



G-Cloud 15

Service Definition Document:

Learning Pool Content Library

2026

Table of Contents

Introducing Learning Pool Library Content	3
Customer Success	7
Our Content	11
Edit, Plug and Play	82
Constraints and Dependencies	82
Disaster Recovery and Backup	85
Maintenance	85
Hosting and Security	86

Introducing Learning Pool Library Content

Our Library Content offers companies hundreds of lessons on today's most urgent and valued business topics, all while offering **comprehensive editing capabilities** to modify to edit and deploy those lessons consistent with the practices and preferences of the organisation.



Designed for your Workforce

Every organisation is different, so we've designed our content library to be as flexible as you need it to be. The content library includes hundreds of courses covering today's most critical business topics, all of which can be edited to fit your unique needs.



Up-to-date Content

Our courses are reviewed by subject matter experts and accredited by respected industry bodies, so you can trust the content is accurate and

relevant.

Engaging and Memorable



Engaging and informative, our courses feature intuitive navigation and a variety of formats to keep learners focused and motivated.

Easy for Everyone



Content library courses are designed for inclusivity, with accessibility features and multi-language options to empower your team to learn anytime, anywhere.

Flexible and Fast



Every course in our content library is built with adaptability in mind. Whether you need quick tweaks or full-scale customisation, we give you the tools to make learning work for your organisation and your team.

Adaptable



Built-in tools allow you to edit every aspect of your material, or create new courses from scratch.

On-demand



Content is available anywhere with no software to install. When new lessons are available, you can download, customise and roll out immediately.

Responsive



Courses work on any modern device and integrate with any platform. xAPI compatibility provides valuable insights into learning progress, promoting a

data-driven approach to learning.

Save Valuable Seat Time with Smart Revision

Smart Revision allows for a faster, more satisfied learner experience that saves you valuable seat time but still hits the mark on training requirements. The learner starts with an assessment designed to test their knowledge on the content. If they have sufficient knowledge, they'll receive a pass, and they're done! If they don't have sufficient knowledge, they'll be given an opportunity to refresh those knowledge gaps and reassess those gaps before a final assessment. If another failed attempt has been made, learners are required to complete the full lesson to ensure satisfactory compliance.

Smart Revision applies to our Assessment-Based Compliance Content in Compliance 101, Health and Safety Level 1, and Health and Safety Level 2 Collections.

Our Subject Matter Experts

We know that great learning starts with the content. That's why we utilise a network of **subject matter specialist**.

We are proud of the team we have working behind the scenes to help us produce learning you can trust.

Accreditations

In addition to our learning content being researched, written, and reviewed by our network of subject matter specialists, we also work with various independent accrediting bodies to ensure that our content is accurate and relevant. Accreditation from such bodies signifies that our content meets or exceeds



established standards and criteria, demonstrating our commitment to excellence in those fields. Only when our content has been reviewed and assessed by the relevant body will a seal of endorsement be granted.

Current accreditations include:

- CPD
- Institute of Fire Engineers
- Institute for Hospitality

Accessibility

We want everyone who uses our Library Content to find the experience informative and rewarding. In support of this vision, we strive to make them as accessible as possible to users, whatever their level of ability.

We adhere to many learning design principles that ensure our content is inclusive, diverse, accessible, and responsive to your needs. The principles and checks we put in place ensure that our content is inclusive and representative, accessible to a neurodiverse audience, and meets AA Standards of the WCAG 2.1 Guidelines.

All content is responsive on laptops, tablets, and mobile, so our learners can complete their learning in the office, at home, or on the go.

Our Content Roadmap

We have a rigorous and responsive approach to content roadmapping to ensure that we offer customers the right content when they need it.

This applies to the creation of new courses to ensure we're developing content on subjects that matter to our customers and also to the refreshing of existing courses to

maintain pedagogical best practices, content that is correct and representative of current legislation, and learning experiences that are engaging and resonant.

Our content is constantly reviewed, and we remain connected to our customers' industries, through our SMEs and professional relationships with our customers. Every month, we add new lessons to our collections.

Customer Success

Organisations across various sectors have leveraged our ready-made content for rapid deployment, operational efficiency, and measurable skills development.

Public Sector Cost-Effectiveness - Hyndburn Council



The Challenge: Hyndburn Council, based in Lancashire, traditionally relied on expensive and time-consuming face-to-face training. Previous attempts at e-learning with a different supplier had failed due to staff finding the content "old-fashioned," "irrelevant," and the system "clunky." With a limited public sector budget, the Council required a cost-effective, high-quality solution capable of providing vital, comprehensive training for a wide variety of job roles.

The Solution: To address the challenge, Hyndburn Council implemented a subscription to Learning Pool's off-the-shelf content. They adopted our Public Sector content, which was immediately integrated into staff induction, ensuring all new hires were quickly trained on essential topics, including "Introduction to Local Government," equality, and health and safety.

The Results: The Council successfully shifted elements of expensive face-to-face training online, proving the anticipated "value for money" and allowing them to expand their

training catalogue without high development costs.

Rapid Scaling and Deployment - AO World



The Challenge: Faced rapid growth during the COVID-19 pandemic, needing to quickly provide training to 4,500 staff with limited L&D resources.

The Solution: They utilised off-the-shelf catalogues and authoring tool to **customise content** with their branding, tone of voice, and internal policy links.

The Results: They delivered quality training in as little as **one week**. The modern, scrolling style of the content resonated well, increasing employee engagement.

HelloFresh



- **The Challenge:** Hello Fresh needed "pre-prepared" learning ingredients to quickly upskill staff, particularly regarding GDPR regulations.
- **The Solution:** They deployed the GDPR lesson, which was responsive and engaging "out of the box."
- **The Results:** Following the success of the GDPR rollout, HelloFresh invested in the ILM-recommended **Leadership Skills** and CPD-accredited **Personal Skills** collections, providing comprehensive development quickly.

Operational Efficiency and Compliance -



Origin Global

The Challenge: Origin Global needed to standardise training across manufacturing silos to ensure consistent safety and quality standards.

The Solution: They utilised our editable content catalogue housed on the Learning Pool Platform, replacing inconsistent methods with a streamlined online approach.

The Results: Reduced time to competency for production staff from 4 weeks to 1 week. Achieved a 3% reduction in "on-time in full" (OTIF) delivery failures due to better consistency in training.

GamCare



The Challenge: GamCare required a centralised training function for a dispersed audience, including helpline staff and treatment practitioners.

The Solution: They combined the Learning Pool Platform with off-the-shelf compliance content.

The Results: Compliance rates dramatically increased from **32% to 92% in six months**.

Streamlined Onboarding - The Post Office



- **The Challenge:** The Post Office needed to train approximately 40 new Postmasters and Agents every week; previous classroom-heavy onboarding took 10–15 days.
- **The Solution:** Implemented the Foundation and Business Skills collections

alongside their custom onboarding material.

- **The Results:** The new digital approach reduced the time required to get new agents operational to just **1–2 weeks** (down from the previous lengthy timeline).

Soft Skills and Conflict Resolution - Tearfund

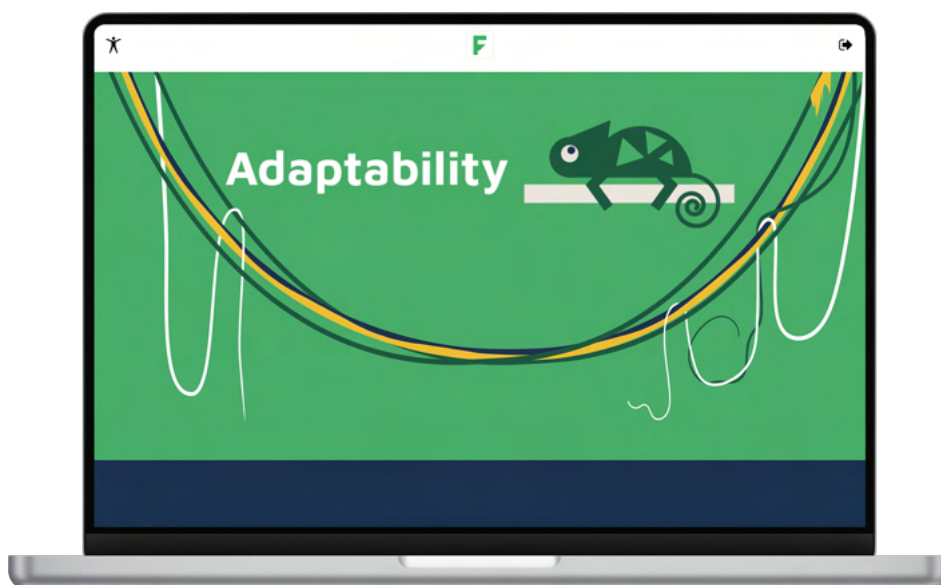


- **The Challenge:** Tearfund identified a specific skills gap regarding constructive disagreement and conflict resolution among staff.
- **The Solution:** They deployed a specific off-the-shelf eLearning module on **conflict resolution** to a team for a six-week period.
- **The Results:** The impact was immediate and measurable: **91% of respondents** felt the module improved their understanding, and the content received a 4.3/5 rating.

Our Content

Adaptability and Critical Thinking

This collection, featuring mixed media and traditional eLearning, is vital for developing key Personal Skills. It helps your team adapt to changing circumstances and apply logical reasoning for successful problem-solving. Learners will gain the tools to break down complex issues, ask critical questions, and build sound arguments to get their ideas off the ground.



Lessons Summary

Welcome to Adaptability (5m - No Assessment)

Welcome to Critical Thinking (5m - No Assessment)

Tackling big changes (7m - No Assessment)

Is this a bunch of CRAAP? (5m - No Assessment)

What makes a sound argument? (10m - No Assessment)

Talent Development: All About Me (10m - No Assessment)

The Problem Box (10m - No Assessment)

Honing the right mindset (10m - No Assessment)

Escape the Island (5m - No Assessment)

Exercise: Be the Alien (7m - No Assessment)

Complicated or Complex? (5m - No Assessment)

Adult Social Care

Social Care maintains training a highly-skilled workforce with the pressures of delivering exceptional front-line care. We collaborate with leading practitioners to develop training that is underpinned by current legislation, national standards, reflects realistic situations, and best practice. Our social care collection is mapped to the Skills for Care Endorsement Framework.

Lessons Summary

Communication in Adult Care (40m - No Assessment)

Dignity and Respect (ASC) (50m - Includes Assessment)

Supporting People With Autism Part 2 (55m - No Assessment)

Supporting People With Autism Part 1 (1h 15m - No Assessment)

Basic Autism Awareness (40m - No Assessment)

Downs Syndrome Awareness (15m - No Assessment)

Court Skills for Adult Social Workers (45m - Includes Assessment)

What is Leadership? (45m - Includes Assessment)

The Care Act – Care and Support planning (24m - Includes Assessment)

The Care Act – Financial Planning and Safeguarding (24m - Includes Assessment)

The Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS) (1h 15m - Includes Assessment)

Strokes (33m - Includes Assessment)

Supervision for Supervisees for Care Workers (30m - Includes Assessment)

Supervision for Supervisors – Module 1 Introduction to Supervision for Supervisors
(60m - Includes Assessment)

Supervision for Supervisors – Module 2 Development and performance management through supervision (60m - Includes Assessment)

Supervision for Supervisors – Module 3 – Supporting the Supervisee (60m - Includes Assessment)

Support Planning (42m - No Assessment)

Self-harm (30m - No Assessment)

Self-neglect (18m - Includes Assessment)

Reablement (45m - Includes Assessment)

Recording Skills (33m - No Assessment)

Radicalisation (30m - No Assessment)

Preparing for Inspections (54m - No Assessment)

Pressure Ulcer Prevention and Management (57m - Includes Assessment)

Person-centred Approaches Part 1 (1h 24m - Includes Assessment)

Person-centred Approaches Part 2a (60m - Includes Assessment)

Person-centred Approaches Part 2b (60m - Includes Assessment)

Person-centred Approaches Part 3 (60m - Includes Assessment)

Personal Resilience (54m - No Assessment)

Personalisation (45m - Includes Assessment)

Positive Behaviour Support (60m - No Assessment)

Life Story Work (Adult Social Care Edition) (30m - Includes Assessment)

Leadership Styles and Theories (40m - Includes Assessment)

Learning Disabilities Framework (54m - No Assessment)

Incontinence Management Part 1 (25m - No Assessment)

Incontinence Management Part 2 (25m - Includes Assessment)

Homelessness Reduction Act (50m - Includes Assessment)

Honour based violence and forced marriage (30m - Includes Assessment)

End of Life Care Tier 2 (Part 3) (45m - Includes Assessment)

End of Life Care Tier 1 (60m - Includes Assessment)

End of Life Care Tier 2 (Part 1) (45m - Includes Assessment)

End of Life Care Tier 2 (Part 2) (45m - Includes Assessment)

Dementia Awareness (Tier 1) (1h 40m - Includes Assessment)

Dementia Training Standards Tier 2 part 1 (1h 40m - Includes Assessment)

Dementia Training Standards Tier 2 part 2 (1h 50m - Includes Assessment)

Dementia Training Standards Tier 2 part 3 (2h 0m - Includes Assessment)

