

T R I B A L

MAYTAS

Service Definition

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About Tribal

Tribal is a leading global provider of software and services for education institutions. We deliver student information solutions for Further Education, Higher Education and work-based learning providers worldwide, and offer quality assurance and benchmarking services to support excellence across the education sector. Our goal is to become a pure-play EdTech SaaS business with global reach, empowering over 500 institutions around the world through our innovative solutions.

MAYTAS

MAYTAS is a market-leading Learner Management System (LMS) and e-portfolio solution designed to empower training providers, employers, and universities with a smarter, more efficient way to manage learning. With over 40 years of innovation and trusted by 300+ UK organisations, MAYTAS supports every type of work-based training programme, from Apprenticeships and Traineeships to AEB, Skills Bootcamps, and Commercial training

MAYTAS delivers a 360° view of the learner journey, from application to completion, enabling you to optimise operations, ensure compliance, and improve learner outcomes, all from a single, unified platform.

STEP BY STEP



- **End-to-End Compliance and Funding Management** - Built-in tools simplify ILR submissions, ESFA/DfE compliance, and funding returns, reducing errors and saving time.
- **Real-Time Intelligence and Reporting** - Custom dashboards and over 140 ready-to-use reports provide actionable insights, helping you monitor progress, identify risks, and make data-driven decisions.
- **Seamless Integration and Automation** - MAYTAS integrates securely with your existing systems via a comprehensive API layer and supports automation through Power BI and Power Automate.
- **Scalable and Configurable** - Whether you're a small provider or a national organisation, MAYTAS scales with your growth and adapts to your unique delivery models.
- **Expert Support and Advisory Services** - Tribal's dedicated team of funding and compliance specialists are on hand to guide you through audits, submissions, and strategic planning.

Benefits

MAYTAS streamlines day-to-day activities, simplifying tasks and reducing administration costs.

Data can be submitted to the relevant funding bodies, helping achieve funding efficiency and ensuring that users adhere to regulations. This enables fewer errors and quicker batch submissions.

The MAYTAS solution contains a built-in ILR and LLWR validation engine ensuring your data remains compliant prior to submission to the relevant governing body. This is maintained across academic years by Tribals ILR and LLWR specialists.

The solution allows learners to sign up online, meaning that the learner themselves enters basic data into the system, saving enrolment time and administration costs. Our fully auditable, data authentication functionality allows for custom workflow / data collection capabilities unique to an organisation and their processes.

The MAYTAS solution also offers a flexible and readable OData API layer allowing users full read/write access to their MAYTAS dataset, making integration with other systems simple. We also offer a PowerBI connector to allow organisations to see a visual representation of their data via the Microsoft PowerBI platform.

MAYTAS contains a suite of reports that reflect standard government reporting techniques, helping providers to prepare for inspections in advance and gain greater visibility of the likely outcomes. This helps to highlight where areas of improvement could be made ahead of inspection.

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MAYTAS and MAYTAS Hub (ePortfolio)

MAYTAS Hub is a market-leading ePortfolio system that allows assessors, learners, verifiers and employers to carry out activity and monitor learner progress both on and offline.

MAYTAS Hub can be used to track any qualification, including accredited programmes and commercial courses such as Apprenticeships, NVQs and Functional Skills as well as bespoke qualifications.

MAYTAS Hub works alongside the MAYTAS learner management solution or can act as a standalone product. Learner progress may be measured against their funding, ensuring the best use of funding.

MAYTAS and Hub provide:

- Clear, configurable and intuitive interfaces
- Simple customisation, allowing users to design their own screens to replicate paperwork used by assessors
- Automated risk analysis based on a number of system interactions
- Showcase portfolio(s) allowing a learner to piece together their best pieces of work
- Virtual learning via secure e-Assessments – data can be reviewed at anytime, anywhere
- Simplification of paper-based processes, reducing overall costs, improving quality and efficiency and reducing manual paperwork and portfolio storage
- Support for assessors through case load and diary management functionality, providing the ability to easily update achievements, record visits and outcomes
- Reporting tools improve the measurement of learner progression, supporting improved success rates and encouraged retention
- Performance management reporting for both learners and assessors.
- Users, internal/external verifiers and stakeholders of intuitive, real-time learner data for accurate company performance reporting.
- Web native and fully responsive experience.

Customer Advisory Package

MAYTAS customers can upgrade their level of support with a Customer Advisory Package. This provides you with your very own MAYTAS expert and a wider range of specialists, proactively working with you to achieve your strategic goals and create a best practice system. From regular check-ins to owning complex requests, they'll be there for you every step of the way.

