

Talent Cloud®

Service Definition Document

G-Cloud15

Talent **Cloud®**. Breakthrough **software**. Raise **expectations**.



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1. Service Definition

Talent Cloud® is our award-winning Software as a Service Talent Management suite of products, available in both SaaS and on - premise deployment models. The suite includes Performance Appraisals, 360-degree feedback, Engagement, Succession Planning, Career Pathways, Skills Audit & Certification. Clients can choose which combination of modules they wish to deploy and then upgrade to additional modules to suit their talent management strategy.

End users employees are provided with screens to add development goals and objectives, provide evidence of competence, create career paths, and give and receive feedback. Managers are able to have oversight over their employee's performance and development, input to succession planning and promotion and manage the skill levels of their teams. Human Resources & Organisational Development professionals have a broad view of skills, high potentials, successors, analytics, learning and development trends, group reports, exports, completion status, dashboards, risk etc.

Links and integration can be made with HR Information Systems, Learning Management Systems and Job Boards.

The software and service infrastructure are regularly security and penetration tested. Head Light has attained the ISO27001:2022 standard for Information Security. Certificate No 217613.

2. An Overview of the Talent Cloud® Suite

Talent Cloud® touches all the key areas of talent management, each of which we support with fully integrated software modules. Each of which is the very best at what it does. It is flexible enough to allow you to start with just one module and then, when you are ready, to add further modules as you need them. You can then grow your talent management platform a step at a time to meet the needs of your business.

This product suite is available in both SaaS and on-premise deployment models includes Performance Appraisals, 360-degree feedback, Engagement, Succession Planning, Career Pathways, Skills Audit & Certification.

The platform works within an eco-sphere of HR Information Systems, Learning Management Systems and Job Boards and can be seen below.



Talent 360

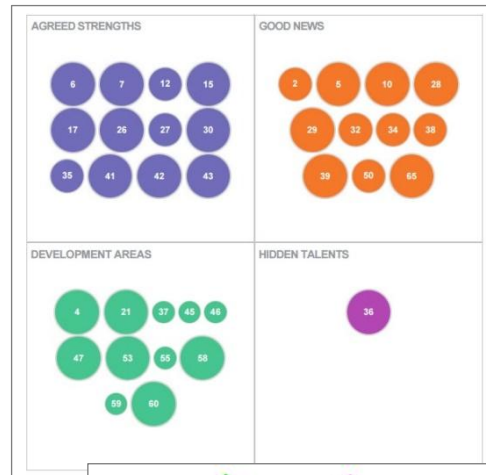
Talent 360 is a valuable and easy to use 360-degree feedback system.

Upload your own 360 questionnaire or ask us to work with you to build one based on our bank of 360 review items. Customise the look and feel – and the reports.

It offers unparalleled powerful analytics such as comparison reports and heat maps combined with a simple user interface.

Choose how much detail is to go into the reports, including Gaps, Strengths, Blind Spots, question detail and so on.

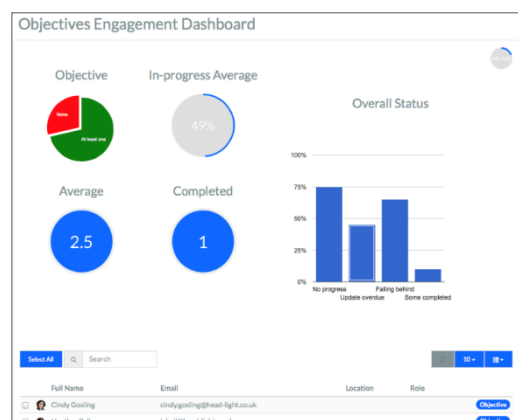
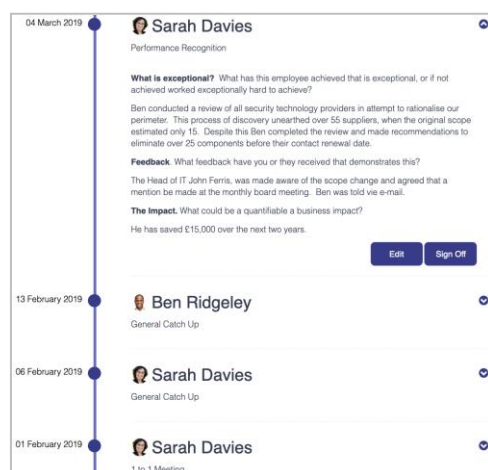
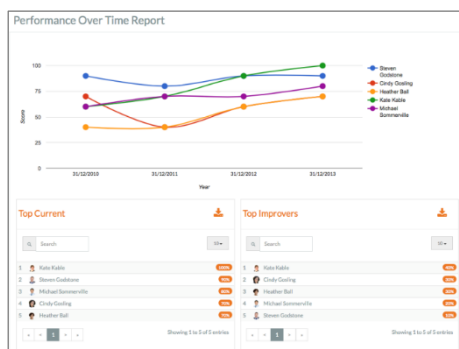
	Effective communication	Community and customer focus	Promote equality and value diversity	Personal responsibility	Maximising potential	HIGH POTENTIAL
Louisa Jennings	87.1	92.9	94.3	93.3	87.1	89.5
Tannis Perks	88.7	83.7	94.1	87.8	91.1	89.1
Martin Singleton	88.5	88.7	92.5	87.9	87.1	87.7
Malcolm Dey	86.8	82.9	92.8	88.2	90.3	88.7
Simon Warwick	85.8	86.5	90.3	89.5	87.9	88.3
Ken Townsend	84.9	82.9	88.8	88.2	83.9	86.6
Chris Hunt	83.6	80.2	90.4	84.8	86.8	84.5
AVERAGE	83.4	81.3	89.9	86.3	84.2	85.2
Anthony Purvis	85.9	73.6	89.5	85.3	87.2	86
Donna Bennett	76.8	86.9	90.5	88.6	77.7	82.3
Joanne Walker	83.3	89	85.2	80.8	83.5	83
Lesley Scott	74.7	76.2	87.8	79.7	76.1	77.6



Talent Performance

Talent Performance gives you unbeatable flexibility and practical simplicity and focuses on continuous performance and development conversations.

