX level via the user interface. We'll show you best practice and how to import RPL and will validate for up to 10 LX's and a maximum of 2500 Records.

Where the migration involves an existing learning platform(s) and/or significant courses (50+) and historic records (10,000's), then we can undertake Bulk RPL Migration to transfer completion records for LX's (of all activity types) and object level resources (of all resource types). This is a custom costed service that requires scoping and infrastructure and development resources.

Indicative timescale and milestones

A standard implementation typically takes around 8-12 weeks. This timeframe can vary based on the solution scope.

We use weekly status meetings and reports to track progress and will clearly indicate

milestone achievement. We also use a Project Health RAG (Red, Amber, Green) status, updated weekly, which considers timeline, quality, customer sentiment, scope creep, and risks.

Onboarding and Offboarding Support

We are committed to providing a transparent and supportive off-boarding process. Our exit plan includes the following key components:



Data Ownership and Portability: Clients retain full ownership of all data, which we make available for extraction in universal formats for easy transfer. Learning Pool provides a backup of the Database and a copy of all the files and folders.



Transition Support: We offer transition support during off-boarding, assisting with practical questions through the usual support channels.



Continuity of Service: We ensure uninterrupted access to the learning platform during the transition to minimise disruption. This is subject to a valid subscription being in place for the continuity timeframe.



Post-Exit Assistance: Our team remains available after off-boarding within the valid continuity contract period to address any further queries or concerns, ensuring a seamless transition.

Constraints and Dependencies

Supported Regions

In terms of geographical restrictions, there are no specific countries where we are unable to go live. Because our platform is cloud-hosted, any learner with a stable internet connection should be able to log in and access their learning materials.

It is important to note that while we do not restrict access, some specific regions or locations may have their own bespoke requirements, restrictions, or limitations on system access or certain websites. These external factors are outside of our control, but they do not prevent the deployment of the platform itself.

Language Limitations

Our platform is built to support a diverse, global workforce and currently supports **42 languages**. This flexibility allows every bit of text and vocabulary, including course titles, descriptions, and dashboard labels, to be edited and tailored to match your organisation's specific terminology.

The platform supports the following 42 languages: Arabic, Bulgarian, Cambodian, Chinese (Simplified & Traditional), Croatian, Czech, Danish, Dutch, English (UK & US), Estonian, Finnish, French (European & Canadian), German, Greek, Hebrew, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Latvian, Lithuanian, Malaysian, Mongolian, Norwegian, Polish, Portuguese (European & Brazilian), Romanian, Russian, Slovakian, Spanish (European & Latin American), Swedish, Thai, Turkish, Ukrainian, Vietnamese, and Welsh.

Customisation Limits

The Learning Pool Platform offers extensive configuration and white-labeling options, though certain technical and architectural boundaries exist to ensure system stability and performance.

Configuration and Branding Capabilities

Our platform is designed for maximum flexibility, allowing administrators to tailor the user experience without deep technical knowledge.

- **White-labeling:** The Learning Pool brand is not visible on the front-end, providing a fully white-labeled experience for your learners.
- **UI Customisation:** You can customise themes, dashboard layouts, banners (including GIFs), and brand colours.
- **Terminology:** Every bit of text, including labels, tabs, and vocabulary, can be edited in any of our 42 supported languages.
- **Custom Fields:** Administrators can add custom profile fields and course fields to capture specific data, with field lengths supporting up to 65,535 characters.
- **Certificates:** Up to 10 custom fields can be added to standard certificate templates.

Customisation Constraints

While the platform is highly flexible, there are specific limitations to consider:

- **Front-end Layout:** While dashboard content and streams are customisable, the core layout of the dashboard remains fixed for end users to ensure a consistent support experience.
- **Technical Implementation:** We do not provide technical support for writing custom CSS or HTML code, though the functionality to add them exists. Note that

custom CSS may also become incompatible with future platform releases as class names are generated dynamically.

- **Standard Roles:** While there are 25 predefined roles, certain core permissions within these roles cannot be altered. However, custom roles can be created by our support team upon request.

Browser / Device Limitations

Test operating systems and desktop browsers

Testing is performed on the latest stable release of each browser listed below:

	Browser	Operating System		
		Windows 10 - Desktop	Windows 11 - Desktop	OS X
Evergreen browsers	Edge	✓	✓	✗
	Firefox	✓	✓	✗
	Google Chrome	✓	✓	✓
	Safari	✗	✗	✓

Minimum Supported Desktop Browser Versions

Any bugs or issues found on the latest version of the following browsers will be addressed: Edge, Firefox, Google Chrome, Safari.

Mobile

Testing will be performed on various mobile devices with the latest operating systems and browsers listed below.

Browser	Operating System/Device			
	iPad	iPhone	Android Phone	Android Tablet
Chrome (latest stable release)	✓	✓	✗	✗
Chrome for Android (latest stable release)	✗	✗	✓	✓
iOS Safari	✓	✓	✗	✗

Minimum Supported Mobile Operating Systems

Any bugs or issues found in iOS (15+) and Android (1s+) will be addressed.

