

Service Definition

Introduction

About

Since 2004, PebblePad has been building software that helps higher education institutions support, guide and develop students – from induction to graduation and beyond.

Unifying the entire learning journey, PebblePad's comprehensive ePortfolio, workbook and assessment platform helps learners to plan for, record and reflect on learning experiences, and collect, curate, share and showcase evidence of their evolving capabilities.

Purpose

This document sets out our services relating to the implementation, customisation, technical services, support, consultancy and training in PebblePad's tools.

Contact

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- Please call or email for more information and to discuss your requirements.



Service Definition

We are your trusted partner in higher education with our unique, secure and LMS-integrated ePortfolio, workbook and assessment platform already supporting 130+ institutions across the world.

PebblePad's platform is designed to help universities guide and develop future-ready graduates. Every day, thousands of students access our award-winning platform to plan for their learning, record and reflect on their experiences, and collect, curate, share and showcase evidence of their evolving capabilities.

For over two decades, PebblePad has engaged learners with its creative suite of tools. The platform supports the core ePortfolio processes of planning for and making sense of learning while providing learners with opportunities and resources to make connections across their diverse learning experiences. This 'learner-owned' approach provides equity practices that increase learner autonomy.

Importantly, PebblePad moves beyond the functions of a simple ePortfolio platform by providing intuitive content builders to help educators create and share guidance while gathering evidence that supports a more formative, student-centred approach.

Assessment within the platform supports traditional grading, rubrics, standardised feedback, peer review and capability mapping, combining a powerful ePortfolio builder and personal learning tools with fully integrated assessment and feedback capabilities designed to support personal learning at scale. This multi-pronged approach to assessment coupled with powerful reporting features makes it easy to monitor interactions, identify learners who need additional support, and report on progress and successes.

PebblePad's teaching/learning data and reporting can be used for deeper analysis, providing institutions with an insight-rich picture of their pedagogical approaches and student learning outcomes.

An overview of PebblePad functionality is provided on the next page as well as a link to a more detailed analysis of our full feature set.

Functionality Overview

The list of functions here details our most popular features – to download a full list of PebblePad's 300+ features and functions, use the link below:

- **ePortfolio tools** support the ability for any user to create beautiful, shareable ePortfolios to showcase experience, skills and capability.
- **In-built templates** support the capture of (and reflection on) experiences as they happen, promoting lifelong and life-wide learning.
- **Workbooks (structured ePortfolios)** and fully customisable templates support the creation and ongoing management of fit-for-purpose frameworks. Typical uses range from the creation of workbooks and supporting placements to the rollout of entire onboarding and competency frameworks.
- **Open standards** and an integrated platform make it easy for institutions to put PebblePad at the heart of their learning culture, offering a range of authentication methods. Individual users benefit from greater flexibility, featuring out-of-the-box integration with third-party applications, as well as single sign-on.
- **'Any time, any device'** access makes it easy for learners to record their experiences and reflections on any device – even when they're offline.
- **Assessment and feedback** are fully supported via PebblePad's seamlessly integrated assessment engine, ATLAS. The platform allows educators to give timely feedback and conversations, as well as offering a host of clever tools to support formative and summative assessment. These include integrated rubrics, feedback templates, scorecards, peer review, self-evaluation, multi-level approvals, and more.
- **Comprehensive support** from a dedicated team of experts, which has successfully supported hundreds of customer implementations – combined with reliable and cloud-hosted software – guarantees a successful implementation, no matter the scale of use.

Features and functions guide

[Download a copy of our features comparison checklist here](#) to compare ePortfolio capabilities across different platforms and providers. The checklist provides more than 300 areas for consideration and covers ePortfolio features, tools for designing frameworks for learning, and functionality to support assessment, integration and mobile learning.

Features

KEY FEATURES BY TEACHING AND LEARNING TOOLS

Planning and preparing

Default action plans or customised templates and workbooks prompt students to assess where they are, where they want to go and how to get there.

Recording and reflecting

Students can reflect on the impact of an activity, how it connects to other experiences and how it may inform the journey ahead.

Collecting and curating tools

Learners gain access to their own personal Asset Store, allowing them to capture learning experiences in any environment – even offline through our mobile app.

Sharing and showcasing

Easy-to-use tools and ePortfolios let students showcase their talents, achievements/experiences for review, assessment or job application.

Learning design

Intuitive template and workbook builders allow educators to design and share frameworks for learning.

Scaffolding and surfacing

Structured and interactive templates and workbooks guide students through complex activities like projects and placements, surfacing the process of learning.

