



G-Cloud 15

Service Definition Document:

Learning Pool LMS Essential - Public Sector Edition

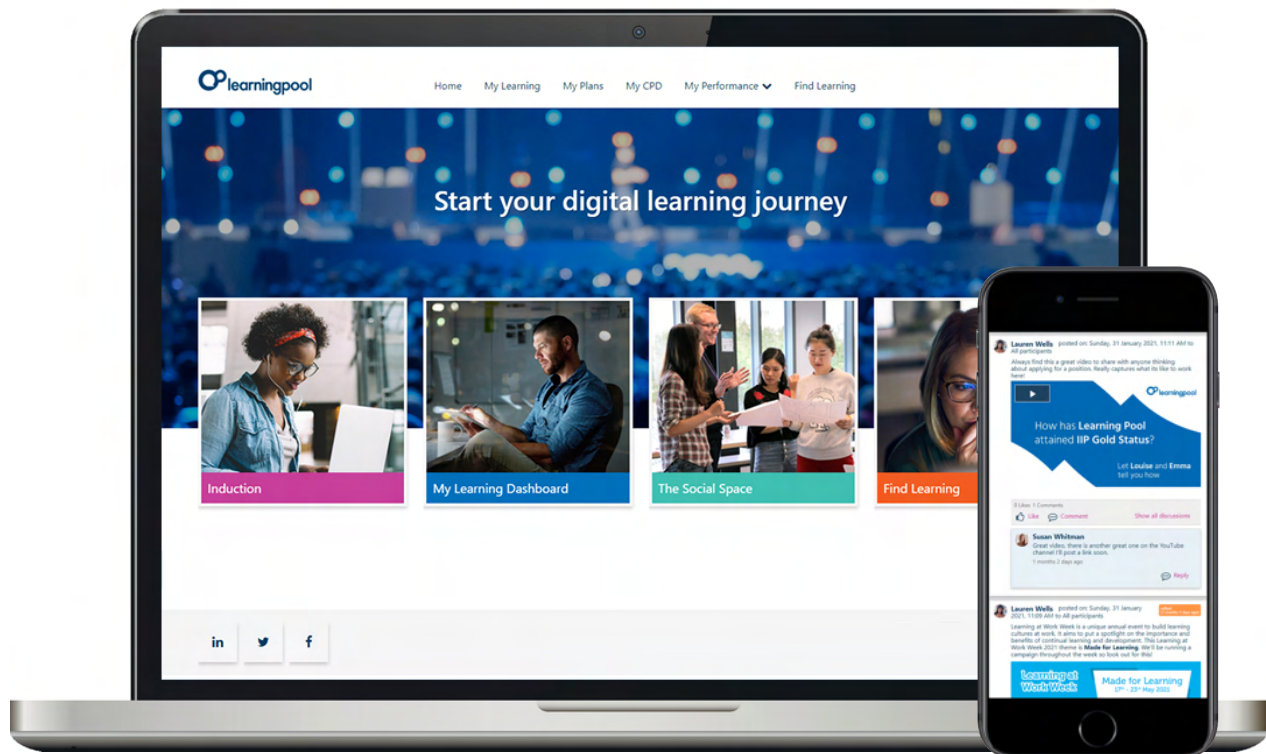
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Introducing Learning Pool LMS Essential

Our fully hosted and supported LMS delivers great learning and providing the tools to manage and deliver organisational learning and development



LMS Essential is a basic level of the Learning Management System (LMS) offered by Learning Pool. It provides fundamental LMS functionalities, which include:

- **Organisational Hierarchies:** Allows structuring of the organisation within the LMS.
- **Audience Management:** Facilitates managing different user groups and their access to content.
- **Roles and Permissions:** Enables setting up different roles and permissions for users.
- **Report Builder:** Provides the tools to create and customise reports.

This level is designed to offer essential features for managing learning and development within an organisation, focusing on simplicity and ease of use.

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 foundation, you'll benefit from a **clear and frictionless upgrade path** if your needs develop or scale in the future.

