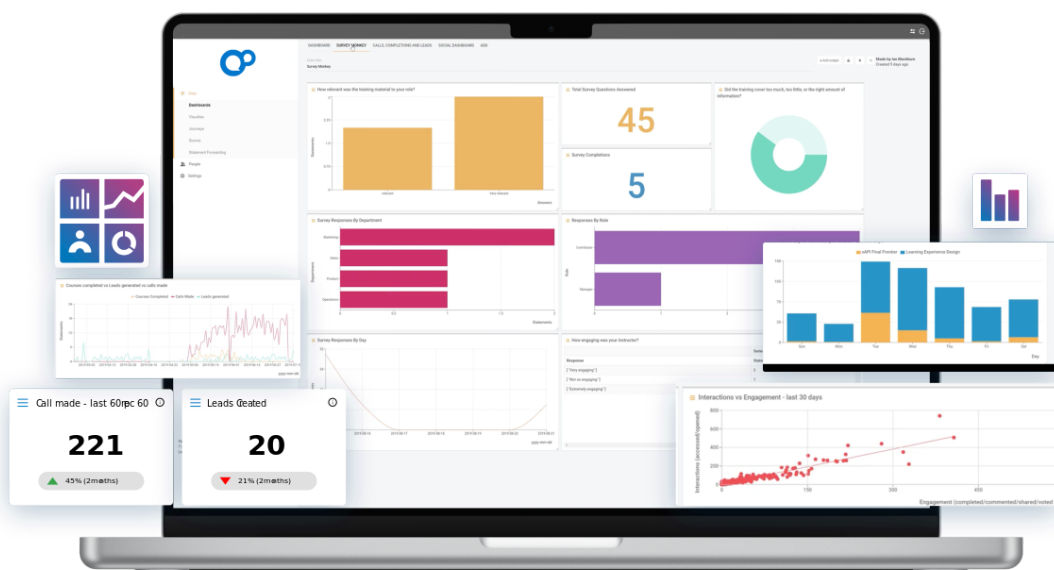




G-Cloud 15

Service Definition Document:

Learning Record Store

2026

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Introducing Learning Record Store

Learning Pool's Learning Record Store (LRS) is an enterprise-ready system for capturing, storing, and organising xAPI learning data from across your ecosystem. This can include your LMS/LXP, simulations and VR, in-person training, and custom apps. It replaces surface-level SCORM tracking with granular, standards-based records so you can describe real learner behaviour, connect it to outcomes, and inform decisions.



Built for public sector needs, the LRS gives you vendor independence and long-term flexibility: keep your data portable, integrate with BI tools and data warehouses via APIs/connectors, and avoid lock-in as platforms change. Organisations use it to evolve from basic reporting to actionable analytics by capturing detailed events first in the LRS, then analysing them in their preferred BI or in Learning Pool Analytics (sold separately).

Operationally, you get a scalable, proven service trusted by global brands that processes millions of xAPI statements daily and is delivered with hypercare implementation and enterprise-grade security (including ISO-aligned practices on AWS). The result is a reliable foundation for learning data: richer insight, cleaner governance, and the freedom to connect training impact to business metrics.

Key outcomes enabled:

- Move beyond completions to granular, standards-based evidence of learning
- Prove value for money by linking learning data to performance in BI tools
- Stay future-proof and vendor-agnostic with open xAPI and interoperable integrations
- Implement confidently with expert hypercare and enterprise-grade security



Delivering Measurable Value to our Customers



Public sector organisations need trustworthy learning data to evidence outcomes, optimise spend, and meet audit requirements across multiple platforms and providers. Learning Pool's LRS captures granular xAPI events from anywhere, standardises them in one place, and makes them usable in dashboards, BI tools, and downstream systems

so teams can act on real evidence, not guesswork.

Policy Assurance and Audit Readiness

Compliance reports based on completions alone miss what really happened in the workflow. By recording detailed, standards-based activity (who did what, when, and where), the LRS produces defensible, repeatable evidence for audits and policy checks.

Service Outcomes

You can demonstrate adherence with transparent, drill-down records rather than manual reconciliations.

Maximising the Value of Every £

Training budgets are tight and spread across multiple systems. Centralising learning data in the LRS eliminates duplicated reporting effort and unlocks comparative insight across platforms, so you target investment where it moves the needle.