Dementia Training Standards Tier 2 part 4 (1h 10m - Includes Assessment)

Domestic Abuse (57m - No Assessment)

County lines (30m - No Assessment)

Coercive Control (40m - No Assessment)

Assistive Technology (40m - Includes Assessment)

Adult Obesity (33m - Includes Assessment)

Attraction and Recruitment

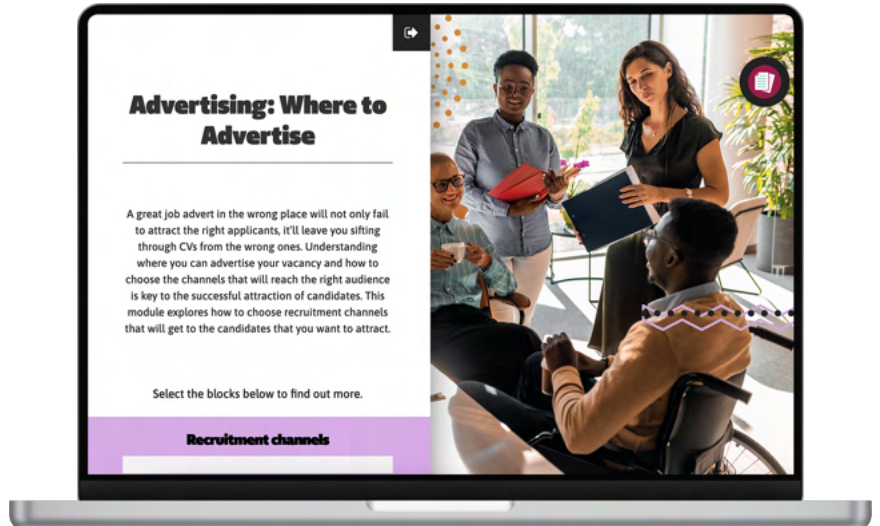
Ensuring that leaders are up to date on current legislation and best practice is fundamental for Hiring and Retention. The collection gives your organisation the tools to stay up to date on relevant

legislation and the Hiring process, such as right to work, IR35 and the recruitment process.

Lessons Summary

Advertising: Where to Advertise (15m - No Assessment)

Planning the Probation Period (15m - No Assessment)



Shortlisting Candidates (15m - No Assessment)

Crafting an Interview (15m - No Assessment)

Making the offer (15m - No Assessment)

Creating Brilliant Inductions for New Team Members (15m - No Assessment)

Right to Work (30m - Includes Assessment)

Creating Job Descriptions and Person Specifications (10m - No Assessment)

Writing a Job Advertisement (10m - No Assessment)

Writing an application form (10m - No Assessment)

Off-Payroll Working IR35 (20m - Includes Assessment)

Successful HR Planning (10m - No Assessment)

Freedom of Information (45m - Includes Assessment)

Accessible Information Standards (20m - No Assessment)

Care Certificates

Our 16 Care Certificates are expertly written to ensure staff are fully prepared for their duties. They align with the Skills for Care Endorsement Framework, providing immediate value and complete compliance with Care Quality Commission (CQC) requirements.

Lessons Summary

Care Certificate – Standard 16: Awareness of Learning Disability and Autism (No duration provided - Includes Assessment)

Care Certificate – Standard 14: Handling Information (40m - Includes Assessment)

Care Certificate – Standard 2: Your Personal Development (30m - Includes Assessment)

Care Certificate – Standard 15: Infection Control (40m - Includes Assessment)

Care Certificate – Standard 3: Duty of Care (35m - Includes Assessment)

Care Certificate – Standard 5: Working in a Person-centred Way (55m - Includes Assessment)

Care Certificate – Standard 6: Communication (30m - Includes Assessment)

Care Certificate – Standard 7: Privacy and Dignity (40m - Includes Assessment)

Care Certificate – Standard 8: Fluids and Nutrition (45m - Includes Assessment)

Care Certificate – Standard 9: Awareness of mental health, dementia and learning disability
(55m - Includes Assessment)

Care Certificate- Standard 4: Equality and Diversity (30m - Includes Assessment)

Care Certificate – Standard 1: Understand Your Role (40m - Includes Assessment)

Care Certificate – Standard 10: Safeguarding Adults (55m - Includes Assessment)

Care Certificate – Standard 11: Safeguarding Children (50m - Includes Assessment)

Care Certificate – Standard 12: Basic Life Support (55m - Includes Assessment)

Care Certificate – Standard 13: Health and Safety (55m - Includes Assessment)

Oral Health (45m - Includes Assessment)

Client Asset Sourcebook (CASS)

As Financial Services face intense scrutiny than ever, our engaging learning ensures staff recall key points and make sound decisions. This develops a compliant, competent, and highly trusted workforce that protects both your company and customers.

Lessons Summary

CASS: An Overview (33m - Includes Assessment)

CASS 1 and 1a – CASS Application and CASS Firm Classification (45m - Includes Assessment)

CASS 3 (30m - Includes Assessment)

CASS 5 (30m - Includes Assessment)

CASS 6 – Custody Rules (60m - Includes Assessment)

CASS 7 and 7A (1h 30m - Includes Assessment)

CASS 8 – Mandates (33m - Includes Assessment)

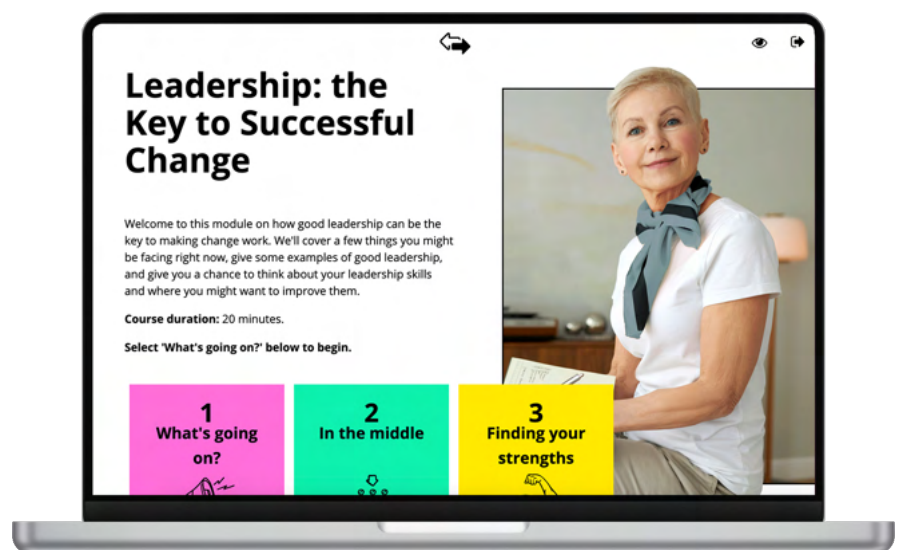
CASS 9 – Information to clients (33m - Includes Assessment)

The CASS Resolution Pack – CASS 10 (36m - Includes Assessment)

CASS 11: Debt management client money (33m - Includes Assessment)

Change Management for Leaders

Going through change at work can bring all kinds of challenges, disagreements, and concerns. In this collection, people managers can gain skills to help the team through changes big and small, using communication and



collaboration tools designed for any unexpected circumstances.

Lessons Summary

Leadership: The Key to Successful Change (20m - No Assessment)

Delivering the Day-to-Day as Change Happens (10m - No Assessment)

Leaders and Change: Resistance (20m - No Assessment)

Welcoming Change: Creating a Change Culture (15m - No Assessment)

Communicating Change – Taking it One to One (15m - No Assessment)

Communicating Change – The what, when, and how (20m - No Assessment)

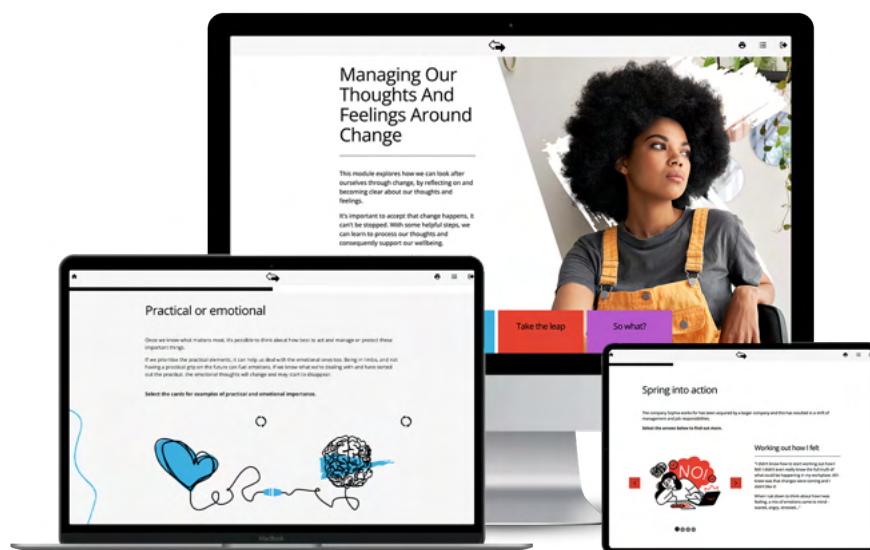
Communicating Change – Finding The Why (20m - No Assessment)

Model Leadership (20m - No Assessment)

The Four Cs of Change Leadership (20m - No Assessment)

Change Management: Embracing Change Collection

This collection is designed to help learners accept change and provide them with strategies to cope in a positive way. It contains meaningful models that learners can use to understand their experiences and reactions to change, as well as tools



and ideas for managing the emotions and behaviours it evokes.

Lessons Summary

Change – What Are We Afraid Of? (15m - No Assessment)

Look After Yourself (15m - No Assessment)

The Power of Support (15m - No Assessment)

Managing Stress Through Change (15m - No Assessment)

Taking Control (15m - No Assessment)

Managing Our Thoughts And Feelings Around Change (15m - No Assessment)

Reframing Change (15m - No Assessment)

The Model Maze (15m - No Assessment)

Children's Social Care

Children's social care continues to demand a highly-skilled workforce and exceptional frontline care. We used our learning expertise and collaborated with leading Subject Matter Experts to develop training that is underpinned by current legislation, national standards, and best practice.

Our e-learning is mapped to the Skills for Care Endorsement Framework.

Lessons Summary

The Role of a Social Worker within Child Protection Processes (30m - No Assessment)

Children's Deprivation of Liberty (DoL) (28m - No Assessment)

Supporting People With Autism Part 2 (55m - No Assessment)

Supporting People With Autism Part 1 (1h 15m - No Assessment)

Downs Syndrome Awareness (15m - Includes Assessment)

What is Leadership? (45m - Includes Assessment)

Supervision for Supervisees for Care Workers (30m - Includes Assessment)

Supervision for Supervisors – Module 1 Introduction to Supervision for Supervisors
(60m - Includes Assessment)

Supervision for Supervisors – Module 2 Development and performance management through supervision (60m - Includes Assessment)

Supervision for Supervisors – Module 3 – Supporting the Supervisee (60m - Includes Assessment)

Sexual Abuse (45m - No Assessment)

Self-Harm (Children's Social Care Edition) (30m - No Assessment)

Recording Skills (33m - No Assessment)

Public Law Outline 2014 (60m - No Assessment)

Radicalisation (30m - Includes Assessment)

Physical Abuse (33m - No Assessment)

Positive Behaviour Support (60m - No Assessment)

Multi-Agency Forums (30m - No Assessment)

Neglect (45m - No Assessment)

Life Story Work (60m - No Assessment)

Leadership Styles and Theories (40m - Includes Assessment)

Honour Based Violence and Forced Marriage (30m - Includes Assessment)

Female Genital Mutilation (45m - Includes Assessment)

Emotional Abuse (20m - No Assessment)

Early Help for Children and Families (40m - Includes Assessment)

Domestic Abuse (60m - Includes Assessment)

County lines (30m - Includes Assessment)

Court Skills for Children's Social Workers (60m - No Assessment)

Coercive Control (40m - No Assessment)

Child Protection Investigations (33m - No Assessment)

Child Protection Processes (30m - No Assessment)

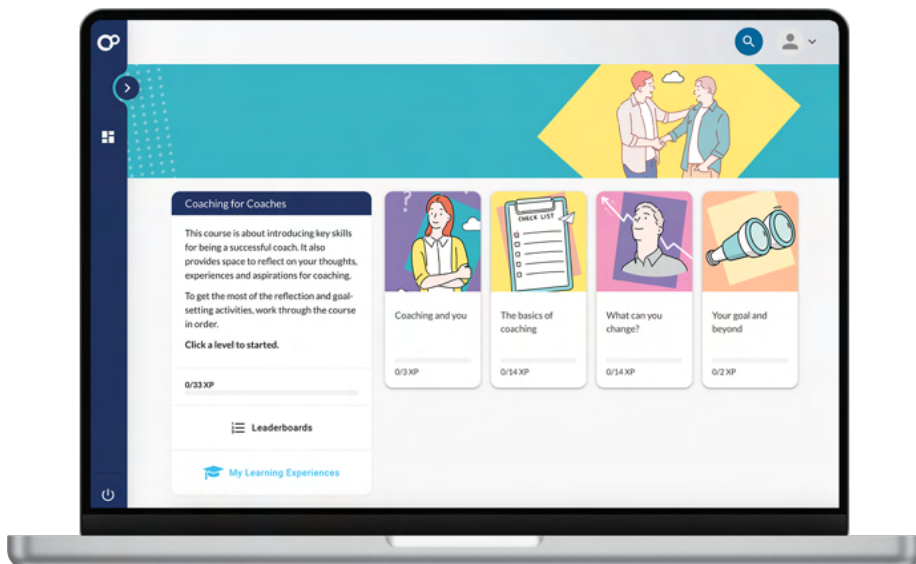
Child Sexual Exploitation (57m - Includes Assessment)

Childhood Obesity (45m - No Assessment)

Children with Disabilities (57m - No Assessment)

Coaching and Mentoring

Coaching for coaches and Mentoring for mentors courses are designed to enable the learners to develop the skills and knowledge of a coach and mentor. The Coachee and Mentee courses give the learner the tools and skills to



get the most out of the coaching and mentoring experience.