Essential	Professional	Business
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Site Management

	Essential	Professional	Business
Roles and Permissions	✓	✓	✓
My Reports	✓	✓	✓
Report Builder	✓	✓	✓
Welcome Emails	✓	✓	✓
Vimeo Uploader	✓	✓	✓
Vimeo Embed Video	✓	✓	✓
Multi Language Support	✓	✓	✓
Dashboards	✗	✓	✓
My Team - Manager	✗	✓	✓

Graphical Reports	✗	✓	✓
KPI Dashlets	✗	✓	✓
programme Progress Block	✗	✓	✓
xAPI Logstore	✗	✗	✓
xAPI Launch Activity	✗	✗	✓

User Management

User profiles	✓	✓	✓
Audience Management	✓	✓	✓
Audience-based visibility	✓	✓	✓
Organisational Hierarchies	✓	✓	✓
Position Hierarchies	✗	✓	✓
Multiple Job Assignment Learning	✗	✗	✓

Learning Management

Course Catalog	✓	✓	✓
Course Wizard	✓	✓	✓
Course Formats	✓	✓	✓
Online Activities + Content Course Search	✓	✓	✓
Badges	✓	✓	✓
Event Scoring	✓	✓	✓

Course Ratings	X	✓	✓
Seminar	X	✓	✓
One Click Compliance	X	✓	✓
programmemees	X	✓	✓
Certifications	X	✓	✓
Record of Prior Learning OJT	X	✓	✓
Line Manager	X	✓	✓
Enrolment CPD management	X	X	✓
Mobile App	X	X	✓

Performance Management

Goals	X	X	✓
Learning Plans	X	X	✓
Competencies	X	X	✓
Objectives	X	X	✓
Appraisals	X	X	✓
360 Feedback	X	X	✓

Support

24/7 end user and admin support	✓	✓	✓
Assigned customer success representative	✓	✓	✓

Admin training via our online Academy



Optional Add-ons (Additional Cost)

Hot-spots

Hotspots allow for interactive elements to be added to learning content within the LMS.

Shopping Basket

The LMS Shopping Basket allows for the management and processing of orders for courses and other educational products directly via the LMS.

Ecommerce

Our ecommerce solution has a robust suite of features, purpose-built for organisations that sell learning and development products online.

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.

Future upgrade options- LMS Professional & Business

Future upgrade options – LMS Professional

While the Essential LMS provides the core foundations for digital learning, upgrading to LMS Professional unlocks advanced tools designed for complex organisational structures. This tier introduces **Position and Organisational Hierarchies**, allowing for sophisticated, role-based automation that mirrors your HR structure. By moving to Professional, organisations can utilise **Dynamic Audiences** and **Automated Programs** to create hands-off learning pathways; for example, automatically enrolling a new starter into a structured induction journey based on their specific job role and location without any manual intervention from the L&D team.

The Professional tier further enhances the manager's role through the **Manager Dashboard** and **Team Management views**. This provides line managers with real-time, at-a-glance oversight of their team's compliance and progress, removing the need for L&D to distribute manual reports. Additionally, the upgrade includes the **Seminar** module for managing blended learning and in-person events, **Certifications** for managing recurring compliance cycles (refresher training), and the **Mobile App** with offline capability, ensuring that your workforce can access critical training anytime, anywhere, even in field-based or high-security environments.

Future upgrade options – LMS Business

LMS Business uses dedicated, integrated **Performance Management** tools to manage the entire workflow digitally. This moves the annual review and continuous development process out of external spreadsheets and into a single, cohesive platform.

The platform supports the full cycle of performance management, allowing staff to set individual goals, capture evidence, log continuous professional development (CPD), and conduct formal manager and peer assessments.

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)

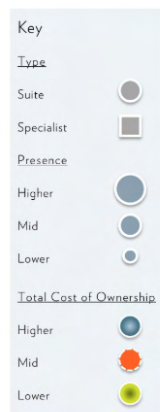
We have been recognised as a **Strategic Leader** on the prestigious **2025 Fosway 9-Grid™** for Digital Learning for the fifth consecutive year (2020-2025). This independent assessment confirms our

capability to meet the needs of large, complex, enterprise-scale customers like those in the public sector.