Competency frameworks

Frameworks enable educators to map and track the development of competencies, capabilities and skills for programme-wide assessment aligned to specific outcomes or professional frameworks.

Assessment and feedback

In-built tools allow educators to monitor engagement, as well as provide formative and summative feedback and assessment to help students shape their journey.

Benefits

BY TEACHING AND LEARNING THEMES



AUTHENTIC ASSESSMENT

PebblePad supports authentic assessment in any learning scenario, both on and off campus. Authentic assessment approaches are grounded in a real-world context, focusing on the application of knowledge and skills and aligning with industry and employer expectations.

Blog post: [Authentic Assessment](#)



FLEXIBLE LEARNING DESIGN

While systems like the VLE/LMS are ideal for providing information and content, institutions also need to support learner- and learning-centred pedagogies. These include reflective practice, authentic assessment, ePortfolio practices, co-creation and students-as-partners, and more.

Checklist: [Features & Functionality](#)



BELONGING, WELLBEING & SUCCESS

Nurturing engaged and happy students is one of the best approaches to fostering learner success and bolstering retention rates. PebblePad gives universities a unique set of tools to roll out large-scale initiatives. These provide real-time insights on student progress and well-being, delivering student-centredness, scaffolding and support.

Guide: [Six Ideas to Kickstart Student-Centred learning](#)



EMPLOYABLE & FUTURE READY

In a competitive graduate job market, students need an edge in documenting and articulating capabilities, competence, soft skills and attributes. Help students to develop a professional mindset through the ePortfolio process, capturing their accomplishments and developing a 'narrative of distinctiveness'.

Webinar: [Boosting Employability](#)



PROFESSIONAL IDENTITY & CAPABILITY

Articulating and demonstrating the key skills needed for career and life success – from critical thinking to digital literacy, discipline knowledge and creativity – is crucial to building employability. ePortfolio tools help students identify and evidence their developing skills and aptitudes, and navigate their journey toward becoming a professional/practitioner.

Resource: [Career Readiness Report](#)

Privacy & Security

With Cyber Essentials Plus and ISO 27001 accreditation, PebblePad is committed to protecting your data and your privacy.

We are headquartered in England and are bound by UK and EU GDPR, one of the strictest privacy and security laws in the world. In addition, the privacy component of our platform is designed to create a secure digital home for each user. Security is enhanced by the institution's ability to share learning assets with multiple layers of control, including the amount of time an asset can be viewed, copied or accessed.

The following illustrates our ongoing commitment to privacy and security:

- ISO 27001, Cyber Essentials and Cyber Essentials Plus accredited
- All business processes aligned with data privacy and security best practices
- Centrally monitored antivirus and intrusion protection installed on all systems.
- All software is routinely updated in accordance with vendor recommendations
- All security-related updates are applied within one week of release for critical issues and expedited if identified as a specific risk
- All sub-processors are fully GDPR compliant and have been vetted to ensure they also maintain a high level of security
- All data is encrypted in transit and at rest
- Cloud-provisioned storage containing sensitive data is wiped using industry-standard sanitisation methods.

Technical Requirements

Supported browsers: *Microsoft Edge, Firefox, Chrome, Safari & Opera*

PebblePad provides full access to mobile devices through its main application, offering a responsive layout appropriate to the device in use. In addition to the responsive web version, PebblePad also offers a mobile app (PebblePocket) for iOS and Android smartphones. The app is designed to work offline so that users in remote locations can still record and reflect upon their activities with text, video or photography, before the app automatically synchronises the content to the user's personal space when an internet connection becomes available.

Accessibility

We conform to all WCAG 2.2 Level A criteria and are incrementally working towards full AA compliance. Our commitment to providing the best possible accessibility support is an ongoing process of improvement and refinement, one that adheres to the most current WCAG 2.2 guidelines available. We actively work with many of our customers to enhance PebblePad's usability and WCAG 2.2-specific improvements are featured in every major system update.

Back Up & Restore

Data Backup

PebblePad offers fully managed cloud hosting for institutions of all sizes. With around-the-clock monitoring, proactive security measures and scheduled backups, we offer a safe, stable and scalable cloud-hosting environment.

Replica servers of all operational databases are maintained within the primary hosting location of Amazon's Ireland region. In addition to this, a nightly encrypted backup is transferred to Google's cloud service in multiple regions across the EU with these backups maintained for six months.

Continuity & Recovery

Business continuity and disaster recovery plans are in place, detailing expected failure scenarios and resolution plans depending on the type and severity of failure. These include simple fail-over scenarios for single server failure up to full data-centre migration for a major outage.

Customers will be notified of any service outages and progress towards restoration via our standard email communication channels with messages also posted on X.