Service Outcomes

Less time wrangling spreadsheets, more time improving programmes that measurably impact service delivery.



Scaled xAPI tracking to 800,000+ learners in 42 languages, automating learning-path progress and supporting global audit/compliance reporting.

Proving ROI and Linking to Outcomes

Leaders need to see how learning influences performance. The LRS forwards curated datasets to BI tools and data warehouses, letting you combine learning with operational KPIs and report on contribution to outcomes.

Service Outcomes

Clear line of sight from learning activity to business metrics supports credible business cases and ongoing prioritisation.

Strong Governance and Controlled Access

Sensitive data spans departments, suppliers and partners. Role-based access control, tenant partitioning and dataset filters ensure each stakeholder only sees what they should, while preserving a single source of truth.

Service Outcomes

Data is usable without being over-exposed, improving trust, collaboration and compliance with internal policies.

**Global Fortune 100 Logistics
& Tech Company**

Using Learning Pool's LRS and xAPI, the team cut new-hire injuries by 16% (saving \$252K) and saved 1,600+ hours in training seat time.

Vendor Independence and Future-Proofing

Using open xAPI and interoperable APIs, the LRS keeps records portable and reusable as systems evolve, without costly migrations or bespoke connectors every time you switch tools.

Service Outcomes

You protect long-term data value and avoid lock-in while retaining freedom to modernise your stack.



Centralised assessment and certification data in the LRS, significantly reducing reporting time and enabling skill-gap analysis linked to performance.

Faster Reporting and Fewer Manual Processes

Ad-hoc exports and hand-built spreadsheets slow decision-making. With dashboards, query tools and automated forwarding, the LRS streamlines recurring reports and pushes the right datasets to the right stakeholders on schedule.

Service Outcomes

Reporting cycles shrink from weeks to days or hours, enabling timely interventions and continuous improvement.

Scalable Operations with Lower Risk

Critical programmes generate high data volumes. The LRS's enterprise-grade architecture and Hypercare onboarding provide a stable, right-sized service from day one, reducing rollout risk and accelerating time-to-value.

Service Outcomes

You gain a dependable foundation for learning analytics that scales with demand and stands up to scrutiny.



Shifted from checkbox compliance to measurable impact, achieving a 24% increase in employee confidence for risk management and security training.

Key Features

Learning Pool's LRS captures rich xAPI events from across your ecosystem and makes them usable through open APIs and connectors, built-in dashboards, and advanced query and forwarding tools so teams can analyse, automate, and share insights in BI or Learning Pool Analytics. It's delivered as a scalable, right-sized service with vendor independence and expert Hypercare, giving public sector buyers a future-proof foundation for learning data.

xAPI-Conformant Data Capture: Ingest granular learning events from any xAPI-enabled source (LMS/LXP, simulations, in-person, custom apps) into a dedicated LRS that implements the xAPI spec.

Powerful API & Integrations: Full API coverage for sending, querying, and retrieving records, plus data forwarding to other endpoints, BI tools, or warehouses.

Dashboards & Visualisations: Built-in, web-embeddable dashboards to explore essential activity, spot trends, and share insights with stakeholders.

Query Builder & Exports: Filter, aggregate, and export statements for deeper analysis or to join with operational data.

Role-Based Access Control: Granular permissions, including per-user dataset filters, to align access with data governance requirements.

Persona Tracking Across Systems: Track learner identities across multiple systems/accounts to build a coherent learning journey.

Multi-Tenant Architecture: Partition data by department, agency, or programme while managing centrally.

Scalable, Enterprise-ready Service: Right-sized, dedicated instances with Hypercare implementation to accelerate time-to-value and de-risk rollout.

Vendor-agnostic & Future-proof: Open standards and interoperability keep your learning data portable as platforms change.

Optional Add-ons (Additional Cost)

Analytics

Traditional reporting tools are only able to describe what's happening in your L&D program - but knowing something isn't the same as knowing what to do about it. What L&D professionals need is insight - our Analytics tool provides **granular analytics** to support data-driven decision-making.

Analytics leverages business intelligence (BI) strategies to deliver enterprise-calibre learning analytics & reporting. Its innovative combination of actionable data visualisations and predictive AI capabilities accelerates your journey to learning data maturity, no matter where you are.

