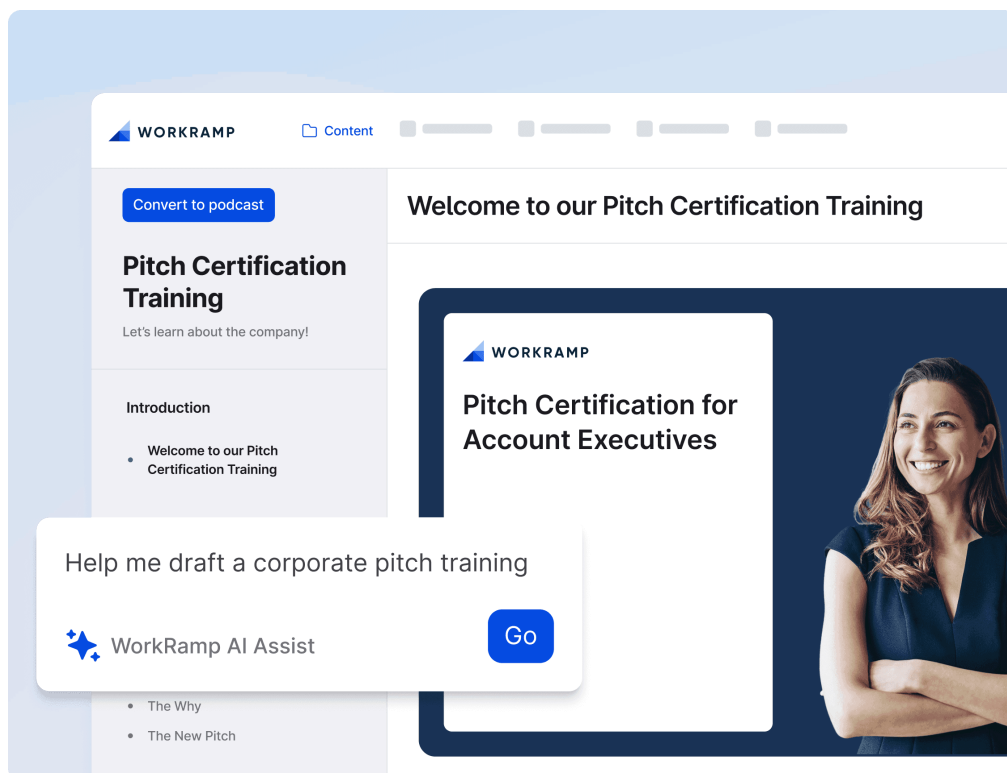




G-Cloud 15

Service Definition Document:

Learning Pool Employee Learning Cloud

2026

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Introducing Employee Learning Cloud

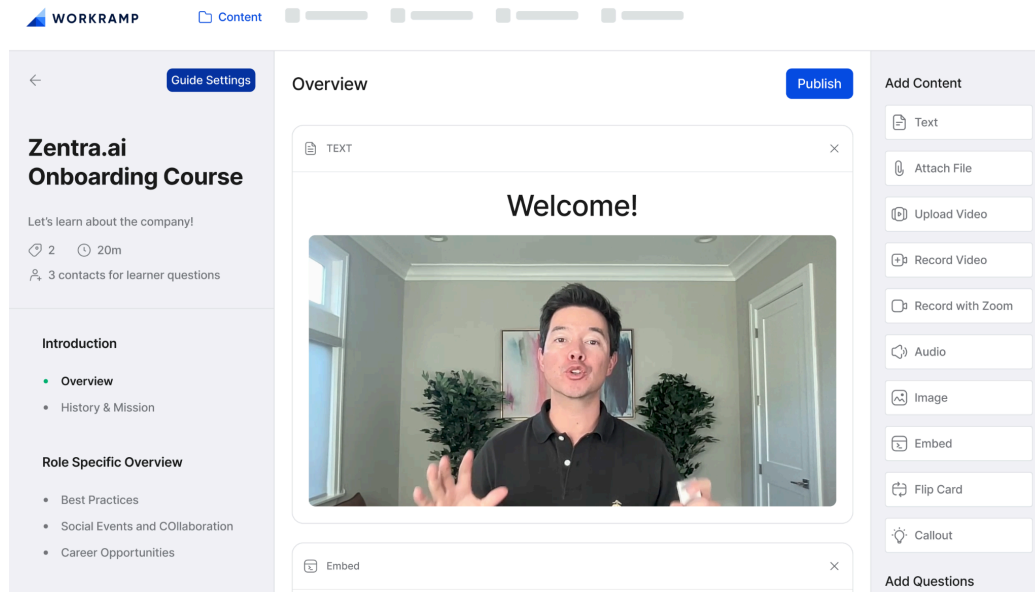
Employee Learning Cloud is an AI-first employee LMS that helps organisations develop top talent and drive revenue performance through high-impact enablement, learning & development (L&D), and compliance programs.