In normal failure circumstances, we would recover from replica servers with a Recovery Point Objective (RPO) of **five minutes** and a Recovery Time Objective (RTO) of **one hour**. In the event of a total unrecoverable failure of Amazon's infrastructure in Ireland, we would fall back on nightly backups stored on Google's cloud platform and restore the service with a different provider – in this case, the RPO is **48 hours** and RTO is **eight hours**.

PebblePad has an SLA guaranteeing 99.9% uptime over a rolling 12-month period, which can be monitored [via our status site here](#).

Service Management

Service Levels

Availability Guarantee

We offer an uptime availability commitment of 99.9% during any annual period. We shall use commercially reasonable efforts to make the Software available and to achieve this commitment level.

Where in any annual period we fail to meet our availability commitment, you will be entitled to a refund in the form of service credit. The amount of service credit due shall equate to 1% of license fees paid in the annual period for every 0.1% of unavailability, measured across the whole annual period.

The annual period commences on the start date as set out in the organisation's PebblePad license agreement and a new period will commence on the anniversary of the start date. The maximum refund in any annual period will be 20% of the license fees paid in the annual period.

Inclusions and Exclusions

This guarantee excludes circumstances beyond our reasonable control, including, without limitation, outages elsewhere on the Internet that hinder access to your service, unavailability of or interruption or delay in telecommunications or third-party services not appointed by Pebble Learning, or other force majeure event issues outside the direct control of Pebble Learning or its appointed agents. The guarantee does not cover periods of work agreed with you – for example, the service being taken offline to facilitate the integration of PebblePad with your systems.

Compensation

To be eligible for compensation under the Network Uptime Guarantee, a client must notify us of a possible downtime incident. Upon opening a support ticket, we will ascertain whether the problem exists within our realm of reasonable control. If the problem is within our infrastructure, we will measure downtime from the time we were notified of the incident to the time that the incident was resolved.

To be eligible for compensation under the Availability Commitment, you must notify us in writing within thirty (30) days of becoming eligible for such a claim. You should contact our personnel via telephone to confirm receipt of your claim if you have not received confirmation from us within 48 hours of sending your claim. Any refund payments will be made within 30 days of the end of the current annual period. Your sole and exclusive remedy for failure to achieve the Availability Commitment is for Pebble Learning to provide a service credit as provided in the Service Level Agreement.

Ordering and Invoicing

Enquiries and orders can be placed by contacting PebblePad at hello@pebblepad.com or calling 01952 288300. On receipt of a signed Call Off Contract, PebblePad will commence with the install and schedule the training.

PebblePad will issue electronic invoices yearly in advance. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice.

Termination Terms

The notice period for termination of this agreement by either party is at least 90 days before any anniversary of the Effective/Start Date. Notification of termination must be submitted in writing.

The customer acknowledges that it has purchased the services for the minimum period and any renewal term(s), as defined in the contract.

Support

Standard and Enhanced Support

We have two levels of helpdesk and support – Standard and Enhanced:

	Standard Support	Enhanced Support
	Included with your license	Available at an additional cost, designed for customers who intend to deploy and use PebblePad across the full institution and at large scale
Priority 1 issue support	24/7 emergency support – via telephone, email & webform	24/7 emergency support – via telephone, email & webform
Priority 1 response times	4 hours target	4 hours target
Priority 2-4 issue support	8:00am – 5:00pm Monday to Friday	24-hour Monday to Friday
Priority 2-4 response times	48-hour target	12-hour target
Priority 2-4 issue logging communication methods	Via email and webform	Via telephone, email and webform
Institution's named contacts who can contact support	Up to 3 named contacts	Up to 10 named contacts
PebblePad Essentials Training	Free participation for up to 3 named contacts who are in PebblePad Essentials Training	Free participation for up to 10 named contacts who are in PebblePad Essentials Training
Appointed Customer Success & Learning Consultant	N/A	Yes

End User Support

There will be occasions where end users (staff and students) run into problems, and we want to help you ensure they get the best and quickest resolution possible. To help achieve this, encourage your end-users to familiarise themselves [with PebblePad's powerful Help Hub here](#).