Lessons Summary

Coaching for Coaches (No duration provided - Includes Assessment)

Coaching for Coachees (No duration provided - Includes Assessment)

Mentoring for Mentees (No duration provided - Includes Assessment)

Mentoring for Mentors (No duration provided - Includes Assessment)

Collaboration

In your organisation, when you need to contact someone, what is the first form of communication you think of? There are so many ways to contact people now, which is the best way to do it? This collection aims to enable you to best communicate and collaborate with team members, customers and beyond.

Lessons Summary

Hybrid Working (15m - No Assessment)

Individual Effective Connections (11m - No Assessment)

Become More Self-Reliant (10m - No Assessment)

Cross Functional Working Teams (15m - No Assessment)

Networking for Your Future (15m - No Assessment)

Virtual Meeting Etiquette (30m - No Assessment)

Introduction to Communication (5m - No Assessment)

Synchronous and Asynchronous Communication (12m - No Assessment)

Emails – Bring Your Personality (5m - No Assessment)

Email Essentials (5m - No Assessment)

Communication Channels (10m - No Assessment)

Communication Culture (10m - No Assessment)

Company Tone of Voice (5m - No Assessment)

Compliance 101

Compliance 101 provides a bedrock of essential compliance training and is meticulously crafted to meet the diverse needs of businesses, offering an engaging avenue for learners to embark on their legislative compliance journey. Created to work for everyone, these modules cover the key rules, giving individuals in any department a strong foundation in understanding important regulations.

Lessons Summary

Failure To Prevent Fraud (30m - Includes Assessment)

Worker Protection Act 2023 (30m - Includes Assessment)

Whistleblowing with Confidence (36m - Includes Assessment)

The Bribery Act 2010 (15m - No Assessment)

Smart Revision: Whistleblowing with Confidence (36m - Includes Assessment)

Smart Revision: Fraud Awareness (45m - Includes Assessment)

Smart Revision: Fraud Prevention (27m - Includes Assessment)

Smart Revision: Anti bribery and corruption (45m - Includes Assessment)

Smart Revision: Anti-Money Laundering (45m - Includes Assessment)

Fraud Awareness (45m - Includes Assessment)

Fraud Prevention (27m - No Assessment)

Freedom of Information (45m - Includes Assessment)

Criminal Finances Act 2017 (30m - Includes Assessment)

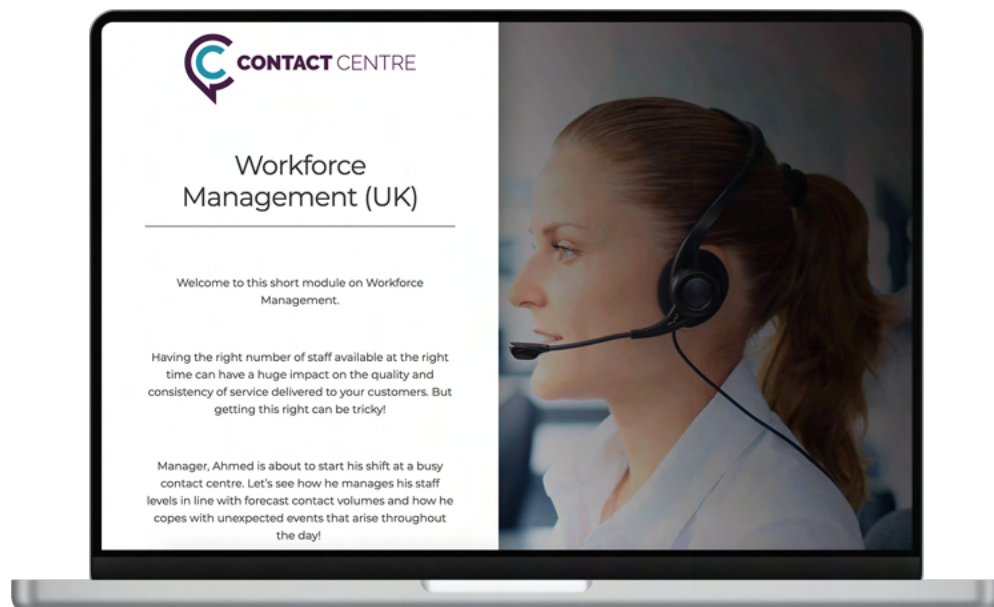
Competition Law (33m - Includes Assessment)

Anti Bribery and Corruption (45m - Includes Assessment)

Anti-Money Laundering (45m - Includes Assessment)

Contact Centre Macro

Contact Centres have their own specific needs when it comes to customer service. This collection was specifically designed with our Expert SME, who was a judge at the European Contact Centre and Customer Service awards and helped to develop the BSC in Managing the Customer Contact now run at Ulster University. This collection is a one-stop shop for the sector-specific needs of a Contact centre. All Macro modules, meaning that they are between 20-30 mins in length, for Learning all you need to succeed in one sitting.



Lessons Summary

Workforce Management (30m - Includes Assessment)

The Sales Process (27m - Includes Assessment)

Team Priority Management (27m - Includes Assessment)

Resilience (27m - Includes Assessment)

Rapport Building (27m - Includes Assessment)

Problem Solving (27m - Includes Assessment)

Metrics for Managers (30m - Includes Assessment)

Live Chat (27m - Includes Assessment)

Handling Brave Conversations (27m - Includes Assessment)

Empathy (27m - Includes Assessment)

Email Customer Service (27m - Includes Assessment)

Coaching for Success (27m - Includes Assessment)

Contact Centre Micro

Learners' needs are constantly changing, and the ability to set aside an hour or more away from their day to complete learning modules is not an option. That's why all the modules in the Contact Centre catalogue are designed to be consumed through space practice – just a few moments to read, understand and do something different to enhance your learner's effectiveness in the role.

Lessons Summary

Workforce Management: Lesson 1 Forecasting (6m - Includes Assessment)

Workforce Management: Lesson 2 Daily Patterns (6m - No Assessment)

Workforce Management: Lesson 3 Managing Change (6m - No Assessment)

Workforce Management: Lesson 4 Managing Performance (6m - No Assessment)

The Sales Process: Lesson 1 Approaching a sales call (6m - No Assessment)

The Sales Process: Lesson 2 Types of Questions (6m - No Assessment)

The Sales Process: Lesson 3 Handling Objections (6m - No Assessment)

The Sales Process: Lesson 4 Closing the Sale (6m - No Assessment)

Team Priority Management: Lesson 1 Time Stealers (6m - Includes Assessment)

Team Priority Management: Lesson 2 The Matrix (6m - No Assessment)

Team Priority Management: Lesson 3 The Circle of Influence (6m - No Assessment)

Team Priority Management: Lesson 4 The Payoff Matrix (6m - No Assessment)

Team Priority Management: Lesson 5 The 3Ds (6m - No Assessment)

Rapport Building: Lesson 4 It's Not Just What You Say (6m - No Assessment)

Problem Solving: Lesson 3 What's the Plan? (6m - No Assessment)

Problem Solving: Lesson 4 Mind the Gap (6m - No Assessment)

Rapport Building: Lesson 1 Why is Rapport Important? (6m - Includes Assessment)

Rapport Building: Lesson 2 Get Off to a Good Start (6m - No Assessment)

Rapport Building: Lesson 3 Listening and Responding (6m - No Assessment)

Problem Solving: Lesson 1 Here to Help (6m - Includes Assessment)

Problem Solving: Lesson 2 What's the Problem? (6m - No Assessment)

Metrics for Managers Lesson 5 Percentage of Calls Answered (6m - No Assessment)

Metrics for Managers Lesson 6 Quality (6m - No Assessment)

Metrics for Managers Lesson 7 Abandonment Rate (6m - No Assessment)

Metrics for Managers Lesson 8 Staff Costs and Staff Engagement (6m - No Assessment)

Metrics for managers Lesson 9 CSAT/NPS (6m - No Assessment)

Metrics for Managers Lesson 10 Error Rate and Goodwill (6m - Includes Assessment)

Metrics for Managers Lesson 11 First Contact Resolution (6m - Includes Assessment)

Metrics for Managers Lesson 12 Volume (6m - Includes Assessment)

Metrics for Managers Lesson 13 Adherence (6m - Includes Assessment)

Metrics for Managers Lesson 14 Compliance (6m - Includes Assessment)

Metrics for Managers Lesson 15 Credibility and Responsiveness (6m - Includes Assessment)

Metrics for Managers: Lesson 16 Team Culture and Bad Behaviour (6m - Includes Assessment)

Metrics for Managers: Lesson 2 Why do Metrics Matter? (6m - Includes Assessment)

Metrics for Managers: Lesson 3 Contract Type (6m - Includes Assessment)

Metrics for Managers: Lesson 4 Average Handling Time (6m - No Assessment)

Metrics for Managers: Lesson 1 Introduction (6m - Includes Assessment)

Live Chat: Lesson 3 What not to say... (6m - No Assessment)

Live Chat: Lesson 4 Quality (6m - Includes Assessment)

Live Chat: Lesson 1 Why Live Chat? (6m - Includes Assessment)

Live Chat: Lesson 2 First Contact Resolution (6m - Includes Assessment)

Handling Brave Conversations: Lesson 1 Preparation (6m - Includes Assessment)

Handling Brave Conversations: Lesson 2 Why Reading Moods Matter (6m - Includes Assessment)

Handling Brave Conversations Lesson 3 How Do I Steer a Conversation? (6m - Includes Assessment)

Handling Brave Conversations: Lesson 4 Adjusting Your Approach (6m - Includes Assessment)

Empathy: Lesson 1 What is Empathy? (6m - Includes Assessment)

Empathy: Lesson 2 Cognitive Empathy (6m - Includes Assessment)

Empathy: Lesson 3 Emotional Empathy (6m - Includes Assessment)

Empathy: Lesson 4 Compassionate Empathy (6m - Includes Assessment)

Email Customer Service: Lesson 1 Email Customer Support (6m - Includes Assessment)

Email Customer Service: Lesson 2 Bring Your Personality (6m - Includes Assessment)

Email Customer Service: Lesson 3 Email Essentials (6m - Includes Assessment)

Email Customer Service: Lesson 4 The Impact of Email (6m - Includes Assessment)

Coaching for Success: Lesson 2 Listen Up (6m - Includes Assessment)

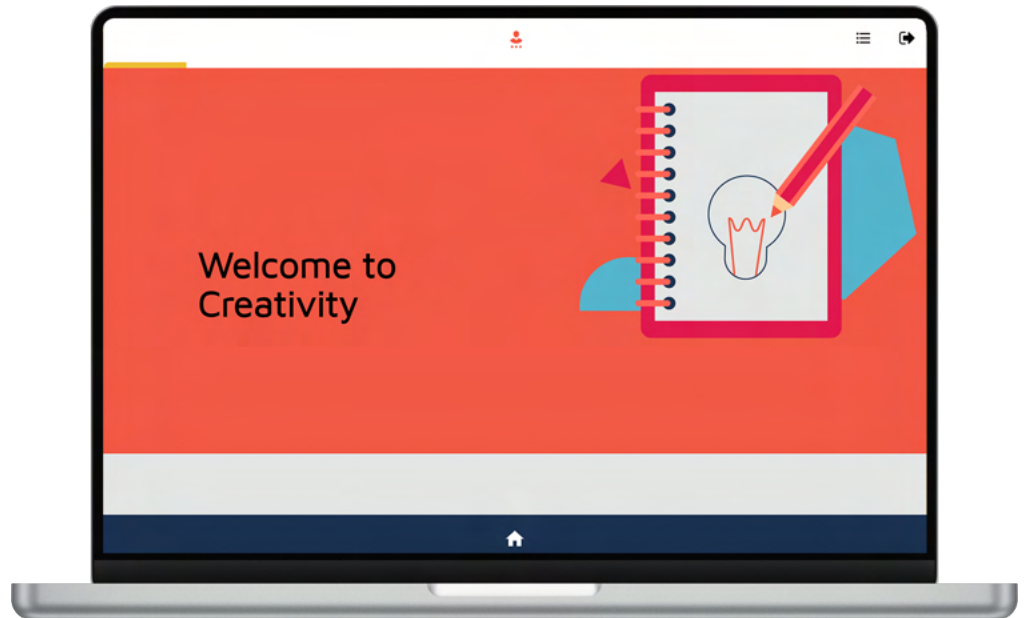
Coaching for Success: Lesson 3 Key Skills (6m - Includes Assessment)

Coaching for Success: Lesson 4 Structuring the Conversation (6m - Includes Assessment)

Coaching for Success: Lesson 1 What is Coaching? (6m - Includes Assessment)

Creativity and Entrepreneurship

Every organisation has a duty to encourage creativity in work. What does it mean to be entrepreneurial? Ever heard of 'intrapreneurship'? Can your team balance risk and opportunity and bring a new product successfully to market? Are you unsure about your stance on creativity? This Collection uses mixed media, resources both online and PDF and traditional eLearning to provide your organisation with the tools to develop your team with the skills to solve these problems.