Through the Employee Learning Cloud, enablement, L&D, and HR teams can create a centralised hub housing all of their organisation's company-wide training.

- For enablement teams, this includes onboarding and ongoing training for reps so they're equipped with the knowledge, skills, and tools needed to boost field productivity and close more deals.
- On the L&D side, the focus is on designing engaging onboarding and development programs that attract, grow, and retain the best workforce for achieving business goals.
- For HR & compliance teams, training aims to prevent security breaches, reduce liability, and maintain a safe, inclusive workplace.

The Employee Learning Cloud makes all of this easy to achieve because the platform is intelligent, integrated, and intuitive.

- Powered by intelligent, AI-first features, the platform helps administrators build better, more magical learner experiences in less time.
- The platform fully integrates into core HR and Sales tech tools so that all learning workflows run seamlessly through a single source of truth.
- An intuitive UI/UX makes the user experience easy for administrators and learners alike.



Key features

Key features of the Employee Learning Cloud include:

- **AI-driven Course Creation:** Boost speed to impact with the platform's AI's ability to support with drafting courses from files, brainstorming and refining content, generating quiz questions, automating captioning and translation, and more.
- **Personalised Learning:** Maximise learner engagement and knowledge retention with AI-powered Personalised Learning, which enables learners to take trainings in the languages and learning modalities that best suit their needs.
- **Prebuilt Content & Course Discovery:** Teams can make 75K+ off-the-shelf courses accessible within the platform to help bolster learning programs and empower employees to develop the critical skills they need to succeed.
- **Skills:** Guide employees through the right career development paths with skills-based learning.
- **Pitch Certifications:** Certify sales and support teams through AI-driven role play and written assessment tools.

- **AI reporting & Visualisations:** From out-of-the-box analytics to AI-prompted visualisations, reporting in the platform gives teams the tools they need to illustrate and prove the ROI of their learning programs.

Learning Pool offers two packages for the Employee Learning Cloud:

- Professional Plan offers core LMS functionality, including intuitive content authoring, standard third-party integrations, and reporting to help teams launch high-impact learning programs quickly and efficiently.
- Enterprise Plan includes all Professional plan offerings plus robust content creation tools, CMS, advanced integrations and analytics, and full permissioning to support global enablement and L&D programs.

Feature highlights by plan are as follows:

Professional	Enterprise
Native course authoring	Everything in Professional, plus
SCORM compatibility	AI
Instructor-led training	Employee Development module
Skills builder	HRIS Connector
Badges and certifications	SSO
Reporting and visualisations	Salesforce Connector
Standard 3rd party integrations	Sales Content Management System (CMS)
Localisation Support	Migration support
iOS, Android, and Chrome Extension Apps	Implementation & Account Managers

SOC2 and Encryption	
Support, Community, and Academy	
API Access	

Optional Add-ons (Additional Cost)

Optional add-ons for Employee Learning Cloud include:

- **Iorad Integration:** Enables users to record tutorials on their screens and embed them into trainings
- **Data Connector:** Connects the Employee Learning Cloud instance data to many popular data lake providers like Snowflake or Databricks. Data syncs can be set on recurring schedules and adjustable frequencies.
- **Content Migration:** Content migration services are available as an add-on to help new customers transfer their content from their old LMS into the new platform. Pricing is dependent on the number of courses requested for migration.