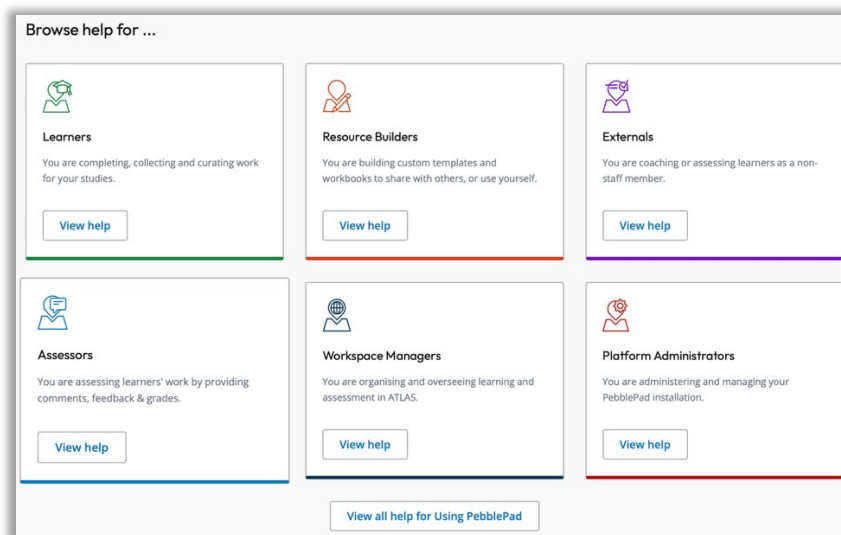


Figure 1. Use Help Hub to search for information via user type

The Help Hub provides you with accessible and comprehensive support directly within PebblePad. Using profile-based categories – from learners and assessors to workspace managers and resource builders – you can navigate to all the answers, insights and advice you need quickly and easily, saving on time and resources.

Local Customer Help Desk

If further support is needed by an end user, they should first be directed to your local help desk for assistance. Your help desk staff will be provided with orientation and training as part of the implementation process.

PebblePad Community

All staff are encouraged to join the PebblePad Community and visit the Community Site which contains a wide range of support materials, tip sheets, technical documentation, case studies, exemplars, and forums. Staff can sign up for our Community Digest to stay informed on all site updates.

Our global community is a vibrant and active one – and is why our Customer & Growth team is always seeking to connect PebblePad users with fellow users from across different regions so that they can collaborate, learn from and build on each other's experiences. The Community site is the portal for community sharing and provides a wealth of resources to inform and inspire new and expanding uses of the platform. PebblePad Community events are conducted on a regular basis, both online and face-to-face, culminating in our MiniBash/PebbleBash conferences.

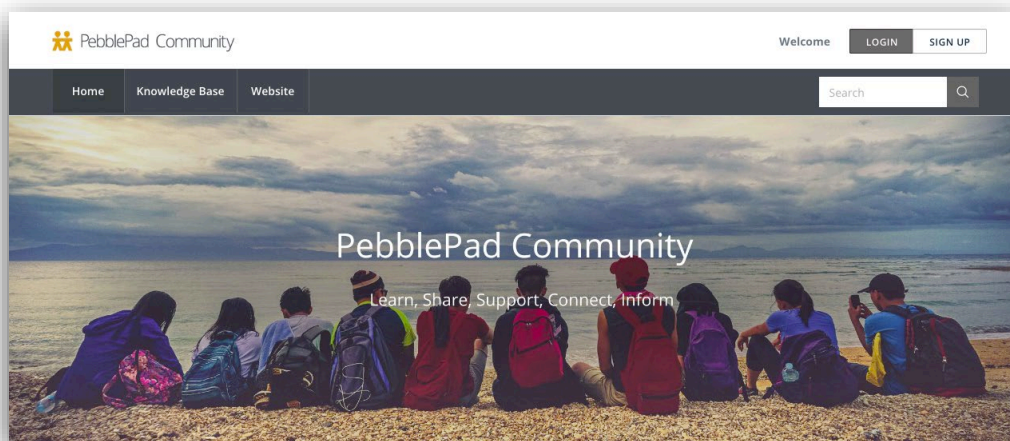


Figure 2. Our online community

Training Services

Pebble Academy is the home of PebblePad's learning services, training and orientation. Our aim is to train our learners to become subject matter experts in using our award-winning platform.

We understand the difficulties when learning a new platform and want to take this stress away from our customers and make learning PebblePad an easy, exciting and enjoyable experience. We achieve this by focusing our training modules on specific areas of PebblePad and dividing up all content so it can be easily taught and digested.

Skills Development

We understand that people 'learn by doing' so we have incorporated various activities throughout each module that allow staff to practice their skills in their own time and at their own pace. Activities include setting up regional and specific workspaces, etc. on the customer's own install. This creates a training environment that can be used by the institution to train staff before PebblePad goes live.

Learning Services

Our Learning Services team has extensive experience working with staff from across all levels of an institution, including early adopters, key education design/support staff, Academics, Technology Enhanced Learning Teams, Central Computer Services Departments, and more.