The Advisory Package comes with flexible advisory time, meaning you're in control. Choose how to best utilise your allocated hours, whether it's training, technical checks, continuous improvement initiatives, troubleshooting, strategy, or simply staying ahead of the curve, we're here to support your success and guide you every step of the way.

Funding and Compliance Support

We understand that any software is only as good as the information that goes into it. That's why all our MAYTAS customers can also upgrade their subscription to include Funding and Compliance Support, for year-round, on-demand expertise on DfE, SDS and devolved funding, audit, and best-practice reporting that drives quality improvement and business development. Contact us for more information and pricing for Funding and Compliance Support.

Governance

Tribal Group holds certification for both the ISO 27001 standard for Information Security and the ISO 9001 standard for Quality Management. Being globally aligned and ISO certified forms an essential part of our risk mitigation strategy and provides assurance for our customers. In 2025 we will maintain our current ISO certifications and will continue to align our business continuity activities with the ISO 22301 standard for Business Continuity.

Tribal will agree to a set of Quality Key Performance Indicators (KPIs) to monitor the quality-of-service delivery through each project. These will be reviewed to the standards agreed and any corrective actions will be dealt with accordingly and approved by the client. Quality monitoring and reporting will be managed through regular contact with the client by a nominated account manager.

You can see our [accreditations here](#).

Service Management, Support and Advisory

Tribal provides a comprehensive service management, support, advisory, and account management model designed to ensure the reliable operation, effective use, and ongoing optimisation of its cloud-based solutions.

Our approach combines structured service management with sector expertise and dedicated customer engagement, ensuring customers are supported throughout the service lifecycle and continue to derive long-term value. Customer feedback, operational insight, and regulatory developments are used to inform continuous service improvement and product enhancement.

Service and Support Model

Tribal operates a responsive, tiered support model to ensure incidents, service requests, and advisory queries are managed efficiently and resolved effectively.

Support is available 24 hours a day, 7 days a week, 365 days a year via Tribal's self-service Support Portal, allowing customers to log incidents and service requests and access knowledge resources at any time.

During core business hours (08:30–17:00 GMT, Monday to Friday, excluding UK public bank holidays), customers have direct access to Tribal's UK-based technical support team, including product specialists and cloud and platform engineering expertise.

All incidents are triaged on receipt and assigned a priority in line with Tribal's priority-based incident management framework. Ownership is maintained throughout the incident lifecycle, with an emphasis on clear communication, timely resolution, and first-time fix wherever possible.

Where required, issues may be escalated through defined governance routes, including escalation from the Service Desk to the assigned Account Manager, and ultimately to senior leadership, ensuring appropriate visibility, accountability, and resolution of significant matters.

Service Level Targets

Tribal operates defined Service Level Targets (SLTs) for production environments:

- **Critical Fault (P1)**
- Response within **30 minutes**; resolution (or suitable workaround) within **4 hours**
- **Major Fault (P2)**

Response within **1 support hour**; resolution (or suitable workaround) within **3 support days**

- **Important Fault (P3)**

Response within **4 support hours**; resolution (or suitable workaround) within **20 support days**

- **Minor Fault (P4)**

Response within **8 support hours**; no fixed resolution target

Service performance is monitored and reviewed as part of Tribal's service management and continuous improvement processes.

Account Management and Customer Success

Each customer is supported by a dedicated Account Manager who acts as the primary commercial and relationship contact, ensuring clear communication, coordination, and alignment with customer objectives.

Guidance and Community Resources

Tribal provides ongoing and guidance services through access to product specialists and subject matter experts. This includes advice on configuration, optimisation, compliance considerations, and operational best practice.

Customers have access to a range of self-service and community resources, including online documentation, knowledge bases, webinars, user forums, and user groups, supporting knowledge sharing and effective service adoption.

Continuous Improvement and Enhancements

Tribal continuously reviews its services based on customer feedback, sector developments, and regulatory change. Regular updates and enhancements are delivered to improve functionality, performance, and user experience.

Where customers have specific or evolving requirements, Tribal can provide advisory input and explore tailored configuration or service options in line with the agreed service definition.

On-boarding and Off-boarding Processes

On-boarding

We understand that implementing a new solution can be a significant undertaking for any provider, which is why we have designed our process to be seamless and efficient to help ensure a successful outcome from your investment.

Our dedicated implementation team will work closely with you to align stakeholders on objectives, timelines and responsibilities. Throughout the implementation, we maintain clear communication, provide continuous support, and make adjustments as needed to ensure a smooth transition.

Our proven methodology and commitment to excellence will lead to a successful adoption and immediate benefits for your organisation.

Example of an Implementation Project Plan

Please note the investment quoted will only include the training of the functionality described in each option.