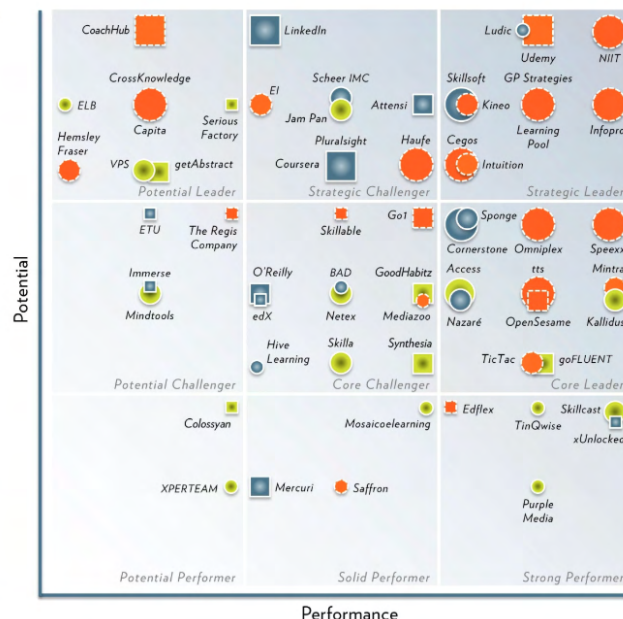
Fosway 9-Grid™

Digital Learning

2025



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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.

Support Portal Transparency: The administrative portal allows for case creation, real-time tracking, and access to a full historical log of organisation-wide support requests.

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

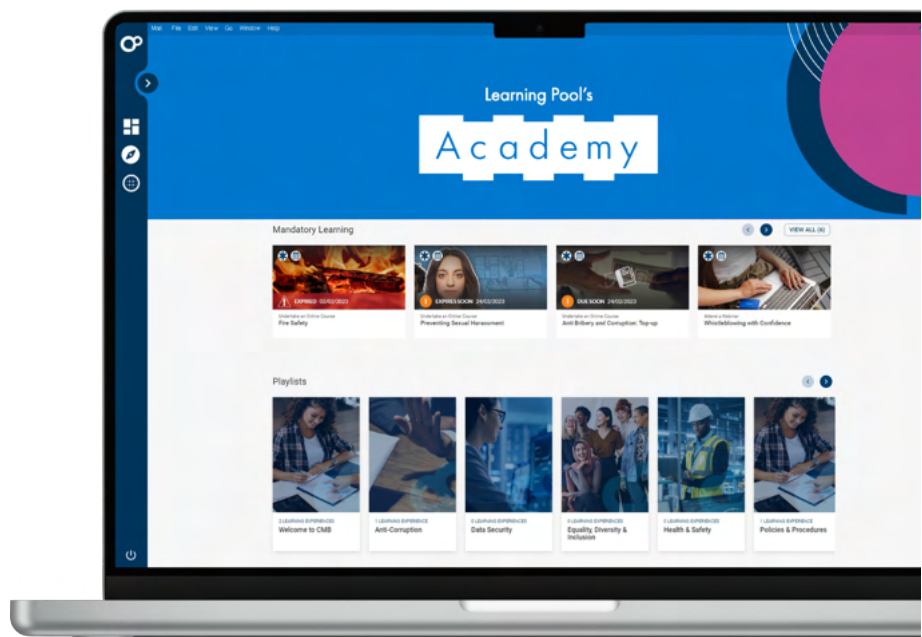
- **Learning Pool**

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 and analytics, 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.

Indicative Timescale and Milestones

A standard implementation typically takes around 9-12 weeks. However, the 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.

Service Constraints

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 LMS itself.

Language Limitations

We currently support **over 40 language packs including Welsh**. The most commonly deployed languages include:

- English (UK & US)
- European Languages: French, Spanish, Italian, Portuguese, Dutch, Greek, Turkish, Polish, Swedish, Norwegian, Danish, Finnish.
- Asian Languages: Chinese (Simplified & Traditional), Japanese, Korean, Thai, Indonesian.
- Middle Eastern & African Languages: Arabic, Hebrew.
- Other Global Languages: Brazilian Portuguese, Canadian French, Latin American Spanish.