L&D has always faced "The ROI Question". But a new focus on L&D as a top priority for achieving strategic aims has intensified the spotlight. Analytics can help you to assert L&D as a strategic business unit and a catalyst for change through the mature use of data.

Data Driven Decision Making in Action

- Automate the delivery of actionable data to key stakeholders in real-time
- Optimise content based on real-world learner behaviour
- Spot trends, patterns, and anomalies they didn't know existed
- Identify learners who need assistance and applause when it's most beneficial



Data Connector

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.

Automation

For Public Sector organisations, managing training compliance across staff, many of whom are busy front-line or mobile workers, is a major administrative task.

Learning Pool Automation is the tool that reduces administrative processes by managing all learner communications and workflows automatically.

Using a straightforward setup interface, you can write and schedule highly targeted messages that are sent automatically when any chosen condition is met. This could be:

- A staff member's **mandatory compliance** deadline is approaching (e.g., three weeks before their annual refresher is due).
- A new employee joining a department (triggering an immediate induction message).
- A vital certification renewal date being missed.

This level of intelligent, automated communication ensures **critical training is completed on time**, safeguarding your organisation's compliance records, and dramatically freeing up your administrative staff for more strategic, high-value tasks. Communications can be delivered directly via email or integrated with popular internal messaging systems for fast, one-click access to the learning they need.

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)

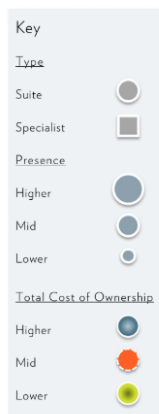
We have been recognised as a

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

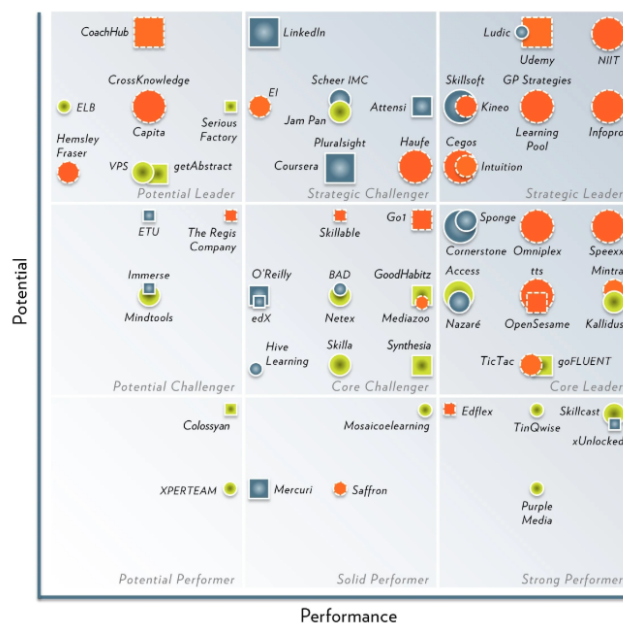
capability to meet the needs of large, complex, enterprise-scale customers like those in the public sector.



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 LRS 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.

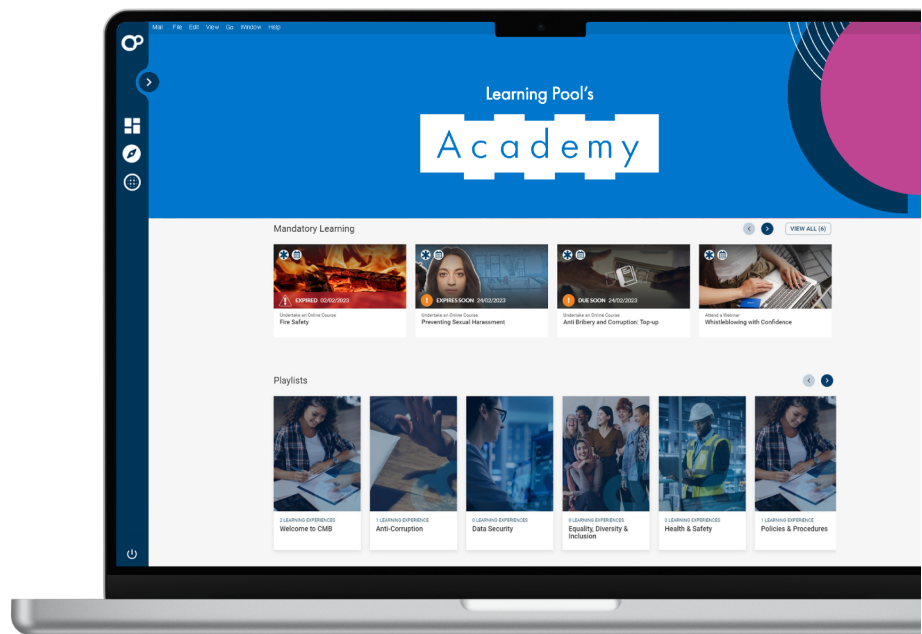
Your Customer Account Representative will hold regular **Quarterly Business Review (QBR) meetings**. These are vital for success, as they include reviewing performance metrics, product utilisation, and alignment with your business goals.

