

People Alchemy Learning Workflow Platform Service Definition

G-Cloud 15
Lot 2b – Software as a Service (SaaS)

People Alchemy Ltd
Registered in England No. 3792933
peoplealchemy.com

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PEOPLE ALCHEMY

Service overview

The People Alchemy Learning Workflow Platform is a cloud-based SaaS platform designed to support structured workflows for ePortfolio, learning, and professional development activities.

At its core, the platform provides a configurable workflow engine that enables organisations to define, manage, and evidence sequences of learning-related tasks over time. These workflows can be applied to a wide range of use cases, including ePortfolio management, continuing professional development, learning/training transfer, onboarding, competency evidence, and structured learning programmes.

The service is delivered as a multi-tenant SaaS solution and is accessed via a web browser.

Core platform concept

The platform is built around the concept of **learning workflows**, sometimes referred to as learning pathways.

A workflow represents a sequence of activities, tasks, and evidence collection points that are distributed over time. Workflows can be created and managed by administrators and assigned to users individually or in groups.

Workflows are commonly used to:

- Structure learning or development activity over an extended period
- Capture evidence of practice, reflection, and progress
- Engage supervisors, mentors, or reviewers in supporting and validating activity
- Maintain an auditable record of learning and development activity

The platform supports both customer-created workflows and pre-configured workflow templates.

Typical use cases

The platform may be used to support a range of scenarios, including but not limited to:

- ePortfolio management and evidence collection
- Continuing professional development (CPD) recording
- Structured onboarding and induction programmes
- Competency, skills, and capability development
- Certification and qualification support
- Professional and leadership development pathways

These examples are illustrative and do not represent fixed or guaranteed use cases.

Platform functionality

The following sections describe the principal capabilities of the platform. This list is intentionally comprehensive to support procurement and evaluation activities. Not all functionality needs to be enabled for all customers.

General platform capabilities

- SaaS platform for hosting learning workflows and learning pathways
- Web-based user interface with responsive design for mobile devices
- Role-based access control with multiple user and administrator roles
- Support for users participating in multiple workflows concurrently
- Automated notifications and reminders by email and optionally SMS
- Internal messaging with full audit trail
- Reporting and data export capabilities
- Sandbox environment for testing and workflow development

Learning workflows and pathways

- Creation and editing of workflows using an administrative editing interface
- Use of workflow templates as a starting point
- Delivery of activities and tasks to users as a structured workflow
- Flexible workflow durations ranging from short programmes to multi-year pathways
- Assignment of users to multiple workflows
- Version control and audit trail for workflow changes
- Scheduling and rescheduling of activities at individual level
- Triggering of certificates at defined milestones
- Support for experiential and task-based learning activities

Content and evidence management

- Support for rich media content including documents, video, audio, and links

- Upload and storage of evidence files by users
- Personal learning logs and reflective notes
- Recording of attendance at events or cohort-based activities
- Cross-linking between workflows and activities
- File library for user uploads and assignments

Mentors, reviewers, and stakeholders

- Assignment of mentors, observers, or reviewers to users
- Ability for mentors and reviewers to provide feedback and commentary
- Approval or return of submitted work for rework
- Collection of feedback between users and mentors
- Visibility controls based on role permissions

Assessment and feedback tools

- Configurable questionnaires and feedback tools
- Rating and scale-based assessments
- Multi-rater observable behaviour tools
- Observation-in-practice assessment support
- Customisable assessment questions and structures
- Progress indicators for knowledge, skills, and behaviours

User experience features

- Clear visual indicators of progress and status
- Mobile-responsive interface
- User forums and discussion areas
- Attachment of files, audio, and video from desktop or mobile devices
- Out-of-office handling for system messages
- User self-management of credentials and profile details

- Embedded help and FAQ content

Administrative features

- Multiple admin roles with granular permissions
- User import via spreadsheet files
- Activity and notification logs for troubleshooting
- Automated user disabling based on defined conditions
- Early indicators for inactive or struggling users
- Validation of email and mobile number formats
- Customisable reports and exports
- Broadcast messaging to filtered user groups
- Online administrator user guide

Optional and configurable features

The platform supports a range of optional or configurable capabilities that may be enabled where required:

- Plagiarism and AI-generated content detection
- Multi-language user interface
- International configuration for currencies, time zones, and working weeks
- CPD event recording and management
- Qualification and learning outcome tracking
- ROI data capture for evaluation purposes

These features are not mandatory and can be activated at any time, subject to agreement.

Security and data protection

The service includes the following security and data protection measures:

- Secure access over HTTPS
- Multi-factor authentication available for all user accounts
- Encrypted storage of data at rest

- Encrypted backups with defined retention periods
- Segregated infrastructure components
- Hashed and encrypted credentials
- UK-based data hosting

Disaster recovery and backup arrangements are documented and maintained, with regular testing and review.

Service management and support

- Regular scheduled system updates and enhancements
- Planned maintenance windows communicated in advance
- Support provided to designated administrative users via a ticketing system
- Support availability during UK business hours

End-user support is typically managed through customer administrators.

Onboarding and offboarding

- Onboarding support is provided as part of the standard service offering
- Data export and account closure support is available during offboarding
- Additional or bespoke data export requirements may be agreed separately

Relationship to professional services

This service definition describes the cloud software service only.

Professional services such as consultancy, workshops, configuration support, or custom development are optional and are available separately under G-Cloud Lot 3 where required.

Ordering information

The People Alchemy Learning Workflow Platform is available for purchase through the G-Cloud 15 framework under Lot 2b.

Pricing, configuration options, and contractual terms are agreed at call-off.