



## G-Cloud 15

**Service definition - Managed learning platforms (Moodle LMS, Moodle Workplace and Totara)**

**Supplier:** Synergy Learning

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# Overview

Synergy Learning provides managed Learning Management Systems (LMS) based on the open-source platforms Moodle LMS, Moodle Workplace and Totara. We work with public sector organisations to design, configure and support learning platforms that are practical, secure and sustainable over time.

We have delivered and supported learning platforms for public sector, education, not-for-profit and regulated organisations for over 20 years. Our work typically supports staff training, compliance, professional development and large-scale workforce learning, often across complex organisational structures and with strict security and reporting requirements.

Our role is not to force a particular platform or way of working. Instead, we help customers select the most appropriate platform and configure it to fit how their organisation already operates, while allowing room to evolve as needs change. This includes working within existing governance models, technical constraints and internal capability.

Our service can be delivered as a fully managed, hosted solution or alongside customer-hosted environments, depending on internal policy, security requirements and scale.



## Who the service is for

This service is used by public sector and regulated organisations that need a reliable platform to support workforce capability at scale. It is commonly used to deliver:

- staff training, induction and onboarding
- mandatory, regulatory and compliance learning
- professional development, CPD and skills tracking
- learning for external audiences such as partners, contractors or volunteers

Beyond formal training, the service is often used to support wider organisational needs such as knowledge sharing, guidance distribution, policy awareness and role-based information access. This includes providing staff with a single, auditable place to access up-to-date materials, track acknowledgement and demonstrate compliance where required.

The service is particularly suited to organisations with multiple user groups, complex structures or devolved teams, where different audiences require different access, reporting and oversight. Typical users include central teams, managers, operational staff and external contributors.

It is a good fit for organisations that require clear reporting, auditability and integration with other business systems, while avoiding lock-in to proprietary technology and retaining long-term control over their platform.



## Platforms we support

We support three closely related platforms, all built on proven open-source foundations. Each has strengths in different areas, and part of our role is helping customers select the platform that best fits their operational, reporting and governance needs.

### Moodle LMS

Moodle LMS is widely used across the public sector for delivering learning to internal and external audiences. It is highly flexible, well understood and supported by a large global community.

It works particularly well where organisations need to deliver structured learning, manage large or mixed user groups, and retain maximum flexibility in how the platform is configured and extended. Moodle LMS is often chosen where integration, custom workflows or external audiences are a priority.

### Moodle Workplace

Moodle Workplace is designed specifically for workforce learning and compliance. It builds on Moodle LMS but adds native features for programmes, certifications, organisational hierarchies, automation and reporting.

It is well suited to organisations that need clear oversight of mandatory training, recurring certification and role-based learning across departments or business units, with reduced administrative overhead.

### Totara

Totara is an enterprise learning platform designed for organisations with more complex talent, performance and engagement requirements. In addition to learning delivery, it supports structured development pathways, performance management and engagement features.

Totara is typically selected where organisations need deeper reporting, stronger alignment between learning and workforce development, and the ability to support multiple use cases within a single platform.



The choice of platform is confirmed during discovery and is based on requirements rather than preference. Where needs evolve over time, the open-source foundations of all three platforms allow them to be extended, integrated or adapted without forcing a full platform change.

## How the service is delivered

Our services are delivered through a structured discovery, configuration and rollout process, designed to align the platform to how your organisation already works. We focus on stability, clarity and long-term sustainability rather than short-term customisation.

### Configuration before customisation

Our default approach is to configure the platform using standard, supported features rather than altering core code. This allows organisations to benefit from platform upgrades, security updates and new features without introducing unnecessary risk or technical debt.

Configuration typically includes:

- organisational structures and hierarchies
- audiences, roles and permissions
- enrolment and access rules
- programmes, certifications and learning pathways
- dashboards, reports and notifications

This approach keeps platforms easier to maintain, upgrade and support over the life of the contract, while still allowing a high degree of flexibility in how learning is delivered and managed.

Where requirements cannot be met through configuration alone, we take a measured approach. Additional capability is introduced through clearly scoped extensions, integrations or development, rather than ad-hoc changes to the platform.



## Extending the platform

All three platforms can be extended where required, and we work with customers to determine when this is genuinely necessary and proportionate.

Extensions may include:

- integration with identity, HR or business systems using supported APIs
- use of middleware, such as Workato (Totara only), to orchestrate complex data flows
- third-party services for reporting, accessibility, eCommerce or virtual classrooms
- additional plugins or scoped development where a clear business case exists

All extensions are discussed in advance, documented and agreed before implementation. We assess impact on security, performance and supportability and ensure that any changes can be maintained safely over time.