Service Title	Service Description
Project Kick Off	Initial meeting to introduce Tribal/Customer teams and respective roles. Present a high-level overview of the project, including scope, timeline and deliverables. Clarify roles and responsibilities of the team members and establish a communication plan.
Set-up and Configuration	Set up and configuration of your new MAYTAS solution. Including cloud set-up, MAYTAS client installation, and creation of account users. Tribal will also support with your Azure B2C or Azure SSO configuration with MAYTAS.
ILR / LLWR Migration	To provide a two-year ILR or LLWR data migration that includes the previous year's R14 and the current year's latest ILR file.
MAYTAS New User Training including ILR/PLR	The aim of this training is to provide staff with an understanding of how to use the system for data entry and data management purposes. By the end of the session, users will be able to use the system to manage the ILR, correct errors and export the ILR's ready for submission.
Screen Design Training	The aim of this training is to provide staff with an understanding of screen design by creating specific screens that align with business requirements. By the end of the session, participants will be able to use the tools within screen designer based on best practice principles and will have developed screens that meet the organisation's needs.

Report Generator Training	The aim of this training is to provide staff with an understanding of the basic principles of report writing in MAYTAS. By the end of the training, users will be able to create basic list and matrix reports. Additionally, they will learn how to utilise the bulk mail merge and auto communication functionalities.
Objective Tracking Training	The aim of this training is to provide staff with an understanding of how to create and maintain objectives within MAYTAS.
Online Apps/Forms Training	The aim of this training is to provide staff with an understanding of how to design their online application forms and process and develop the required screens.
Contact Log Training	To provide staff with an understanding of how to use the contact log to track and record communication with learners, personnel and employers. Including configuring Outlook Plug-In. For SMS, we have an integration with TextAnyWhere , which we can configure at no additional cost; however, you would need to set up an account with them to send SMS from the system.
Process Designer Training	To provide staff with an advanced understanding of the principles of process design and have created specific processes in line with business requirements. By the end of the session XXX
API Training	Tribal deployment of the ODATA API, including provision of an authentication account and deployment of documentation.
Standard Import Training	To provide staff with an understanding of the purpose of Standard Imports and how they can be used for process automation and data import. By the end of the training users will understand the process of how files are imported into MAYTAS and Watchers are used to schedule imports and associated permissions and logging.
MAYTAS HUB Training	To provide staff with an understanding of how to build qualifications and how Assessors, IQAs and Managers can manage qualifications and learner progress. By the end of the implementation users will have defined their business process, configured MAYTAS Hub in line with requirements, understood how to build qualifications and trained out the system to Assessors, IQAs and Managers.
Courses + Online Booking Training	To provide staff with an understanding of how to maintain courses and mark attendance and set up online booking and payments as required. By the end of the training users will have defined and agreed their course curriculum and understood how to create and maintain a course and course stream, create a timetable and add resources (venues/personnel) to it, record costs against courses, and mark attendance.
Module Registers Training	To provide staff with an understanding of how to; create module-based registers, configure objectives, schedule registers, mark attendance through MAYTAS HUB and report on these.
Sales Pipeline Training	To provide staff with an understanding of how to manage and maintain sales pipelines from both a user and a manager perspective. Users will also be able to run standard reports on this data. By the end of this session users will have defined their sales pipeline business process and understood how to manage and maintain sales pipelines from both a user and a manager perspective. Users will also be able to run standard reports on this data.
Vacancies Training	To provide staff with an understanding of how to maintain vacancies and match to suitable applicants. By the end, users will have defined and agreed their vacancy business process and understood how to maintain vacancies and match to suitable applicants.
Financial Planning Training	To provide staff with an understanding of how to create and maintain financial plans in MAYTAS. Users will also be able to run standard reports on this data. By the end of the session users will understand how to create and maintain financial plans in MAYTAS. Users will also be able to run standard reports on this data.
Allowances and Payments Training	To provide staff with an understanding of how to manage learner allowances and payments using MAYTAS.
Project Management	Allocation for project management activities such as development of project plan and training plan as well as regular touch points throughout project delivery.

Off-boarding

An outline exit plan will be provided on request. This will provide the timetable, procedures, responsibilities, and information required of the client and Tribal to ensure that the service is terminated, and data transferred as required.

Training

Training will be scheduled as part of your project plan at times agreed by both parties. It will be delivered in clear, modular sessions that follow the logical flow of the system and its data, with supporting materials provided for each module and comprehensive user guides for ongoing reference. If any changes are made to your solution, we'll update all relevant training materials and offer additional training as needed to ensure your team stays fully supported.

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