Delivering Measurable Value to our Customers



We believe that the Employee Learning Cloud should be far more than just a repository for learning content; it's a critical tool for ensuring **organisational compliance**, speeding up onboarding and **field readiness**, boosting **employee retention**, and driving **cost savings** to deliver genuine Return on Investment.

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

Increased Compliance Rates

A key challenge for all public sector organisations is mitigating risk through adherence to regulatory training.

Employee Learning Cloud has essential features that make it easy to create engaging compliance programming and drive on-time completion, including:

- **SCORM compatibility** and **off-the-shelf compliance content** available natively in the platform make it easy to deliver compliance training without the burden of creating content from scratch.
- **Workflow automations** ensure learners are enrolled in the right compliance trainings at the right time without needing an administrator to manually assign them.
- **Customisable training reminders** via email, Slack, and/or Teams help drive on-time completions.

- **Knowledge checks, certifications, and gamification elements** help make the content more engaging and boost knowledge retention on important subject matter.

Case Study: Getty Images

For Getty Images, their "We Own It" program represents the organisation's dedication to upholding ethical behaviour, fostering a welcoming work environment, and actively adhering to laws and guidelines. Through the "We Own It" program, employees gain knowledge across diverse domains, including data privacy, security awareness, workplace harassment, ethical business conduct, the Sarbanes-Oxley Act, and health and safety.

The program is structured as a series of SCORMs, Guides, and Resources in Employee Learning Cloud and includes certifications and interactive gamification elements designed to enhance knowledge retention among learners. The combination of an intuitive learning platform with crisp, clear content, communication, and expectations has led to compliance trainings being completed at upwards of 98% by the first deadline for their employee audience of 1700 learners.



98% on-time completion rate for
compliance trainings

Speeding up Onboarding & Field Readiness

A poor employee onboarding experience not only starts new team members off on the wrong foot, contributing to negative satisfaction, but also hinders a new employee's field readiness.

Getting new employees onboarded efficiently and effectively is a key factor for business success, and with the Employee Learning Cloud, teams can build comprehensive programs at scale with features like:

- **AI Assist:** With the help of Generative AI assistance within content blocks and AI-powered Guide creation that converts files into drafted courses, onboarding teams can easily create more training in less time.
- **Off-the-shelf Content:** Teams can enhance programming using off-the-shelf content available natively within the Employee Learning Cloud. Download courses that cover essential workplace skills without having to create more content from scratch internally.
- **Libraries:** With Libraries, teams can curate, update, and tag all assets and resources to make content more accessible, searchable, and trackable.
- **Workflow Automations:** To reduce the administrative burden of manual assignments, teams can set up Automations to ensure learners in the new hire segment can be enrolled in relevant programs at the right time.
- **Badges & Certifications:** Learner badges and certifications help drive learner engagement and encourage completions.

Case Study: Gigaclear

For Gigaclear, a fiber broadband provider on a mission to deliver fast and reliable internet to rural communities across the UK, successfully serving their communities depends on the knowledge, skills, and care of well-trained engineers in the field.

Building out structured learning and tracking learner progress on the Employee Learning Cloud enabled the team to prepare engineers for field work as soon as possible and get a more holistic view of every engineer's qualifications to allocate resources and capacity-plan more effectively.

In the first seven months of delivering their onboarding boot camp and ongoing enablement, Gigaclear was able to reduce engineer field readiness time by 50 percent

and increase field productivity time by 25 percent. Additionally, their clearly established learning culture and focus on L&D contributed to a 30 percent decrease in employee attrition.



50% reduction in field readiness time
25% increase in field productivity

Cost savings

For many organisations, cost savings are a top priority, and taking training virtual with an LMS like the Employee Learning Cloud is a great way to achieve a leaner budget. With comprehensive L&D programming built out, it's also easier to retain employees, and when turnover is low, organisations can save on resources that would otherwise be dedicated to hiring replacement team members.