This approach gives organisations confidence that their platform can evolve as needs change, without locking them into bespoke solutions that are difficult to manage or exit.

## Hosting and infrastructure

Synergy Learning provides a fully managed hosting and infrastructure service for Moodle LMS, Moodle Workplace and Totara. This is the default delivery model for the service and is designed to allow customers to focus on learning delivery, governance and outcomes, rather than platform operation.

Our hosting environments are purpose-built for our learning platforms and are managed end-to-end by Synergy Learning. This includes platform setup, ongoing monitoring, security patching, performance management and backup, delivered as a single managed service.

Customers are provided with full administrative access to their platform, alongside clearly defined support and escalation routes. This ensures organisations retain control and visibility, while operational responsibility for availability, resilience and day-to-day platform health remains with us.



Hosting capacity is sized based on active users and concurrency rather than total registered users, allowing environments to scale in line with real usage. Hosting resources can be adjusted as requirements change, supporting phased rollouts, seasonal demand or organisational growth.

Security and data protection are core to the service. Environments are managed in line with agreed security controls, data protection requirements and contractual availability commitments. Platform updates and maintenance are planned and communicated in advance wherever possible, with disruptive changes scheduled through agreed maintenance windows.

For organisations with internal hosting or regulatory requirements, we can also support customer-hosted deployments. In these cases, we work alongside internal teams to align platform configuration, security controls and operational processes with the same standards applied to our fully managed environments.

## **Security and data protection**

Customer data remains the property of the customer at all times. Platforms are configured to support role-based access control, ensuring users only have access to the data and functions appropriate to their role. Administrative access is restricted and auditable, and support access is controlled and logged.

Data is protected in transit and at rest using industry-standard encryption. Hosting environments are actively monitored for security updates and known vulnerabilities, with patches applied as part of the managed service. Where security updates are disruptive, these are planned and communicated in advance.

We work closely with customers to align platform configuration with their internal security, governance and data protection requirements. This includes supporting data retention policies, access reviews, audit reporting and off-boarding processes.

Security responsibilities are clearly defined between Synergy Learning and you as our customer, ensuring transparency and avoiding gaps in accountability. Where customers



have specific regulatory or assurance requirements, these are discussed during onboarding and reflected in how the service is configured and operated.

## Accessibility

All three platforms we provide; Moodle LMS, Moodle Workplace and Totara, are developed with accessibility in mind and are capable of meeting WCAG Level AA accessibility standards when appropriately configured and used. The platforms undergo regular accessibility conformance reporting and audit processes to validate this, including external accessibility testing and statement of accessibility conformance reports. [OBJ]

Moodle LMS and Moodle Workplace, for example, have accessibility conformance reports addressing WCAG 2.1 and WCAG 2.2 Level AA success criteria for core product functionality. [OBJ]

Totara also publishes Accessibility Conformance Reports with detailed mappings against WCAG criteria in every major release cycle. [OBJ]

We support customers by:

- Providing and configuring accessible themes and layouts that adhere to recognised standards
- Providing guidance and best practices for accessible content creation and delivery
- Supporting keyboard navigation, screen readers and other assistive technologies

Accessibility is an ongoing process: platform configuration and choice of theme, plugins or integrations can influence accessibility outcomes, and the accessibility of user-generated content also depends on how it is created and structured. We work with customers to identify and address these areas during implementation and as part of ongoing platform support.

Where specific accessibility requirements exist beyond core platform capabilities, optional tooling such as accessiBe can be provided to help meet those needs.



## Implementation and onboarding

Implementation is deliberately kept proportionate to the need.

Each project begins with a short discovery phase to confirm scope, priorities, success criteria and any constraints around security, data or integration. This allows us to agree what is genuinely required for go-live and what can be phased later, rather than forcing a one-size-fits-all approach.

For many customers, implementation focuses on core configuration and enablement rather than complex technical change. A typical implementation includes platform setup, configuration of structures and access, integration or migration where required, administrator training and supported go-live.

Delivery times vary depending on complexity and customer readiness. Where requirements are straightforward and information is available early, platforms can be delivered quickly. More complex implementations involving integrations, migration or organisational design are planned in stages. Most projects complete within eight to twelve weeks once prerequisites are in place.

We work iteratively, keeping customers involved throughout, and adapt delivery to their timelines where feasible and realistic. The aim is to get value early, support teams as they start using the platform, and build from a stable foundation rather than delivering a large handover at the end.