Lessons Summary

Welcome to Creativity (5m - No Assessment)

Welcome to Entrepreneurship (7m - No Assessment)

Try This – Alternative Uses Activity (5m - No Assessment)

Try This – SCAMPER Activity (5m - No Assessment)

Innovation and Fast following (6m - No Assessment)

Entrepreneurship and risk (6m - No Assessment)

Encouraging entrepreneurship (6m - No Assessment)

Creativity Myth Buster (6m - No Assessment)

Brainstorming: For and Against (6m - No Assessment)

Are You an Entrepreneur? (6m - Includes Assessment)

5 steps to being an intrapreneur (6m - No Assessment)

Customer Experience

The goal of customer experience is to make it memorable and enjoyable. This collection looks at why customer service is such an important feature of today's industry, the benefits from delivering great customer experience, and the risks from not considering and implementing the tools for delighting customers.

Lessons Summary

Showing Passion for What We Offer (22m - No Assessment)

Pride In Our Appearance (25m - No Assessment)

Making Every Guest Feel Welcome (25m - No Assessment)

Happier Guests Spend More (25m - No Assessment)

Getting Guests Through The Door (26m - No Assessment)

Getting the Timings Right (25m - No Assessment)

Encouraging Recommendations (25m - No Assessment)

Efficient Payment & Friendly Goodbyes (25m - No Assessment)

Delivering a Friendly & Personalised Guest Experience (25m - No Assessment)

Delivering Effortless Service (25m - No Assessment)

Customer Care (33m - Includes Assessment)

Building Relationships Through Conversation (25m - No Assessment)

Cyber Security

Our Cyber Security Collection is designed to allow the learner to engage with real-world scenarios to gain practical experience. The Data Protection lessons are purpose-built to go beyond GDPR and address how to protect your organisation's data, specific to the job role of the learner.

Lessons Summary

Smart Revision: Data Protection (Core) (45m - Includes Assessment)

Smart Revision: Data Protection for Call Centre Staff (30m - Includes Assessment)

Smart Revision: Data Protection for HR and Managers (33m - Includes Assessment)

Smart Revision: Data Protection for Marketing Staff (30m - Includes Assessment)

Smart Revision: Data Security (Core) (45m - Includes Assessment)

Information Governance (48m - No Assessment)

Information Management (33m - No Assessment)

Information Security (30m - No Assessment)

Cyber Crime (27m - No Assessment)

Cyber Security (27m - No Assessment)

Cyber Security in the Workplace (30m - Includes Assessment)

Data Protection (Core) (45m - Includes Assessment)

Data Protection for Call Centre Staff (30m - Includes Assessment)

Data Protection for HR and Managers (33m - Includes Assessment)

Data Protection for Marketing Staff (30m - Includes Assessment)

Data Security (Core) (45m - Includes Assessment)

Digital Leadership

Explore why digital leadership is a must-have for organisations in a fast-changing digital world and find out more about the key principles that can help you become an effective digital leader. Packed with Introductory video, microlearning, inspirational lessons on personal branding and a deep dive into data analysis through full 20-minute lessons.



This collection will transform learners into digital leaders, capable of reaching and building a genuine connection with customers. With durations from 5 to 20 minutes, these lessons allow learners to jump to where they need to offer a range of curated resources recommended by our Subject Matter Experts.

Lessons Summary

Welcome to Digital Leadership (5m - No Assessment)

The Customer Connection (5m - No Assessment)

The Power of Data (15m - No Assessment)

Personal Branding (10m - No Assessment)

Online campaigns and data analysis (20m - No Assessment)

Online Marketing (20m - No Assessment)

Becoming a Digital Leader (5m - No Assessment)

Web Design (10m - No Assessment)

Marketing Budget (20m - No Assessment)

Email Marketing (20m - No Assessment)

SEO (20m - No Assessment)

Welcome to Video Advertising (20m - No Assessment)

Direct Marketing (20m - No Assessment)

Content Marketing (20m - No Assessment)

Equality, Diversity & Inclusion

Although organisations are investing more than ever before in creating more diverse and inclusive workplaces, many are at the start of that journey and finding their way.

Everyone has a part to play in creating a truly inclusive and welcoming culture of equity.

All these factors show it is imperative that employers build a solid and sustainable genuine culture of inclusion & belonging. One of the biggest challenges facing any

organisation when training and developing its people, is to ensure the learning they gain, whether in a digital or face-to-face setting, is transferred into their day-to-day roles. It is only through this application of learning that any training becomes effective, and you get a return on your investment.

This Collection has been designed with this in mind. We've developed core lessons so that we can explore the wider topics in practice lessons to address specific topics inside that core lesson. Developed with EDI Specialists, this collection is tailored to meet the needs of your organisation across all levels. Using 'lived experiences' and specifically designed learning paths, this collection aims to create an inclusive workplace culture, appropriate working relationships and constantly up-to-date content with a deep understanding of your role in EDI.

Lessons Summary

Invisible Disabilities: Manager Edition (40m - No Assessment)

Invisible Disabilities: Team Edition (30m - No Assessment)

Start here: Does Diversity and Inclusion Training Work? (7m - No Assessment)

Active Bystanders: Manager version (35m - No Assessment)

Active Bystanders: Team version (35m - Includes Assessment)

Allyship in Practice: Managers (25m - No Assessment)

Allyship in Practice: Team Members (25m - No Assessment)

Bullying and Harassment in the Workplace: Managers version (40m - No Assessment)

Bullying and Harassment in the Workplace: Team version (40m - Includes Assessment)

Dignity and Respect: Core Manager (40m - No Assessment)

Dignity and Respect: Core Team (40m - No Assessment)

Disability Inclusion In Practice: Manager Version (30m - No Assessment)

Disability Inclusion In Practice: Team Version (30m - No Assessment)

Do I Belong?: Exploring Imposter Syndrome (30m - No Assessment)

Equality, Diversity, Inclusion and Belonging: Core Manager Version (40m - No Assessment)

Equality, Diversity, Inclusion and Belonging: Core Team Version (35m - No Assessment)

LGBT+ Inclusion In Practice: Managers Version (25m - No Assessment)

LGBT+ Inclusion In Practice: Team Version (25m - Includes Assessment)

Mental Health and Wellbeing at Work: Managers version (20m - No Assessment)

Mental Health and Wellbeing at Work: Team members version (20m - No Assessment)

Menopause: Starting the Conversation (37m - No Assessment)

Micro-behaviours (20m - No Assessment)

Modern Slavery and Human Trafficking Core (60m - No Assessment)

Neurodiversity inclusion in practice: Managers (60m - No Assessment)

Neurodiversity inclusion in practice: Team Members (60m - No Assessment)

Sexual Harassment at Work (25m - No Assessment)

The Uncomfortable Conversation About Racial Inequality (22m - No Assessment)

The Uncomfortable Truth About Racial Inequality (35m - No Assessment)

Trans and Non-Binary inclusion In Practice: Manager Version (30m - No Assessment)

Trans and Non-Binary inclusion In Practice: Team Version (20m - No Assessment)

Unconscious Bias In Practice: Manager Version (20m - No Assessment)

Unconscious Bias In Practice: Team Version (20m - No Assessment)

Financial Services FCA Regulation

Each lesson in this collection has been designed and developed to provide your organisation with clear and concise regulatory training on the FCA requirements. Case studies and real-world examples are utilised throughout to support on-the-job learning and practical training. Each lesson contains an adaptable assessment, meaning you're getting new ways to test your knowledge each time you take the assessment.

Lessons Summary

Approved Persons Regime Training (1h 15m - Includes Assessment)

Banking: Conduct of Business Sourcebook (BCOBS) (45m - Includes Assessment)

Conduct Risk (36m - Includes Assessment)

Conflicts of Interest (54m - Includes Assessment)

Consumer Duty (38m - Includes Assessment)

Contract Certainty (29m - Includes Assessment)

Criminal Finances Act 2017 (60m - Includes Assessment)

Customer Vulnerability in Financial Services (36m - Includes Assessment)

FCA Code of Conduct (35m - Includes Assessment)

Financial Markets – An Introduction (54m - Includes Assessment)

Financial Promotions (54m - Includes Assessment)

Fraud Awareness (36m - Includes Assessment)

Handling Customer Complaints in a Regulated Environment (33m - Includes Assessment)

Introduction to Consumer Credit Regulation (54m - Includes Assessment)

Introduction to FCA Regulations (33m - Includes Assessment)

Implementation of the Insurance Distribution Directive (IDD) (45m - Includes Assessment)

Lending – An Introduction (45m - Includes Assessment)

Market Abuse Regulation (27m - Includes Assessment)

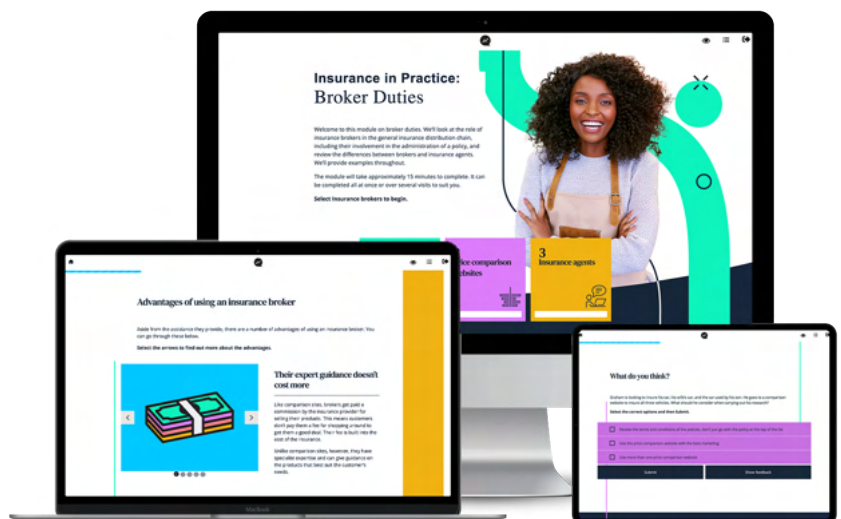
Senior Managers and certification regime (SM&CR) (1h 12m - Includes Assessment)

Treating Customers Fairly (33m - Includes Assessment)

An Introduction to the Mortgage Credit Directive (30m - Includes Assessment)

Financial Services: Insurance In Practice

This collection is a quick start to all things insurance, from the main principles to how insurance is regulated. This collection will provide information for anyone completely new to insurance or those in the finance industry wanting to learn more about a new area. The main aim of the collection is to ensure learners leave with an understanding of the key areas of insurance so that they feel able to discuss



insurance topics and are familiar with terminology associated with insurance if they come across it in the workplace.

Lessons Summary

Solvency UK (40m - Includes Assessment)

The Language of Insurance (25m - No Assessment)

Insurance Excesses, Endorsements and Extensions (20m - No Assessment)

Broker Duties (15m - No Assessment)

Aggregators (13m - No Assessment)

Different Types of Policy (20m - No Assessment)

Insurance Principles (25m - No Assessment)

Regulations and Regulators (20m - No Assessment)

Insurance Risk Factors (25m - No Assessment)

First Line Leader

Becoming a leader is an exciting time, but can be overwhelming at first. We built this collection to enable first-line leaders in your organisation to be empowered and confident in developing their leadership style and leading their team efficiently in the workplace. Resources are included for further self-directed learning.

Lessons Summary

Handling Interruptions and Distractions (15m - No Assessment)

Planning and Running Effective Meetings (15m - No Assessment)

Delegation for New Leaders (15m - No Assessment)

Prioritisation for New Leaders (15m - No Assessment)

Managing Time (20m - No Assessment)

Workload Planning for New Leaders (20m - No Assessment)

Understanding Your New Team and Their Workload (20m - No Assessment)

Developing your Leadership Style (10m - No Assessment)

Leading a Team Remotely for new Leaders (20m - No Assessment)

Stepping up to Leadership (15m - No Assessment)

Skills for Leadership (10m - No Assessment)

Food Safety

Focusing on comprehensive food safety, this essential collection covers hazards, hygiene, allergies, and best practice. It delivers fundamental knowledge to everyone in your organisation involved in the food process, covering orders, preparation, and manufacturing.