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

A standard implementation can take 6 to 8 weeks. Learning Pool has an award-winning team of specialists who will be there every step of the way to support you in the planning and implementation of your LRS solution. This is in a service we call **Hypercare**. During the Hypercare phase, we act as an extension to your team and deliver the following over a time span of 45 days pre and 45 days post 'go-live'.

Hypercare is a series of collaborative workshops and check-ins with your team delivered before and after you go live to get you up and running and leveraging meaningful insights quickly. We'll tailor these sessions to your current experience level and objectives. Based on our understanding of your needs, we would recommend a Hypercare package that includes:

Welcome, Discovery & Success: We'll dig deeper into your current learning tech ecosystem and available data sources, understand your vision for future success, and get to know your project team.

xAPI & LRS Introduction: To kick-start you on your journey with using xAPI, we'll provide an overview of the standard, best practices for designing xAPI statements and recipes, and an overview of how to integrate xAPI-compliant data sources and personas in the LRS, along with how to work with learner journeys that span multiple content sources.

Solution Design Workshop(s): Having collaboratively understood your objectives, we'll work with you to define requirements for receiving xAPI and persona data from the xAPI sources you have today. We'll advise on the data points that'll add the most value based on your business objectives, and which other non-xAPI data sources will add the most value for conversion and integration.

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. Most of the data is available for extraction via API or CSV.



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 LRS 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 LRS is cloud-hosted, anyone with a stable internet connection should be able to log in.

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 LRS itself.

Language Limitations

The LRS is available in English.

Customisation Limits

In the LRS, administrators are able to add and configure data-sources, build and save queries, visualisations and customised dashboards, configure xAPI statement forwarding to other systems and manage user access and permissions.

A company logo can be added to the top-left of the interface, but no further visual customisation is supported, including the use of customer-specific colours.

Browser / Device Limitations

Test operating systems and desktop browsers. Testing is performed on the latest stable release of each browser listed below:

		Operating System		
Browser		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.

		Operating System/Device			
Browser		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

Network Connectivity: As a cloud-based solution hosted on AWS, a stable internet connection is required for users to access the LRS.

Accessibility

The LRS is a data-driven platform for storing and analysing learning activity data and is not an end-user content product. Its responsive web UI uses simple, non-overlapping elements and a limited colour scheme to support accessibility. We work towards meeting WCAG 2.2 Level AA standards, with accessibility built into the design system and continuously improved through testing and best practice.

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.

For single Data centre outage, our RTO is 1 - 2 minutes automatic failover, for a full restore from backup 3 hours (up to 24 hours to restore for any issues related to DB outage and the size of data). Our RPO is 24 hours.

Maintenance

At Learning Pool, we operate a continuous delivery methodology, allowing DevOps culture to resolve issues quickly and efficiently, as well as consistent delivery of new features and enhancements to our product portfolio, including the LRS.

Release notes are provided along with supporting materials, and customers are notified by email via our online help and learning store, The Learning Pool Academy. We also publish our roadmaps monthly on our website, so that clients are fully informed of what has been released, what is being worked on and what we are looking to start work on next. This enables clients to engage and consult with us and remain fully up to date with the latest enhancements to our LRS.

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 in London (eu-west-2) and leverages Amazon Web Services (AWS) and Amazon Elastic Compute Cloud (EC2) technology.