Dependency on Customer-Side Systems

While the platform is a cloud-hosted SaaS platform, its full effectiveness can depend on integration with your organisation's internal systems.

As a cloud-based solution hosted on AWS, a stable internet connection is required for users to access the platform and for the system to sync data with your internal servers.

Typical System Dependencies

- **HR and People Systems:** The platform optionally but typically integrates with your HR systems to automate user provisioning, maintain organisational hierarchies, and sync job assignments.
- **Identity Providers (SSO):** The platform optionally but typically integrates with your identity services (such as SAML2, OpenID, Azure, or Okta) for Single Sign-On (SSO).

Security and Compliance Dependencies

- **User Access Reviews:** While Learning Pool manages the infrastructure, site managers on the customer side are responsible for the day-to-day management of user roles and permissions.
- **Device Management:** For mobile access, the organisation is responsible for the workstations and mobile devices used by staff, including ensuring they have appropriate local security measures like Anti-Virus protection.

Accessibility

Our platform is built with a deep commitment to inclusivity, ensuring that learning is accessible to everyone regardless of their physical or cognitive abilities. We adhere to global industry standards and continuously evolve our features to support diverse learner needs.

Accessibility Standards & Compliance

- **WCAG Conformance:** The platform's front-end is developed to meet WCAG 2.1 Level AA standards. We are currently auditing our systems against the newer WCAG 2.2 AA requirements to ensure ongoing compliance.
- **Section 508:** We maintain a Voluntary Product Accessibility Template (VPAT) for Section 508, which is available upon request.
- **Assistive Technologies:** Our platform is rigorously tested and compatible with industry-leading screen readers, including NVDA, JAWS, and VoiceOver. It also supports screen magnifiers and speech recognition tools.

Inclusive Design Features

- **Navigation & Interaction:** We prioritise keyboard-only navigation, ensuring the source code order matches the visual presentation for a logical experience. Recent

updates include enhanced target sizes for pointer inputs (minimum 24x24 CSS pixels) to aid those with motor impairments.

- **Multimedia Accessibility:** All video content supports closed captions and transcripts, which are hosted and updated automatically. Audio-only content is similarly supported with full written transcripts.
- **Support for Neurodiversity:** Our platform incorporates principles that help reduce cognitive load, such as clear, consistent interfaces and a partial-word search engine that helps users find content even with incomplete queries.

Disaster Recovery and Backup

We maintain a Business Continuity and Disaster Recovery plan as part of our ISO 27001 ISMS. This is tested annually to ensure we're able to combat any new threats or potential disasters. The plan covers a range of disaster scenarios, including fire, flood, terrorism, pandemic, theft and loss of utilities.

A backup is taken every 24 hours and encrypted with AES 256. Backups are replicated across multiple availability zones in the same AWS region and remain within AWS infrastructure. We do not use physical media for backups.

Recovery testing is conducted once per year on an example server using the standard server image. All Learning Pool servers are housed in a protected and secured data centre in the UK and have robust firewalls in place. We use our data centres' HA backup management and software to back up our database and Application data.

RTO: For single data centre outage, 1- 2 minutes automatic failover; for a full restore from backup in DR region 24 hours.

RPO: 24 hours.

Maintenance

Our system is a modern, cloud-native **Software as a Service (SaaS)** solution, and as your supplier, we take on the burden of platform maintenance, ensuring continuous compatibility.

Continuous Upgrades and Support

Learning Pool uses a CI/CD pipeline where we make small, frequent updates to reduce risk and release business value quickly. The deployment pipeline/process includes vulnerability scanning, automated and manual QA testing, peer review, and rollback procedures. The platform has been architected to allow for zero downtime updates. In the last 12 months, one update required a maintenance window (less than 5 minutes). Any planned maintenance affecting the service, and you will be notified at least 10 days in advance with the specific details.

There are **no charges** for updates required to maintain compatibility with new platform components or for updates to the core features and functionality of the Learning Pool Platform. This is explicitly covered by your annual subscription fee.

For any planned maintenance, we will notify you at least 10 business days in advance. Scheduled maintenance will not exceed eight hours per month.

Hosting and Security

We're committed to protecting your data, meeting the requirements of information security good practice and seeking ways in which we can improve our security to mitigate new risks.

Learning Pool and all of our products and services are GDPR compliant. We are proud to

be certified to the international standard for information security, **ISO 27001**, as well as **Cyber Essentials** and **SOC2 TYPE2**. Doing business with us means that you can be assured of standardised security levels and practices which have been independently verified by a third-party auditor.



Hosting

Our physical infrastructure is hosted and managed within Amazon's secure data centres and leverages Amazon Web Services (AWS) and Amazon Elastic Compute Cloud (EC2) technology. The platform is hosted in London (eu-west-2).