Going fully online with robust training programs is easy with Employee Learning Cloud features like:

- **Intuitive Course Authoring with Varying Modalities:** An easy drag-and-drop interface with content modules like text, flip cards, videos, knowledge checks, and more, help keep content design interesting, which is crucial when engaging learners fully remotely.
- **Resource Libraries:** Libraries enable teams to curate and update content digitally while tracking engagement on all assets.
- **SCORM Compatibility & Off-the-shelf Content:** SCORM compatibility and the availability of off-the-shelf courses make it easy to bolster a fully online training program with diverse subject matter without having to build everything internally from scratch.

- **Events:** Events can be used to build out and track attendance on various series of virtual instructor-led trainings and on-demand sessions.

Case Study: Earthjustice

For the Earthjustice team, creating a central hub for remote-first learning was essential for operating more effectively and sustainably. Taking the L&D efforts virtual with the Employee Learning Cloud enabled them to **save \$50,000 annually** that was previously being allocated to in-person trainings.

Additionally, their commitment to cohesive and comprehensive learning and development programming has helped contribute to an **89% employee retention rate**.



\$50,000 annual savings

89% employee retention rate

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)

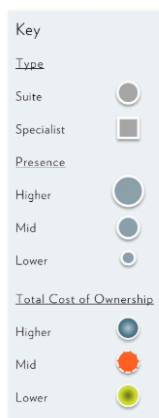
We have been recognised as a **Strategic Leader** on the prestigious **2025 Fosway 9-Grid™ for Digital Learning** for the fifth consecutive year (2020-2025). This independent assessment confirms our capability to meet the needs of large, complex, enterprise-scale customers like those in the public sector.

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

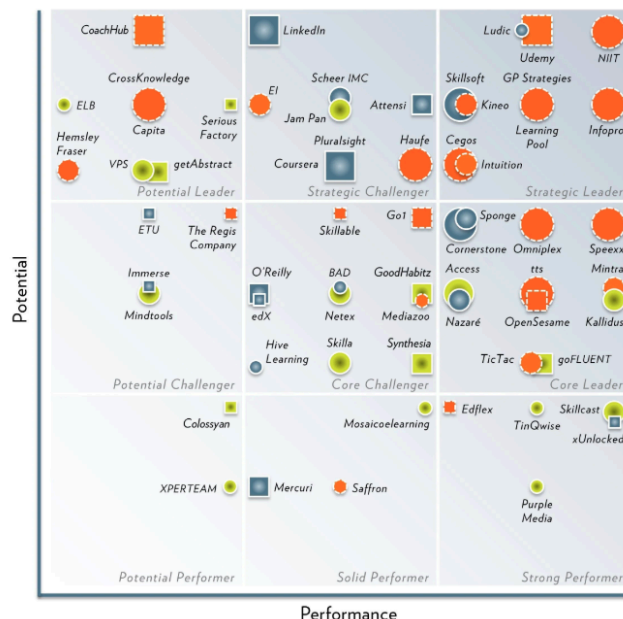
Fosway 9-Grid™

Digital Learning

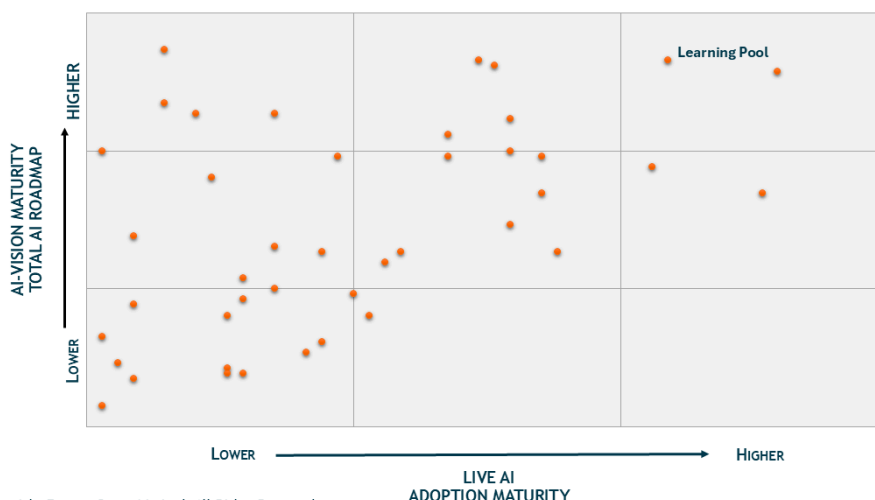
2025



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Digital Learning AI Roadmap Reality 2025