Lessons Summary

Nutrition Awareness (30m - No Assessment)

HACCP (24m - Includes Assessment)

Food Allergens (40m - Includes Assessment)

Food Safety Level 1 (1h 15m - Includes Assessment)

Food Safety Level 2 (1h 30m - Includes Assessment)

Smart Revision: Food Safety Level 2 (1h 30m - Includes Assessment)

Food Safety Level 3 (1h 30m - Includes Assessment)

Smart Revision: Food Safety Level 3 (1h 30m - Includes Assessment)

Dysphagia Awareness (55m - Includes Assessment)

Fundamentals of Diabetes (35m - Includes Assessment)

Anaphylaxis Awareness (Food Safety Edition) (40m - Includes Assessment)

Food Safety in Care

Food safety is essential in all care environments. This collection covers key aspects—hazards, hygiene, best practice, allergies, and health conditions—providing a fundamental knowledge base for everyone involved in your organisation's food process, from ordering to preparation.

Lessons Summary

Nutrition Awareness (30m - No Assessment)

HACCP for Care (24m - Includes Assessment)

Food Safety Level 1 for Care (1h 15m - Includes Assessment)

Food Allergens (30m - Includes Assessment)

Food Safety Level 2 for Care (1h 30m - Includes Assessment)

Food Safety Level 3 for Care (1h 30m - Includes Assessment)

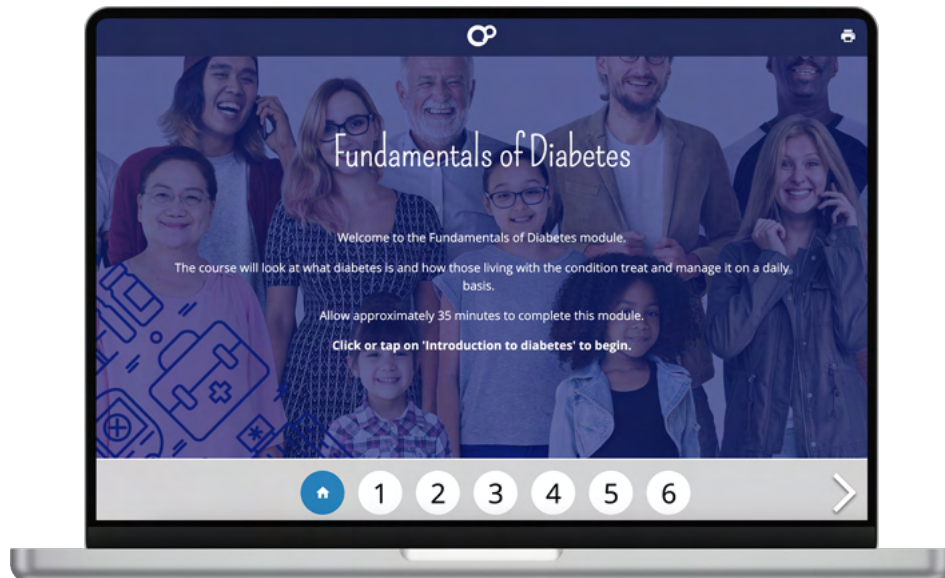
Dysphagia Awareness for Care (35m - Includes Assessment)

Fundamentals of Diabetes (35m - Includes Assessment)

Anaphylaxis Awareness (Care Edition) (35m - Includes Assessment)

Food Safety: Manufacturing Collection

Food safety is critical in all food production environments. This collection covers key aspects—hazards, hygiene, best practice, allergies, and health conditions—providing a core knowledge base for everyone involved in the food process, from ordering and preparation to manufacturing.



Lessons Summary

Food Allergens for Manufacturing – Coming Soon (30m - Includes Assessment)

Fundamentals of Diabetes (30m - Includes Assessment)

Anaphylaxis Awareness (Manufacturing Edition) (35m - Includes Assessment)

Food Safety for Manufacturing – Level 3 (1h 30m - Includes Assessment)

Food Safety for Manufacturing – Level 2 (1h 15m - Includes Assessment)

Food Safety for Manufacturing – Level 1 (20m - Includes Assessment)

Nutrition Awareness for Manufacturing – Coming Soon (30m - Includes Assessment)

HACCP for Manufacturing (25m - Includes Assessment)

Health & Wellness

Health and wellness of employees or team members is top priority for organisations. With popular lessons such as 'The 5K Project', this collection supports your team both in the workplace and at home. Raising awareness on mental health, and an overall sense of personal wellbeing is the goal of this collection.

Lessons Summary

Supporting People with Learning Disabilities (No duration provided - Includes Assessment)

Life Transitions: The Loss of a Child (10m - No Assessment)

Life Transitions: The Adoption Journey (10m - No Assessment)

Life Transitions: A Manager's Guide (10m - No Assessment)

Life Transitions: An Introduction (10m - No Assessment)

Life Transitions: The Journey Through Fertility and Surrogacy (10m - No Assessment)

Life Transitions: Pregnancy and Baby Loss (10m - No Assessment)

Understanding Anxiety (25m - No Assessment)

Understanding Mental Health in the Workplace (30m - Includes Assessment)

Understanding Stress (25m - No Assessment)

A Guide to Reasonable Adjustment (20m - No Assessment)

The 5K project (15m - No Assessment)

Learning Disability Awareness (27m - Includes Assessment)

Smoking Awareness (15m - No Assessment)

Mental Health Awareness (35m - Includes Assessment)

Healthy Lifestyles (15m - No Assessment)

Health and Safety in Care

Delivering the best care requires modern training beyond just technical skills. This collection offers great learning supported by assessments and reflections. Access the essential knowledge your workforce needs, available when and where they need it.

Lessons Summary

Fire Safety (Care Edition) (30m - Includes Assessment)

Preventing Falls (60m - No Assessment)

Visual Impairment (20m - No Assessment)

Strength Based Approaches – Module 4 Theories and Methods (20m - No Assessment)

Strength Based Approaches – Module 5 Skills and Behaviours (30m - Includes Assessment)

STOMP (54m - Includes Assessment)

Strength Based Approaches – Module 1 Knowledge and Co-creation (30m - No Assessment)

Strength Based Approaches – Module 1a Introduction (20m - No Assessment)

Strength Based Approaches – Module 2 Values and Ethics (25m - No Assessment)

Strength Based Approaches – Module 3 Experiential learning (20m - No Assessment)

Resuscitation (36m - Includes Assessment)

Paediatric Basic Life Support: Level 2 (30m - Includes Assessment)

Moving and Handling Level 1 (30m - Includes Assessment)

Moving and Handling: Level 2 (54m - Includes Assessment)

Needlestick and Sharps Injuries (60m - Includes Assessment)

Newborn Basic Life Support: Level 2 (45m - Includes Assessment)

Managing Medicines (60m - Includes Assessment)

Introduction to Health, Safety, Welfare (60m - Includes Assessment)

Infection Prevention and Control Level 1 (45m - Includes Assessment)

Infection Prevention and Control: Level 2 (36m - Includes Assessment)

Information Governance Level 1 (40m - Includes Assessment)

Information Governance: Level 2 (36m - Includes Assessment)

Epilepsy Awareness (45m - No Assessment)

Basic Life Support: Level 2 (27m - Includes Assessment)

Basic Personal Safety and Security (30m - Includes Assessment)

Health and Safety Level 1

Equipped with a comprehensive set of health and safety that is relevant to all, such as Manual Handling and Working at height, this collection is designed for all team members, and makes the safety of employees the number one priority for your organisation.

Lessons Summary

First Aid: Your Roles and Responsibilities (5m - No Assessment)

First Aid: Accident and Emergencies (20m - Includes Assessment)

First Aid: Cardiac Emergencies (20m - Includes Assessment)

First Aid: Injuries and Wound Care Protocol (20m - Includes Assessment)

Abrasive Wheel Safety (30m - No Assessment)

The Control Of Noise At Work (35m - No Assessment)

Control of Substances Hazardous to Health: COSHH (30m - No Assessment)

Fire Safety (26m - Includes Assessment)

Smart Revision: Fire Safety (36m - Includes Assessment)

Lone working (45m - Includes Assessment)

Smart Revision: Introduction to Health and Safety (33m - Includes Assessment)

Smart Revision: Lone working (45m - Includes Assessment)

Manual Handling (30m - No Assessment)

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations: RIDDOR
(30m - Includes Assessment)

Smart Revision: Reporting of Injuries, Diseases and Dangerous Occurrences
Regulations: RIDDOR (30m - Includes Assessment)

Working at Height (15m - No Assessment)

Legionella Awareness (36m - Includes Assessment)

Personal Safety (33m - No Assessment)

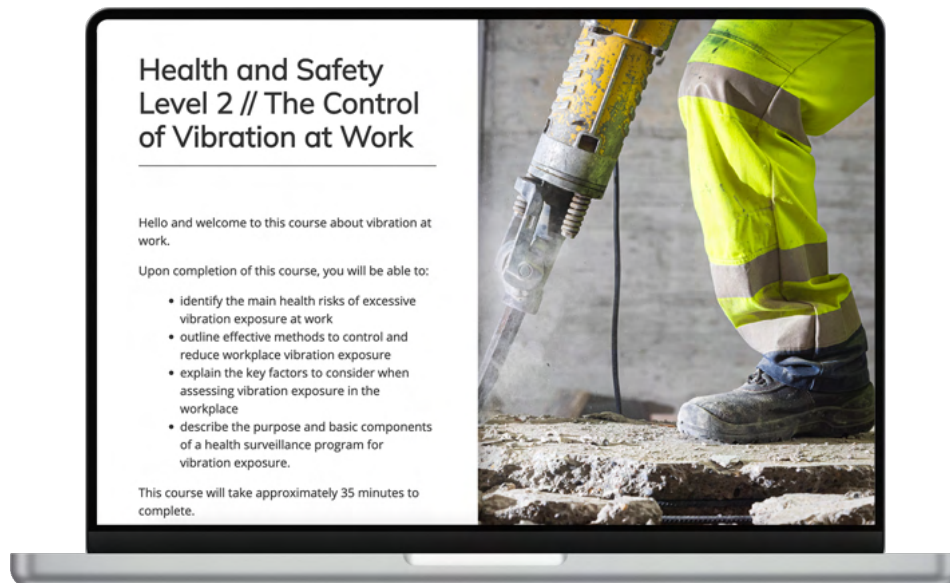
Introduction to Health and Safety (33m - No Assessment)

Display Screen Equipment (27m - Includes Assessment)

Driving Safety (27m - Includes Assessment)

Health and Safety Level 2

This Collection is designed to ensure workplace compliance standards for health and safety. It provides real-world scenarios to enhance risk awareness and promote best practices.



Specifically tailored for leaders and managers, it equips them with the necessary skills and knowledge to effectively lead a team while meeting compliance requirements.

Lessons Summary

The Control of Vibration at Work (25m - Includes Assessment)

Introduction to DSEAR (45m - Includes Assessment)

PUWER in the Workplace (30m - Includes Assessment)

Smart Revision: LOLER in the Workplace (30m - Includes Assessment)

LOLER in the Workplace (30m - Includes Assessment)

Smart Revision: Electrical Safety in the workplace (30m - Includes Assessment)

Electrical Safety in the workplace (30m - Includes Assessment)

The Principles of Risk Assessment (30m - Includes Assessment)

Smart Revision: Fire Warden Training (40m - Includes Assessment)

Smart Revision: Line Managers Health and Safety Responsibilities (40m - Includes Assessment)

Smart Revision: Managing Health and Safety (33m - Includes Assessment)

Smart Revision: Office Safety (33m - Includes Assessment)

Smart Revision: Security measures in the workplace (45m - Includes Assessment)

Smart Revision: The Principles of Risk Assessment (30m - Includes Assessment)

Smart Revision: Emergency Planning (15m - Includes Assessment)

Security Measures in the Workplace (45m - Includes Assessment)

Risk Management (36m - No Assessment)

Personal Emergency Evacuation Plan (PEEPs) (24m - Includes Assessment)

Office Safety (33m - Includes Assessment)

New and Expectant Mothers (30m - No Assessment)

Managing Health and Safety (33m - Includes Assessment)

Line Managers Health and Safety Responsibilities (40m - Includes Assessment)

Display Screen Equipment for Managers (DSE) (30m - Includes Assessment)

Introduction to Construction (Design and Management) Regulations (15m - Includes Assessment)

Health and Safety in the Workplace (45m - Includes Assessment)

Fire Warden Training (40m - Includes Assessment)

Emergency Planning (15m - Includes Assessment)

Drug and Alcohol Awareness (27m - No Assessment)

Asbestos Awareness (27m - Includes Assessment)

Housing

Our housing customers demand we stay close to the sector - so our housing collection keeps you up-to-date with current and future legislative change. We use established and new tools to ensure we deliver the best available learning towards a compliant and efficient working environment.

Lessons Summary

Writing a Successful CV and Cover Letter (24m - No Assessment)

Welfare Reform (54m - Includes Assessment)

Professional Boundaries for Housing Associations (27m - Includes Assessment)

Managing Your Money (36m - Includes Assessment)

Managing Your Tenancy (30m - Includes Assessment)

Legionella Awareness (36m - Includes Assessment)

Introduction to Social Housing – England (30m - No Assessment)

Introduction to Social Housing – Wales (30m - No Assessment)

Introduction to hoarding (30m - Includes Assessment)

Fixed Term Tenancies (27m - Includes Assessment)

Employment and Support Allowance (24m - No Assessment)

Data Protection Essentials (Housing Edition) (60m - No Assessment)

Affordable Rent (24m - Includes Assessment)

Leadership Knowledge

Leaders have a responsibility to understand what type of leader they need to be in different situations. They should be thinking strategically, improving their leadership style and have the skills to do it. This collection addresses the needs of a leader that supports their training needs as a leader.