Customisation Limits

Our LMS is designed to be highly configurable, allowing for extensive tailoring of the user experience and interface. While there are some structural parameters, the system provides significant flexibility for branding and functional adjustments:

Branding and Visual Customisation

- **Themes:** We provide highly configurable themes that reflect your brand, including custom colour schemes and layouts. While themes are highly configurable to reflect a brand, pre-sales designs and initial projects often work within certain template limitations to ensure stability and rapid deployment.
- **Logo and Labels:** Your logo can be integrated throughout the site, and all tabs and labels are configurable to match your organisation's specific terminology.
- **Dashboards:** The platform supports multiple personalised dashboards that can be assigned to different audiences with unique designs and content.
- **Dashboards and Reporting:** Administrators can customise "mini-dashboard" branding and report across these different views.

System and Language Customisation

- **Terminology Control:** Through our 'Language Customisation' tool, administrators can override any default system term or label across the entire platform.
- **Domain Limits:** The system typically supports a single custom domain per platform; multiple domains would require separate LMS instances.
- **Infrastructure for Concurrent Users:** Standard configurations support high volumes of users, but concurrent user levels exceeding 1,000 require dedicated, scoped infrastructure to ensure there is no performance degradation.

Content and Functional Flexibility

- **Course Formats:** The LMS supports various formats, including a "single activity" course format to simplify navigation.
- **Role-Based Access:** Predefined roles (Admin, Tutor, Learner, Manager) can be used, or custom roles can be created and assigned at site, category, course, or activity levels to control permissions precisely.

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

Core System Dependencies

- **HR and People Systems:** The LMS typically integrates with your HR systems to automate user provisioning, maintain organisational hierarchies, and sync job assignments.
- **Identity Providers (SSO):** To allow seamless access, the system depends on your identity services (such as SAML2, OpenID, Azure, or Okta) for Single Sign-On (SSO).
- **Network Connectivity:** 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.

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

The Learning Pool LMS ensures accessibility through a multi-layered approach, maintaining WCAG 2.2 AA compliance and undergoing rigorous manual audits by our internal UX Design Team. The platform is fully compatible with major screen readers (JAWS, NVDA, VoiceOver, TalkBack) and provides logical, high-visibility keyboard navigation to prevent focus traps. To ensure these standards persist as the product evolves, accessibility checks are integrated into the standard Quality Assurance (QA) lifecycle for every new release.

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.

We run snapshots every night; these will be kept on AWS for at least 14 days and can be used at any time to restore data to live sites. The snapshot is encrypted with AES 256. The encrypted snapshot is also duplicated to a separate AWS region for Disaster Recovery.

The backup server will run a MySQLdump on all databases. This database backup will be stored on an encrypted AWS S3 backup using AES 256 and replicated to an encrypted S3 bucket in a separate AWS region. We also run a full snapshot of our RDS instances and copy those encrypted snapshots to a separate AWS region. This allows us to have a geographically independent DR solution.

We use images on AWS so we can quickly spin new web servers and apply the backups to them. The infrastructure configuration that we have in the Primary AWS region can be quickly mirrored to our secondary using the same technology stack.

The RTO / RPO for the LMS is 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

- **Continuous Deployment:** We operate a model of **Continuous Integration and Continuous Deployment (CI/CD)**. This means all updates, patches, and version compatibility checks for underlying software and hosting components (e.g., our AWS cloud infrastructure, database versions, operating systems) are performed by our Engineering and Operations teams, typically in the background.
- **Future Updates:** Our service includes **free upgrades** to the core Learning Pool LMS product for the entire duration of your contract. You will automatically receive the latest features, security enhancements, and performance improvements without incurring new licensing or upgrade fees.

Minor updates, bug fixes, and security patches are often deployed with little to no user impact. Larger feature updates are scheduled in consultation with your team to ensure minimal disruption.

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 LMS. This is explicitly covered by your annual subscription fee.

Our standard approach to planned maintenance is:

- **Advance Notification:** For any planned maintenance, we will notify you at least 10 business days in advance.

- **Time Allocation:** Scheduled maintenance will not exceed more than 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 **SOC 2 TYPE II**. 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 LMS is hosted in London (eu-west-2).