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Trusted by over 200 Public Sector Organisations



Focus on Customer Success

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

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



Committed to Ethical Partnership and Shared Values

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

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



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

Support and Training

Service Level Agreement (SLA) and Support Model

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



"Their customer service is world-class"

Stella - Trustpilot review

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

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

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

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

Our Service Level Commitments

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

Incident Response & Resolution Targets:

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

Monitoring and Reporting

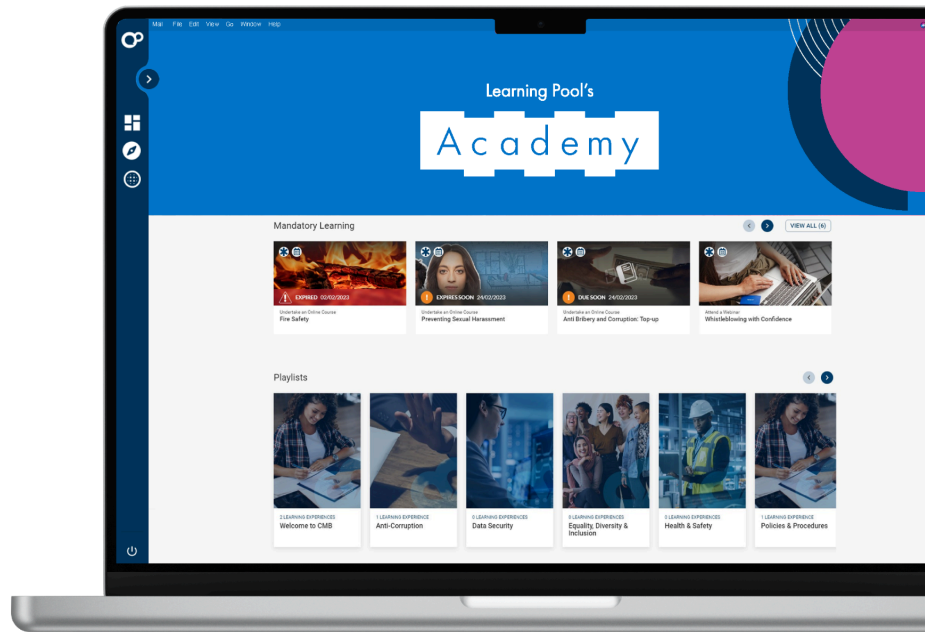
Every customer request submitted by phone, email, or through our portal is captured, assigned a severity level, and tagged with product and feature data. This rigorous tracking ensures we can report on response and resolution times, thereby continuously improving our efficiency. You can track all support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

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

Training

- **Online training Academy:** A central online training portal accessible to all client representatives, providing quick guides, e-learning modules, instructional videos, and assessments.

- **Interactive Training:** Access to real-time learning interventions, including live webinars and facilitated forum discussions via the platform.
- **Accessibility:** All training materials are hosted on a device-agnostic platform designed to meet accessibility standards.
- **Product Updates & Release Notes:** Scheduled strategic meetings with a Customer Account Representative to review new system functionality, supplemented by regular release notes provided ahead of system upgrades.
- **Targeted Coaching:** Dedicated training sessions with Product Coaches are available upon request for new product updates or specific functional requirements.
- **Continuous Administrative Support:** Ongoing assistance post-launch through a Customer Account Representative to ensure administrators maintain the technical proficiency required to manage the system effectively.



Emergency Resolution Process

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

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

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

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

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

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

Implementation

The goal of our implementation is to help new customers plan for a successful rollout, walk through relevant integrations and technical setup, educate users on available resources and relevant training, and set customers up to achieve desired business outcomes.