Blended Learning

We take a blended learning approach, flipping the classroom so that staff can get the very most out of our synchronous sessions. We have structured our training modules to include the following.

- Pre-session materials to review, which help to familiarise our customers with PebblePad terminology, processes and guidance
- Activities to complete in each module, which encourage practice and consolidation of knowledge (on own install e.g., setting up a training region)
- Synchronous sessions to question and review understanding and stimulate meaningful group discussions about real-world scenarios that PebblePad can support
- Demos of workflows to inspire customers – the focus of our training is to not only learn the practicalities of using PebblePad but also, and perhaps more importantly, to connect with and to understand the pedagogy behind its use
- We also include knowledge checks, quizzes and other interactive elements to help staff as well as provide feedback on submitted work.

All attendees also have the opportunity to validate their knowledge by mapping and evidencing their own learning journey against a competency framework with badges awarded for successful completion.

Platform Administration

Your internal support team will provide platform-wide administration to monitor and maintain the system for your institution. It includes – but is not limited – to:

- User accounts
- Permissions
- Groups
- Enrolments
- Default settings & ATLAS region structure

To ensure your team is adequately familiar with the platform, we provide orientation sessions and guidance materials. Where your PebblePad instance is integrated with third-party systems, your internal support team will also be responsible for set-up, testing and ongoing monitoring and maintenance. We will provide consultation sessions and guidance materials to support you through this work.

End-User Training

It is likely your users will need to be supported to get started with PebblePad and it will be your internal trainers providing this help. To support them, we provide 'Train-the-Trainer' training.

This approach ensures your local knowledge can be utilised in a wide variety of scenarios – even if you only choose to use it for specific use cases. Plus, it can be contextualised to the user and the scenario.

We will provide you with guidance ePortfolios for self-paced learning, follow this up with live (online) sessions to respond to questions and help consolidate knowledge, and set tasks for your team to practice.

Once complete, your trainers will have built out their own training environments, which can be used to host their own courses for end users.

Implementation and Onboarding

Approach & Methodology

The PebblePad Partnership

We are dedicated to supporting you with pedagogy, technical implementation and ongoing project support, as we share the same end goal – improving learner outcomes.

Ensuring customer satisfaction and success throughout the project and partnership lifecycle is the overriding mission of our service and support teams. This applies across the full customer and project lifecycle from project initiation to institution-wide adoption and beyond.

Our Learning Consultant team will support the institution's stakeholders to ensure your investment in PebblePad is maximised via four core services:

- **SHOWCASE** the best of PebblePad through exemplar resources, workflows and videos
- **DESIGN** first-class learning, teaching and assessment resources and workflows
- **TEACH** our customers 'the art of pebblegogy'
- **HELP** maintain a comprehensive self-serve portal of just-in-time guidance

Learning Services

Our extensive experience means we understand how to turn pedagogical ambitions into reality with tried and tested workflows. We work with you to create meaningful workbooks and flows with any resources we build fully aligned with your project requirements and delivered within the agreed timeframe.

- *Our Learning Services workbook/workflow creation offering is available at an extra cost.*

Onboarding

Our 'Getting Started' services range from initial training to large-scale implementation offerings. Our implementation toolkit and onboarding processes ensure customers get up to speed quickly, regardless of the scale of use. Most user documentation is included within the system to ensure it remains up-to-date and is conveniently located.

You can read more about [our implementation toolkit here](#).

Offboarding

In the rare event where a customer decides to terminate their contract with PebblePad, they have 30 days from the contract end date to export any required data. After a further 60 days, all data will be removed from our systems.

PebblePad is divided into two areas:

1. Assessment (ATLAS)
2. The Personal Learning Space (Pebble+)

For data held within ATLAS, an institution can export all work submitted by users as PDF records. This service is available for an institution to use, without charge, to export records themselves. If required, our support team can complete this process on behalf of a customer, but this will be a chargeable service.

For data held within Pebble+, users have the option to either export their assets to PDF or convert their accounts to Personal Alumni Accounts. Converting their account will make their assets available to them via our personal service and is independent of their institutional account.

To maintain and build on the learning journey and to support our commitment to lifelong and life-wide learning, all students are entitled to a free Personal Alumni Account. This is provided so that the learner can take their PebblePad assets with them when they leave and continue to use PebblePad to support their personal learning and professional development in the world of work.

Long term

Learners will have access to this Personal Alumni Account for free for as long as the institution licenses PebblePad and for three years thereafter. At this point, learners can choose to retain their Personal Alumni Account for a low annual fee. A notification will be sent to them if a decision is required.