## Training and support

Training is available for administrators, managers and content authors and is tailored to how the platform will be used in practice, rather than covering functionality that is not relevant to the role or implementation.

The level and format of training is proportionate to existing knowledge, the number of people managing the platform and their responsibilities. This can range from short, focused sessions for experienced teams to more structured onboarding for new



administrators. Additional training can be added where required, either at the point of implementation or later as teams grow or responsibilities change.

Alongside live training, customers have access to extensive online documentation and self-service resources. These are used as part of the onboarding approach to reinforce learning and support day-to-day use, rather than replacing human support.

Once live, ongoing support is provided through a service desk with agreed response targets and clear escalation routes. Support typically covers platform behaviour, configuration guidance and issue resolution, with access to experienced platform specialists who understand your specific setup. End-user training can also be supported where required, but is not assumed as part of standard support.

The aim is to ensure teams are confident, supported and able to operate the platform effectively over time, not just at launch.

## Additional services

Alongside the core LMS service, a number of optional services are available where they add value to the implementation, reduce risk or avoid unnecessary complexity.

- Spark is our **configurable theme** for Moodle and Totara, providing a modern user interface and commonly requested enhancements without the overhead of a fully bespoke design. Where organisations have specific branding, usability or layout requirements, fully bespoke theme design can also be delivered.
- **Accessibility** support can be enhanced through AccessiBe, providing an embedded accessibility widget and automated accessibility reporting. This supports ongoing monitoring and improvement of accessibility alongside good platform configuration and content practices.
- **Reporting** can be extended using tools such as IntelliBoard to provide deeper insight into learner activity, engagement and outcomes, particularly where standard platform reporting does not meet organisational or stakeholder needs.
- **Virtual classroom** delivery can be supported using BigBlueButton, enabling live teaching, collaboration and webinars directly within the platform.

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- **eCommerce** capability can be added where organisations need to charge for access to courses, programmes or content, for example when supporting external learners or partners.
  - Core **learning content libraries** are available to accelerate delivery, providing ready-made modules that can be used as-is or adapted to suit local requirements.

Where standard configuration or third-party tools are not sufficient, we can deliver **bespoke development** and **integrations**. This includes custom features, extensions, reports or integrations with external systems. All development work is scoped, quality assured and tested before release, and designed to remain supportable through future platform upgrades.

We also provide **UX and platform consultancy** to improve learner journeys, reduce friction and align the platform more closely with organisational workflows. This typically focuses on navigation, dashboards, reporting views and user experience rather than cosmetic changes alone.

For Totara implementations, **middleware integration** using Workato can be used to manage and orchestrate integrations with HR, identity and business systems where direct integration is not practical or desirable.

All additional services are optional, scoped separately and delivered in line with customer governance, security and accessibility requirements.

## Customer responsibilities

Customers retain responsibility for their learning strategy, content ownership and internal decision-making. This includes defining learning objectives, approving content, managing end-user communications and providing first-line support to learners where appropriate.

We support customers by configuring the platform, advising on best practice and providing second-line application support, but we do not replace internal governance, policy ownership or organisational decision-making.



Customer responsibilities typically include nominating key contacts, providing timely access to required information, agreeing priorities and making decisions within the project timeline. Where integrations, data migrations or third-party systems are involved, customers are responsible for ensuring appropriate access, permissions and approvals are in place.

Roles, responsibilities and escalation paths are clearly agreed at the start of each engagement and reviewed as needed to ensure delivery remains aligned, efficient and realistic.

## **Exit and offboarding**

If the service ends, customers can request a full export of their data, including database and file assets, in standard formats suitable for migration or archiving of the application.

We provide reasonable assistance during transition to another supplier or hosting environment, subject to the agreed contract.

Once data transfer is confirmed, all customer data is securely removed from our systems in line with agreed retention and data protection requirements.

There is no technical lock-in to the service. Customers retain ownership of their data at all times and can move platforms without dependency on proprietary technology.

## **Pricing and procurement**

Pricing is published separately within the G-Cloud framework and is based on the services selected, platform choice and scale of use. Buyers can select only the components they require.

The service is procured via direct award through the Digital Marketplace in line with G-Cloud framework rules.



## **Trials and demonstrations**

Demonstrations and trial access are available to support evaluation and internal approval. This includes access to shared demonstration environments that are regularly reset, as well as time-limited, standalone trial sites where appropriate.

Buyers can request access or discuss evaluation options directly with us through the Digital Marketplace.