Lessons Summary

Problem Solving (No duration provided - No Assessment)

Creating and Maintaining Your Professional Brand (No duration provided - No Assessment)

Training / Coaching / Mentoring (6m - No Assessment)

Training and Development for Managers (33m - No Assessment)

Understanding the Management Role (45m - Includes Assessment)

The Procurement cycle (48m - No Assessment)

Talent Development Game (No duration provided - No Assessment)

Strategic Thinking (30m - Includes Assessment)

Objective Setting (30m - Includes Assessment)

Managing Stress and Conflict (45m - Includes Assessment)

The Difference Between Management and Leadership (10m - No Assessment)

Leading a remote team (6m - No Assessment)

Leading Innovation and Change (36m - Includes Assessment)

Inspirational leaders (10m - No Assessment)

Solving Problems by Making Effective Decisions (20m - No Assessment)

Change – Your Role as a Leader (40m - Includes Assessment)

Strategy: How to implement a strategy (10m - No Assessment)

Strategy: How to develop a strategy (10m - No Assessment)

Strategy: What is a Strategy (10m - No Assessment)

Setting Goals and Objectives (10m - No Assessment)

Finance for non-finance managers (45m - No Assessment)

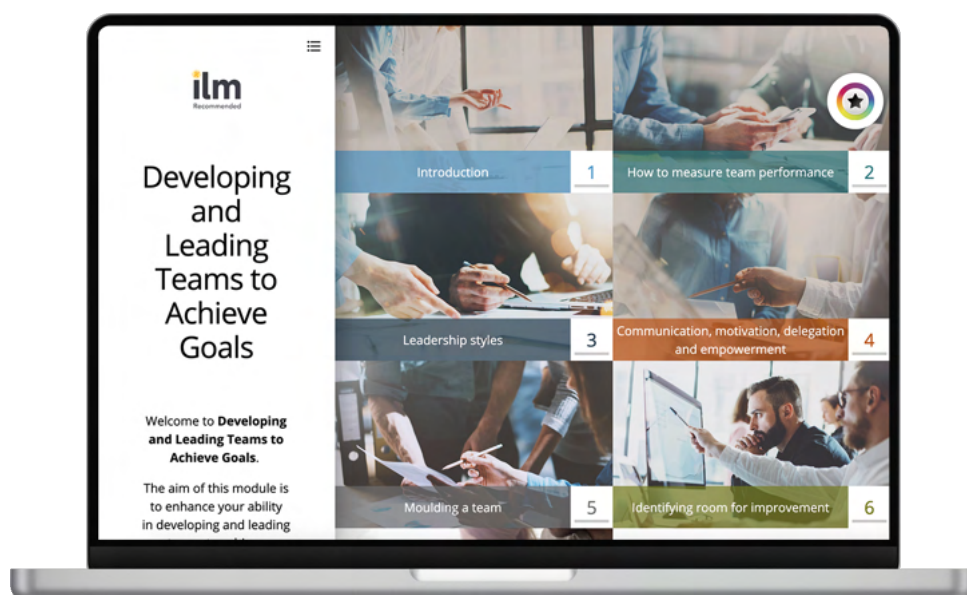
Developing your Leadership Style (30m - No Assessment)

Becoming an effective Manager (10m - No Assessment)

Becoming an effective leader (10m - No Assessment)

Leading a Great Team

Leading a team is key: leaders inspire their teams to excel. This important role includes managing performance reviews, promoting personal development, and actively planning and supporting the professional progression of every individual.



Lessons Summary

Developing and Leading Teams to Achieve Goals (No duration provided - Includes Assessment)

Team Types and Your Role as a Leader (15m - No Assessment)

Creating a Team Vision (20m - Includes Assessment)

Supporting the Teams Wellbeing (20m - No Assessment)

Delegation (20m - No Assessment)

The Benefits of Great Feedback (35m - No Assessment)

The Benefits of Great Feedback – a Video Case Study (8m - No Assessment)

Managing Conflict in the Team (20m - Includes Assessment)

Reviewing performance (20m - Includes Assessment)

Difficult conversations (20m - No Assessment)

Training and Development (20m - No Assessment)

Change – Your Role as a Leader (20m - Includes Assessment)

Using Teamwork to Boost Performance (20m - No Assessment)

Legal and Responsible

Keep your hospitality business safely trading and legally compliant. Our Legal and Responsible collection minimises costs and mitigates risk, allowing you to focus your resources and attention entirely on providing outstanding customer service.

Lessons Summary

PCI DSS Awareness (30m - No Assessment)

Infectious Disease Awareness (40m - No Assessment)

Preventing Child Sexual Exploitation (36m - Includes Assessment)

Overview of the Corporate Manslaughter and Corporate Homicide Act 2007 (Hospitality) (30m - No Assessment)

Licensing Law for Employees Working in the Bar (24m - Includes Assessment)

Licensing Law for Employees Working in the Bar in Scotland (24m - Includes Assessment)

Legionella Awareness (Legal & Responsible Edition) (36m - No Assessment)

Health and Safety (35m - Includes Assessment)

Fire Safety in Hospitality and Retail (40m - Includes Assessment)

Ensuring Excellent Quality Products (25m - No Assessment)

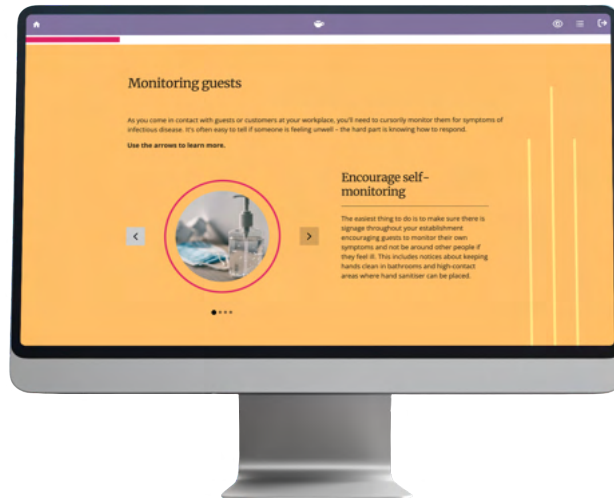
Cellar Management (33m - Includes Assessment)

Bar Skills for Managers (33m - Includes Assessment)

Bar Skills for Employees (33m - Includes Assessment)

Making an Impact: The Art of Customer Service

To succeed in work, you need to quickly adapt to the situation and circumstances. Being right is meaningless unless you can rationalise and ask key questions. The essentials in solving problems and getting ideas moving. This Collection enables your organisation to develop your team with the skills to solve problems.



Lessons Summary

Using Complaints to Improve Performance (15m - No Assessment)

Overcoming Objections and Closing (25m - No Assessment)

Giving Customers More with Cross-Selling and Upselling (15m - No Assessment)

Talking About Features and Benefits (15m - No Assessment)

Questioning Tools and Techniques (15m - No Assessment)

Getting to the Heart of Customers' Needs and Wants (15m - No Assessment)

Building Rapport (15m - No Assessment)

Mastering a Customer Service Mindset (16m - No Assessment)

Everyday Customer Service Skills (15m - No Assessment)

Cultivating a Customer Service Culture (18m - No Assessment)

Why Customer Service Matters (15m - No Assessment)

What Does Customer Service Really Mean? (15m - No Assessment)

Manufacturing

Equip your manufacturing staff to handle complex information and make quicker, smarter decisions. This collection allows you to identify and train skills agilely, ensuring your workforce drives immediate organisational success and performance.

Lessons Summary

The Application of Lean (35m - No Assessment)

The Introduction to Lean (10m - No Assessment)

Setting yourself up for Good Manufacturing Practice (10m - No Assessment)

Practical Examples of Lean (25m - No Assessment)

Introduction to Good Manufacturing Practice (10m - Includes Assessment)

Applying Good Manufacturing Practice (20m - No Assessment)

Audits of Good Manufacturing Practice (15m - No Assessment)

Net Zero

Based on a 'Problem to Solution' approach, this resource-rich collection was developed with SMEs. It delivers e-learning that empowers learners to make responsible, informed choices benefiting the earth and securing a better future for coming generations.

Lessons Summary

Technology and Worldwide Trends (20m - No Assessment)

The Circular Economy (20m - No Assessment)

Conscious Consumerism (20m - No Assessment)

Travel and transport (20m - No Assessment)

Influencing change (20m - No Assessment)

Biodiversity & Nature (20m - No Assessment)

Protecting Our Water Resources (20m - No Assessment)

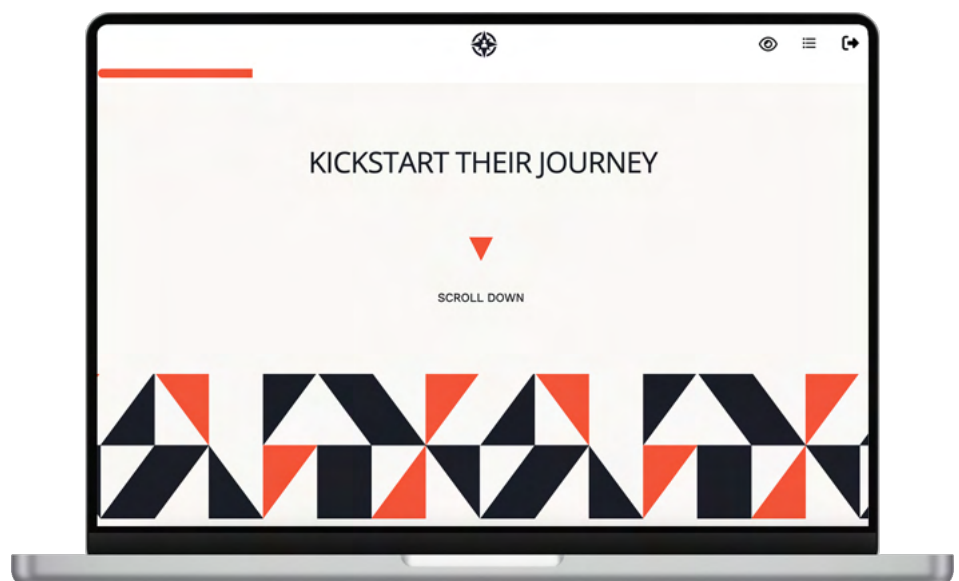
Food and Food Waste (20m - No Assessment)

Sustainable Living (20m - No Assessment)

Money and finance (20m - No Assessment)

Your Onboarding Journey

This collection will guide learners through the critical steps of settling into their new role. From mastering induction to building key relationships to understanding organisational culture, this collection will equip learners with the essential skills to excel in their new job and the confidence to hit the ground running.



Lessons Summary

Kickstart Their Journey: A Manager's Guide (No duration provided - No Assessment)

Lesson 9: The Journey Ahead (No duration provided - No Assessment)

Lesson 8: Make Your Mark (No duration provided - No Assessment)

Lesson 7: Meet the Team (No duration provided - No Assessment)

Lesson 6: First Meetings with Your Manager (No duration provided - No Assessment)

Lesson 5: Setting Goals (No duration provided - No Assessment)

Lesson 4: Putting Your Best Self Forward (No duration provided - No Assessment)

Lesson 3: Mindset Matters (No duration provided - No Assessment)

Lesson 2: Looking After You (No duration provided - No Assessment)

Lesson 1A: Get Ready (No duration provided - No Assessment)

Lesson 1: Navigating your Onboarding Journey (No duration provided - No Assessment)

People Manager

This collection aims to build understanding of why people management is a crucial future workplace skill. It introduces a stream of complementary resources and guides you on the best way to interact with them for maximum benefit.

Lessons Summary

Promoting Positive Attendance (No duration provided - No Assessment)

Developing People in the Workplace (No duration provided - Includes Assessment)

Chairing a Disciplinary Hearing (60m - No Assessment)

Welcome to People Management (5m - No Assessment)

Paternity Leave and Pay (10m - Includes Assessment)

Shared Leave and Pay (20m - No Assessment)

Adoptive Leave & Pay (13m - No Assessment)

What's your Gen? Workplace Generation Identifier (7m - Includes Assessment)

The Importance of Managing Attendance (27m - No Assessment)

People Management Styles (3m - No Assessment)

Performance Appraisals: A guide for managers (30m - Includes Assessment)

Performance Appraisals: A guide for employees (30m - No Assessment)

Performance Appraisals: the interview (30m - No Assessment)

People Management: Absence Procedures (27m - No Assessment)

People Management: Capability Procedure (27m - No Assessment)

People Management: Code of Conduct (27m - No Assessment)

People Management: Disciplinary Procedure (27m - No Assessment)

People Management: Dispute Resolution (27m - No Assessment)

People Management: Probationary Procedure (27m - No Assessment)

Managing Others Effectively Summary and Assessment (15m - Includes Assessment)

Managing Others Effectively Dealing with absence (15m - No Assessment)

Managing Others Effectively Delegation and Planning (15m - No Assessment)

Managing Others Effectively Delivering Feedback (15m - No Assessment)

Professional Productivity

A practical guide to boosting team productivity and efficiency. Learn effective task prioritisation, resource presentations correctly, and master improvement management skills. This equips your organisation for efficient operations with tangible outputs.