Different levels of service are offered depending on the customer's contracted annual recurring revenue (ARR).

- **Quick Launch Implementation:** Self-guided implementation includes a Product Academy training curriculum, weekly Implementation Office Hours for first 60 days, weekly Office Hours, and full access to our online training Academy and the Learning Pool Support team.
- **Guided Launch Implementation:** Guided implementation is led by an assigned Implementation Specialist and includes a kickoff call, workshop sessions and email support over 60 days. Customers also get access to Implementation Office Hours,

weekly Office Hours, our online training Academy, and Learning Pool Support Team.

Implementation Approach

Implementation activities and milestones fall into one of three priority buckets—content, settings & integrations, and assignment. In order for a customer to be considered fully launched, they must complete the following action items:

- **Content:** Create at least one high-priority training course
- **Settings & Integration:** Configure account settings and integrate relevant tech stack
- **Assignment:** Pilot the initial training course with a small audience

Indicative Timescale and Milestones

Key milestones include:

- Kickoff call
- Settings and integrations
- Content migration and data imports (if applicable)
- Initial content creation
- Automations setup
- Pilot
- Editor & Manager training
- Communications and program launch plan
- Announce the new platform and assign trainings to learners

Onboarding and Offboarding Support

Onboarding will be supported by our online training Academy, the Learning Pool Support Team and your Customer Account Representative.

Content migration services are also available as an add-on to help new customers transfer their content from their old LMS into the new platform. Pricing is dependent on the number of courses requested for migration.

At offboarding, any content, reports, or training data that want to be kept must be exported before the final day of the customer's term.

- Training content will be saved as PDFs, preserving the structure and content for future reference outside the system.
- Within trainings, any downloadable materials, such as linked files, can be saved individually. However, SCORM packages and embedded materials **cannot** be downloaded directly, so administrators should plan accordingly.
- A catalogue of all training items created in the platform can be exported as a CSV file.
- Training data can be exported as CSV files through the Reporting tool.

Account representatives and the Support team are also available for assistance as needed during the offboarding process. After the contract has ended, users will no longer have login access to retrieve content.

Constraints and Dependencies

Supported Regions

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

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

Language Limitations

The platform currently supports 13 languages that can be set as the default language. End users can also translate the site to any of those languages of their choice. Content can also be translated in real-time into more than 50 different languages.

Customisation Limits

Employee Learning Cloud can support customisation through the Administrator console Theme Settings, including (but not limited to) theme colors, fonts, banner images, card tile images, content theming, and more..

Browser / Device Limitations

The platform is a SaaS-based platform and requires a working supported browser and internet connection. Browser and system requirements are as follows:

- Browsers - Edge 122, Firefox4+, Chrome11+, Safari5+, iOS, Android
- Client-side JavaScript enabled for admin pages
- Windows Vista/Windows 7 or above
- MacOS X 10.5 or above, Modern Linux variant

Dependency on Customer-Side Systems

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

Identity Providers (SSO): To allow seamless access, the system depends on your identity services (such as SAML2, OpenID, Azure, or Okta) for Single Sign-On (SSO), or your own proprietary system(s) for authentication and provisioning.

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

Accessibility

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

Disaster Recovery and Backup

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

Our infrastructure provides regular data backups through its Continuous Protection program across multiple AWS RDS zones. Backups are taken every 24 hours and stored for a rolling 30 days. We have a business continuity and disaster recovery plan that is tested on an annual basis. Our backup frequency is every 24 hours, and we support RTO and RPO of less than 24 hours.

Maintenance

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

Continuous Upgrades and Support

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

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

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

Our standard approach to planned maintenance is:

- **Advance Notification:** For any planned maintenance, we will notify you at least 10 business days in advance.
- **Time Allocation:** Scheduled maintenance will not exceed more than eight hours per month.

Hosting and Security

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

Learning Pool and all of our products and services are GDPR compliant. We are proud to be certified to the international standard for information security, **ISO 27001**, as well as **Cyber Essentials** and **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.

Hosting options:

- AWS-US West Coast
- AWS-EU