Lessons Summary

Mastering Online Presentations (No duration provided - No Assessment)

Delivering Professional Presentations (60m - Includes Assessment)

Presentation Skills Part 1 (15m - No Assessment)

Presentation Skills Part 2 (15m - No Assessment)

Effective Writing (33m - No Assessment)

Effective Minute Writing (15m - No Assessment)

Taking Control Of Your CPD (30m - Includes Assessment)

Giving and Receiving Feedback (27m - No Assessment)

Spelling, Grammar and Punctuation (33m - No Assessment)

Managing Your Priorities (15m - No Assessment)

Interview Skills (27m - No Assessment)

Managing Yourself and Your Time (36m - No Assessment)

Learning to Learn (15m - No Assessment)

The CV Blueprint: Building Your Path to Professional Excellence (24m - No Assessment)

Completing an Application Form Successfully (15m - No Assessment)

Project Management: I am a Project Manager!

Project leadership requires skills beyond the measurable and technical. This collection features lessons and activities focused on developing critical interpersonal abilities. Work through them to boost your performance and succeed as a next-level project manager.

Lessons Summary

I am a Good Communicator (10m - No Assessment)

I am a Negotiator (10m - No Assessment)

I am Self Aware (10m - No Assessment)

I am Inclusive (10m - No Assessment)

I am a Good Presenter (10m - No Assessment)

I am Emotionally Intelligent (10m - No Assessment)

I am Adaptable (10m - No Assessment)

I am Organised (10m - No Assessment)

I am a Team Player (10m - No Assessment)

I am a Leader (10m - No Assessment)

I am Consistent (10m - No Assessment)

I am Resilient (10m - No Assessment)

I am Trusted (10m - No Assessment)

I am a Decision Maker (10m - No Assessment)

I am an Active Listener (10m - No Assessment)

I am a Problem Solver (10m - No Assessment)

I am Compassionate (10m - No Assessment)

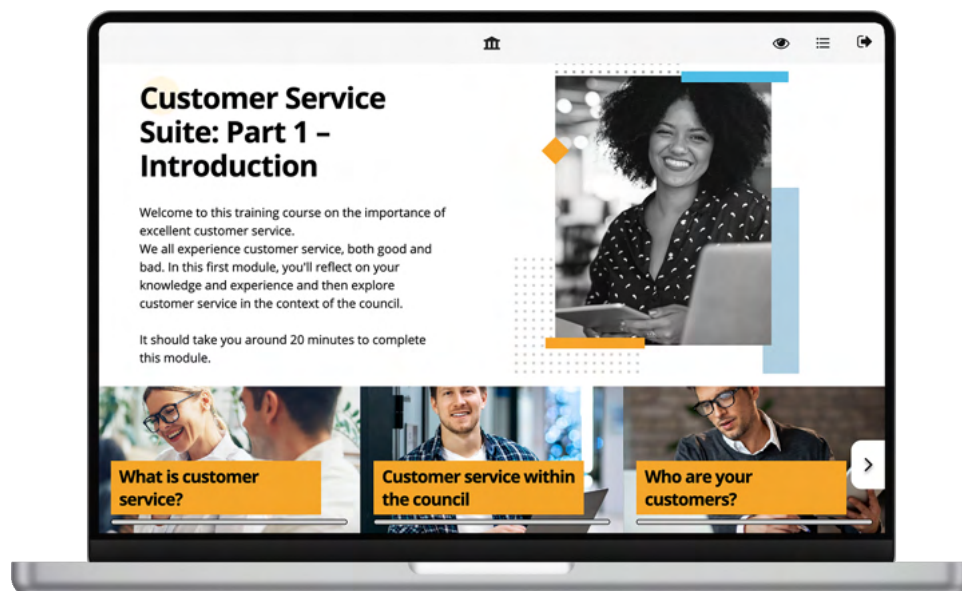
I am Curious (10m - No Assessment)

I am Positive (10m - No Assessment)

I am a Project Manager (10m - No Assessment)

Public Sector Customer Service

We believe this collection is simply essential for the Public Sector. It provides sector-specific customer service skills, helping new joiners get up to speed fast and supporting line managers with their evolving roles and responsibilities.



Lessons Summary

Customer Service Suite: Part 1 – Introduction (20m - No Assessment)

Customer Service Suite: Part 2 – Standards (20m - No Assessment)

Customer Service Suite: Part 3 – Communication (35m - No Assessment)

Retail

The retail industry is rapidly changing due to evolving consumer behaviour. Successful organisations constantly adjust to minimise costs and seize new opportunities. Customer experience drives competitive advantage, with empowered clients demanding immediate, personalised service.

Lessons Summary

Stock Control (25m - Includes Assessment)

Preventing waste in retail (25m - Includes Assessment)

Introduction to SHRINK (25m - Includes Assessment)

Introduction to Merchandising (25m - Includes Assessment)

Introduction to Retail (25m - Includes Assessment)

Driving Sales in Retail (30m - Includes Assessment)

Safeguarding

This collection goes beyond the legislation. It aims to instil learners with confidence to tackle safeguarding situations and equip them with the practical tools using a person-centred approach. The lessons are mapped to their relevant frameworks, with the remaining lessons providing additional content related to other aspects of safeguarding.

Lessons Summary

Safeguarding for All: Adults Edition (20m - Includes Assessment)

Safeguarding for All: Children's Edition (20m - Includes Assessment)

The Role of the Social Worker in Adult Safeguarding (36m - No Assessment)

Online Safeguarding (45m - No Assessment)

Safeguarding Children Level 1 (24m - Includes Assessment)

Safeguarding Children Level 2 (60m - Includes Assessment)

Safeguarding Children: Level 3 part 1 (35m - No Assessment)

Safeguarding Children: Level 3 part 2 (3h 0m - Includes Assessment)

Safeguarding Children: Level 3 part 3 (3h 0m - Includes Assessment)

Safeguarding Children: Level 3 part 4 (3h 0m - Includes Assessment)

Safeguarding Young People (45m - Includes Assessment)

Safer Recruitment (30m - No Assessment)

Safeguarding Adults: Level 1 (1h 35m - Includes Assessment)

Safeguarding Adults: Level 2 (60m - Includes Assessment)

Safeguarding Adults: Level 3 Part 1 (54m - Includes Assessment)

Safeguarding Adults: Level 3 Part 2 (1h 15m - Includes Assessment)

Safeguarding Adults: Level 3 Part 3 (54m - Includes Assessment)

Safeguarding and Child Protection for Non-Children's Service Workers (60m - Includes Assessment)

Safeguarding and child protection for non children service workers (Scottish Edition)
(60m - Includes Assessment)

Radicalisation (Safeguarding Edition) (30m - No Assessment)

Prevent (Scottish Edition) (30m - Includes Assessment)

Prevent (Safeguarding Edition) (30m - Includes Assessment)

Sales and Negotiation

The sales process is a complex balance of building customer relationships and negotiation. This collection combines traditional lessons with short, sharper lessons for efficient on-the-job learning. Lessons in this collection are supported with audio case studies for real-world scene training.

Lessons Summary

Why is rapport building important? (10m - No Assessment)

Welcome to Building relationships (6m - No Assessment)

Welcome to negotiation (5m - No Assessment)

Types of Questions (6m - No Assessment)

Negotiation Dynamics (10m - No Assessment)

Listening and responding (10m - No Assessment)

It's not just what you say (10m - No Assessment)

Know Your Audience (5m - No Assessment)

Influencing, Assertiveness and Negotiation (30m - No Assessment)

How emotionally intelligent are you? (10m - No Assessment)

Get off to a good start (7m - No Assessment)

Handling objections (6m - No Assessment)

Managing Improvement: The Sales Process (60m - Includes Assessment)

Closing the sale (6m - No Assessment)

Approaching a sales call (6m - No Assessment)

Self Care

This collection helps build and maintain high-performing teams. Containing a blend of courses, resources, tips and tricks, and videos, our collection provides you with the right tools to become proficient and effective in new ways of working. We support employees with longer-term strategies for managing mental wellbeing.



Lessons Summary

Digital Wellbeing (10m - No Assessment)

Self Development (20m - No Assessment)

Thinking Creatively (10m - No Assessment)

Creating a healthy home working environment (12m - No Assessment)

Transitioning back to the workplace (10m - No Assessment)

Post Pandemic Living and Working (10m - No Assessment)

Mindset and Attitude (15m - No Assessment)

Taking care of yourself (15m - No Assessment)

Relaxation (12m - No Assessment)

Mindfulness (12m - No Assessment)

Resilience (24m - No Assessment)

Hygiene at home and away (25m - No Assessment)

Dealing with Stress (15m - No Assessment)

Starter Pack

This collection will set up your organisation for learners to begin their professional and personal development. With lessons such as Climate Change, Stress Awareness and Home Office Set-up, this collection helps to shape an e-learning culture in your organisation while raising awareness for global issues.

Lessons Summary

Ending Gender-Based Violence (GBV) (30m - No Assessment)

Introduction to Social Prescribing (20m - No Assessment)

The Uncomfortable Conversation About Racial Inequality (No duration provided - No Assessment)

The Uncomfortable Truth About Racial Inequality (No duration provided - No Assessment)

Post Pandemic Living and Working (10m - No Assessment)

The Modern Apprentice (36m - No Assessment)

Sustainability and Environmental Issues (1h 12m - Includes Assessment)

Stress Awareness (36m - Includes Assessment)

Suicide Prevention Awareness (60m - No Assessment)

Modern Slavery and Human Trafficking (60m - No Assessment)

Love Food, Hate Waste (30m - No Assessment)

Home Office Set Up (6m - No Assessment)

Coronavirus (15m - No Assessment)

CSR – a practical approach (15m - No Assessment)

Climate Change (UK) (36m - No Assessment)

Anxiety Awareness (24m - No Assessment)

The Coffee Collection

Crafting the perfect coffee is harder than it looks! Understanding the theory of coffee is just as important as making an espresso or latte. We've developed this collection to guide new (and upskilling) baristas through the complete process, from pouring beans to serving with some coffee art.

This collection, including 10 lessons on crafting the perfect coffee, takes an in-depth look at coffee theory – The history of coffee, beans & storage and caring for equipment.

These lessons are carried out by a barista with years of experience who'll show your staff how to create the classics, along with the dos and don'ts of getting the perfect milk and coffee art.

Lessons Summary

Cappuccino (2m - No Assessment)

Americano (2m - No Assessment)

Cortado (2m - No Assessment)

Affogato (2m - No Assessment)

Mocha (2m - No Assessment)

Espresso (2m - No Assessment)

Macchiato (2m - No Assessment)

Flat White (2m - No Assessment)

Latte (2m - No Assessment)

Crafting the perfect coffee (45m - No Assessment)

Workplace Technologies

Customer service is about so much more than the small talk at the till. From creating the right kind of culture, to using tools and techniques to make sure every customer leaves

happy, this collection will help any customer-facing employee refine the art of customer service.



Lessons Summary

Understanding Workplace Information Systems (30m - Includes Assessment)

Virtual Meeting Etiquette (30m - No Assessment)

Technology and Change (20m - No Assessment)

Social Media for Businesses (20m - No Assessment)

Remote Working (18m - No Assessment)

Remote Working for Managers (18m - No Assessment)

Online Presentations (15m - Includes Assessment)

Information Management (33m - No Assessment)

Email Stress (27m - No Assessment)

Financial Services Specialist Compliance

This collection has been developed to ensure a full understanding of compliance needs. Case studies and real-world examples are utilised throughout to support on-the-job learning. Each lesson contains an adaptable assessment, which means that learners get new ways to test their knowledge each time they take the assessment.

Lessons Summary

Specialist Compliance: Failure To Prevent Fraud (Includes Assessment)

An Introduction to Banking Services (40m - Includes Assessment)

An Introduction to Financial Management (40m - Includes Assessment)

Financial Crime (45m - Includes Assessment)

Financial Sanctions (30m - Includes Assessment)

Insider Dealing (35m - Includes Assessment)

Introduction to Accounting (45m - Includes Assessment)

Mortgage Conduct of Business Sourcebook (MCOBs) (1h 10m - Includes Assessment)

Payment Services Directive (35m - Includes Assessment)

SYSC Senior Management Arrangements, Systems and Controls (1h 15m - Includes Assessment)

The Language of Insurance (30m - Includes Assessment)

Whistleblowing with Confidence (45m - Includes Assessment)

Data Protection Awareness (55m - Includes Assessment)

Cryptocurrencies (40m - Includes Assessment)

Combating Bribery and Corruption (35m - Includes Assessment)

Introduction to ESG in Financial Services (35m - Includes Assessment)

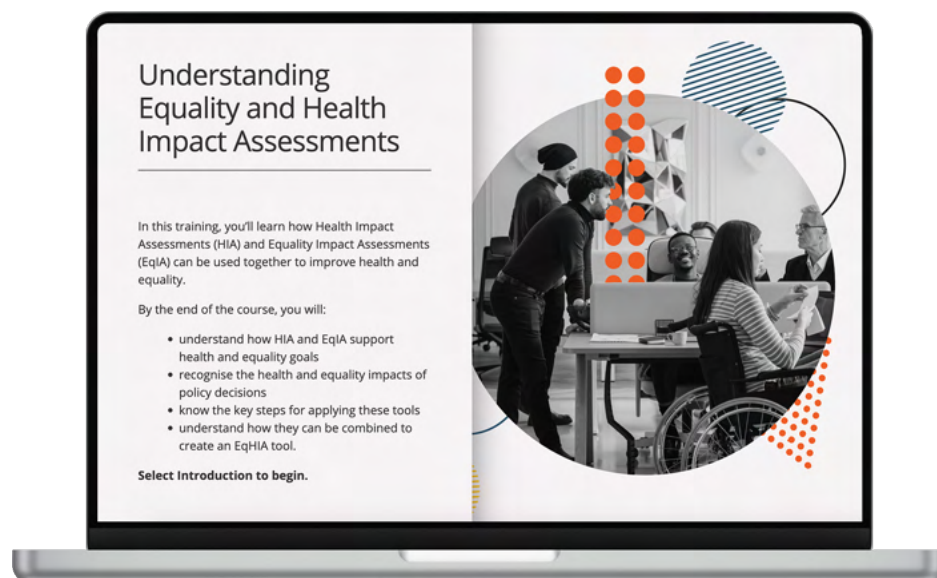
Anti-Competitive Activity (45m - Includes Assessment)

Anti-Money Laundering (30m - Includes Assessment)

Public Sector

Staying on top of regulation, managing change and controlling costs are essential. The pace of political and legal transition means that organisations face challenges creating engaging learning that properly supports the modern learner.

We work closely with public sector organisations to develop the best offer of engaging and innovative e-learning.



Lessons Summary

Understanding Equality and Health Impact Assessments (No duration provided - No Assessment)

Growing Digital Skills In Your Team (30m - No Assessment)

Essential Digital Skills For Your Team (35m - No Assessment)

Essential Digital Skills (35m - No Assessment)

Data Ethics (35m - No Assessment)

An Introduction to the Human Rights Act (No duration provided - Includes Assessment)

Make Every Contact Count (39m - Includes Assessment)

Communicating with deaf customers (20m - Includes Assessment)

Working Time Regulations (24m - No Assessment)

Writing for Different Audiences (33m - No Assessment)

Welsh Language Awareness (30m - No Assessment)

Welfare Reform (54m - No Assessment)

The Regulation of Investigatory Powers Act 2000 (RIPA) (15m - No Assessment)

The Armed Forces Covenant: e-Learning for Front Line Workers (48m - No Assessment)

Supporting Individuals Module 5: Applying for Jobs (24m - Includes Assessment)

Supporting Individuals Module 6: Interviews (24m - Includes Assessment)

Supporting Individuals Module 1: The Impact of Change for Managers (24m - Includes Assessment)

Supporting Individuals Module 2: The Impact of Change for Employees (24m - Includes Assessment)

Supporting Individuals Module 3: Redundancy First Steps (24m - Includes Assessment)

Supporting Individuals Module 4: Searching for Jobs (24m - Includes Assessment)

SEND Module 1 – Changes to the Special Educational Needs and Disability System

(24m - Includes Assessment)

SEND Module 2 Assessment planning and review (24m - Includes Assessment)

SEND Module 3 Funding and Personal Budgets (12m - Includes Assessment)

Records Management (30m - Includes Assessment)

Quality Management (33m - Includes Assessment)

Radicalisation (30m - Includes Assessment)

Prevent (Public Sector Edition) (30m - Includes Assessment)

Plain English (30m - No Assessment)

Manager Induction (60m - No Assessment)

Managing in a Political Environment (36m - No Assessment)

Legionella Awareness (36m - No Assessment)

Introduction to the Public Services Act 2012 (27m - No Assessment)

Introduction to Hoarding (30m - No Assessment)

Introduction to Local Government (1h 48m - No Assessment)

Introduction to Local Government – London (1h 48m - No Assessment)

Introduction to Local Government – Wales (1h 48m - No Assessment)

Introduction to Local Government – Scotland (1h 48m - No Assessment)

Introduction to Public Services Network (24m - No Assessment)

Information Sharing (57m - No Assessment)

Hate and Mate Crime (33m - No Assessment)

Homelessness Reduction Act (2017) (54m - Includes Assessment)

Grievance Policy and Procedure (33m - No Assessment)

Handling Complaints (20m - No Assessment)

Freedom of Information – A Guide for Local Authorities (60m - No Assessment)

Freedom of Information – Handling Requests (60m - No Assessment)

Fuel Poverty (54m - No Assessment)

Equality Act 2010 (33m - No Assessment)

Equality Impact Assessments (30m - Includes Assessment)

Female Genital Mutilation (45m - Includes Assessment)

Data Protection Essentials (60m - No Assessment)

Data Protection Essentials – Scotland (24m - Includes Assessment)

Data Quality (24m - No Assessment)

Data Security Standards PCI DSS (15m - Includes Assessment)

County lines (30m - No Assessment)

Completing an Application Form (30m - No Assessment)

Business Continuity Management (27m - No Assessment)

Business Maths (15m - No Assessment)

Anti-social Behaviour (24m - No Assessment)

All Age Carers (24m - Includes Assessment)

An Introduction to Running Successful Events (30m - Includes Assessment)

Project Manage like a Pro

Designed to equip you with the skills and knowledge to initiate, plan, monitor, execute and close projects successfully. Discover the key concepts involved in the project management process. Whether you're a new project manager, or established in your career and want to refresh your know-how, this collection is for you.

Lessons Summary

Lesson One: Introduction to Project Management (24m - No Assessment)

Lesson Two: Initiation (30m - No Assessment)

Lesson Three: Planning (40m - No Assessment)

Lesson Four: Execution (25m - No Assessment)

Lesson Five: Prioritisation (18m - No Assessment)

Lesson Six: Closure (20m - No Assessment)

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)

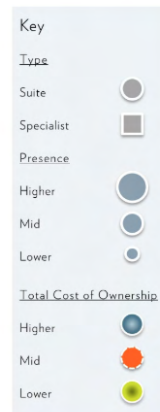
We have been recognised as a **Strategic Leader** on the prestigious **2025 Fosway 9-Grid™ for Digital Learning** for the fifth consecutive year (2020-2025). This independent assessment confirms our

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

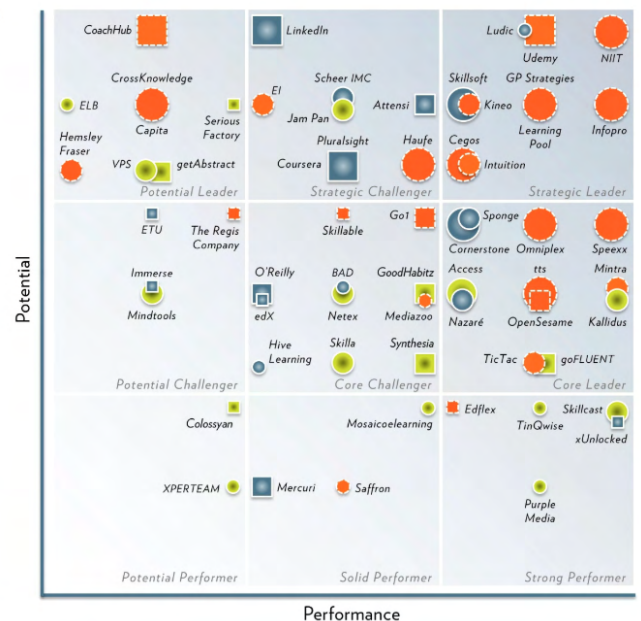
Fosway 9-Grid™

Digital Learning

2025



Copyright Fosway Group Limited.
All Rights Reserved.



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



"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: Admins have access to a customer support team, 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: Our Authoring tool (used to edit the content) has a 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.

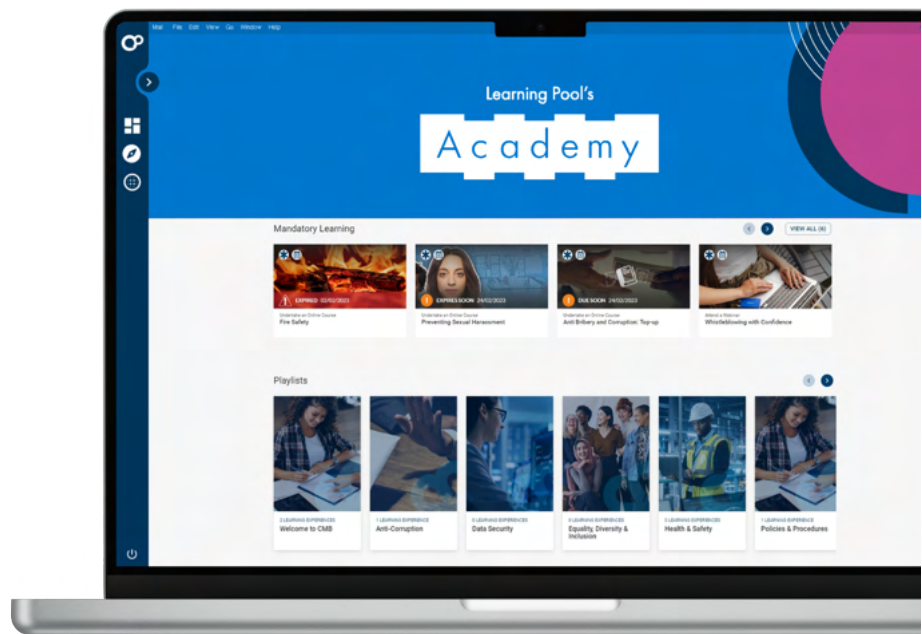
Your Customer Account Representative will hold regular **Quarterly Business Review (QBR) meetings**. These are vital for success, as they include reviewing performance metrics, product utilisation, and alignment with your business goals.

Training

- **Learning Pool Academy:**

A central online training portal accessible to all client representatives, providing quick guides, e-learning modules, instructional videos, and assessments, helping you to get the most out of our authoring tool.

- **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.
- **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.

Edit, Plug and Play

We provide 100% editing access to all lessons in your subscription. This empowers you to edit any off-the-shelf course yourself in minutes without diminishing the capabilities of the technology.

This easy-to-use, flexible self-authoring/editing interface gives you complete control. Designed for the non-technical user, you do not need to download any software or have any specialised knowledge.

Your fully edited course is ready in minutes for upload to your platform and deployment to your learners. If you're happy with our off-the-shelf version, which is generic branding, you can download straight from the master and upload your chosen SCORM or xAPI package to your platform.

Constraints and Dependencies

Supported Regions

In terms of geographical restrictions, there are no specific countries where the content can't be accessed.

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 certain websites.

Language Limitations

The core language for all of the-shelf learning is English by default but there are options for translations that will allow the content to be delivered in multiple languages. **Content translations will incur a cost.**

Option 1: The translations are completed in-house by the customer. This would involve us providing content in English and your internal translation team would translate into the additional languages and load them back into the learning. The multi-language functionality in our authoring tool allows you to export the original build of your module into a JSON file which can then be translated into the required language and uploaded back into the original course.

Option 2: Translations are managed by us fully but are completed internally and translated by machine learning. This allows rapid and cost-effective access to all languages around the world. In our experience, the quality output here is very high but we would encourage your in-house QA of translated content before launch to increase localisation and tone for your organisation.

Option 3: Translations are managed by us fully but are completed externally and translated by machine with external post-translation human QA and editing. This is similar to the previous option, but Learning Pool use one of our trusted partners to translate . The course would then be processed through a translation engine, and then quality checked by a person.

Customisation Limits

All of our collections are built using our authoring tool. This allows users to fully customise all of the text that is used in the course, including adding and removing content. The menu and theme are also editable allowing for full customisation of the colours and imagery used throughout the courses.

Additional interactive components can be added to the courses and you can also add additional multimedia files such as mp3, mp4, streaming video and all standard file formats are supported for hosting additional resources such as PDF, word documents, excel sheets etc.

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	✓	✓	✗	✗

Dependency on Customer-Side Systems

Our content is typically launched via a learning platform (LMS or LXP). Administration of the content, completion tracking etc. will be done through that platform.

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.

Maintenance

Our authoring tool is delivered as a cloud-based service and is designed to run with very little disruption. We release maintenance updates frequently and in small increments, which means most improvements do not require any downtime. If planned maintenance is ever needed, we aim to keep it to a minimum, provide at least eight hours' electronic notice, and schedule it where possible during weekends (Saturday or Sunday, British Standard Time).

Our core systems are monitored 24/7, so any issues are identified quickly. We use commercially reasonable efforts to provide at least 99.5% uptime and publish current system status on our public status page. If an incident occurs, our team follows established response and communication processes to keep customers informed until the service is restored.

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. Our authoring tool's data centers are located in Dublin, Ireland.