It links individual goals to organisational objectives, supports managers in their regular check-ins and enables HR to monitor and report at the touch of a button. Fully featured and easy to use, it includes Check-Ins, Interim reviews, Development, Objective setting, gathering feedback and more.



Talent Successor

Talent Successor gives you a clear and strategic line of sight for those critical roles in your organisation and helps you track your key talent as their careers progress.

Provides support for structured career conversations, mobility and aspirations.

You will be able to answer the essential talent questions quickly and accurately with no need for spreadsheets. Comprehensive analytics include Talent Grid, Talent Coverage, Risk Analysis, Talent Pipelines and more.



Talent Navigator

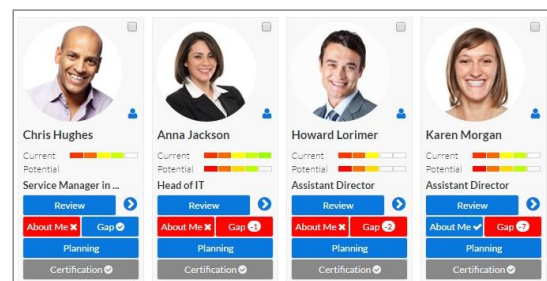
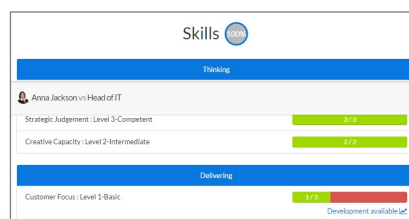
Talent Navigator gives you the ability to provide your employees with an interactive career path mapping and career development tool.

It's interactive and enables them to create their own meaningful career paths based on their aspirations.

Talent SafeGuard

Talent SafeGuard helps you not just to track essential competencies and qualifications for roles, but enables you to pinpoint skills gaps.

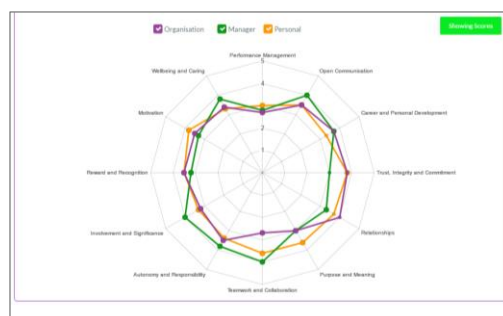
Fully customisable, you can create your own families of job roles linked to specific training – and then manage their attainment.



Talent En-Gauge

Talent En-Gauge measures employee engagement of your organisation, at any time, using the areas you choose to look at.

But it goes beyond the usual engagement survey, giving you the ability to analyse your data, compare groups of people and to see what's working, and not working, regarding engagement.



3. Sample Customers and Testimonials



“People taking the time to tell us how good the PDR system is unheard of – and yet that is what is happening. We get positive messages sent to us and we have been told that this is the best PDR system we’ve had in the Force for 15 years. When our Chief Constable reacted to our Twitter post showcasing the very positive feedback, other Forces took note of what we were doing.”



“We looked at the various options and talked to a number of potential suppliers. We realised that Head Light, with its established on-line Talent® system, offered us both the flexibility, and simplicity and ease of use that we – and our Partners – needed.”



“The Chief Constable wanted initial basic compliance statistics. Results showed that, at the end of the first year, 94% were working with the system. This level had never been achieved before. Feedback from the users has been really positive and that is because the system has been designed around them.”



“The system is impressive and the possibilities are endless.”



“Talent 360 gives our people the information they need to help them make decisions about their own development. We are impressed by the flexibility and ability to customise the system.”

4. A selection of our clients



5. Key Features & Capabilities

General Platform

The platform provides the following functionality:

- Multi-lingual interface and preferred language settings
- Create separate Organisational entities to create private environments
- Create platform wide-resources (questionnaires, rating scales introductions)
- Assign permissions to the following user types (where applicable):
 - Platform Administrator
 - Organisation Administrator
 - Team Assistant/HR Business Partner
 - Manager (Team)
 - Matrix Manager
 - User
- Manage passwords and user-driven password re-set and optional password ageing.
- Access to User Guides (for Administrators only) and on-line 'How-Tos'
- Access to additional optional modules: Talent 360®, Talent Navigator®, Talent Advance®, Talent Performance®, Talent SafeGuard®, Talent En-Gauge®
- User database management including account disablement
- Activity Logs, Integration module config, performance testing, security set up
- Create Skills, Capability, Qualification Frameworks
- Specification of look-up tables (e.g. potential ratings, flight risk, locations, divisions, countries)
- Customisation of terms used platform-wide
- Team creation functionality, including default role, location and assistant/HR Business Partner
- Organisation chart display of team structure plus succession status, potential, flight risk, span
- Create and colour-code Talent Categories
- Manage branding assets – logo, colours, fonts etc

Platform Customisation

The platform provides the following functionality:

- Amend all e-mails sent by the system
- Amend Page, Review Introduction text
- Create customisation sets 'custom text' by Organisation & Review programme

Talent 360®

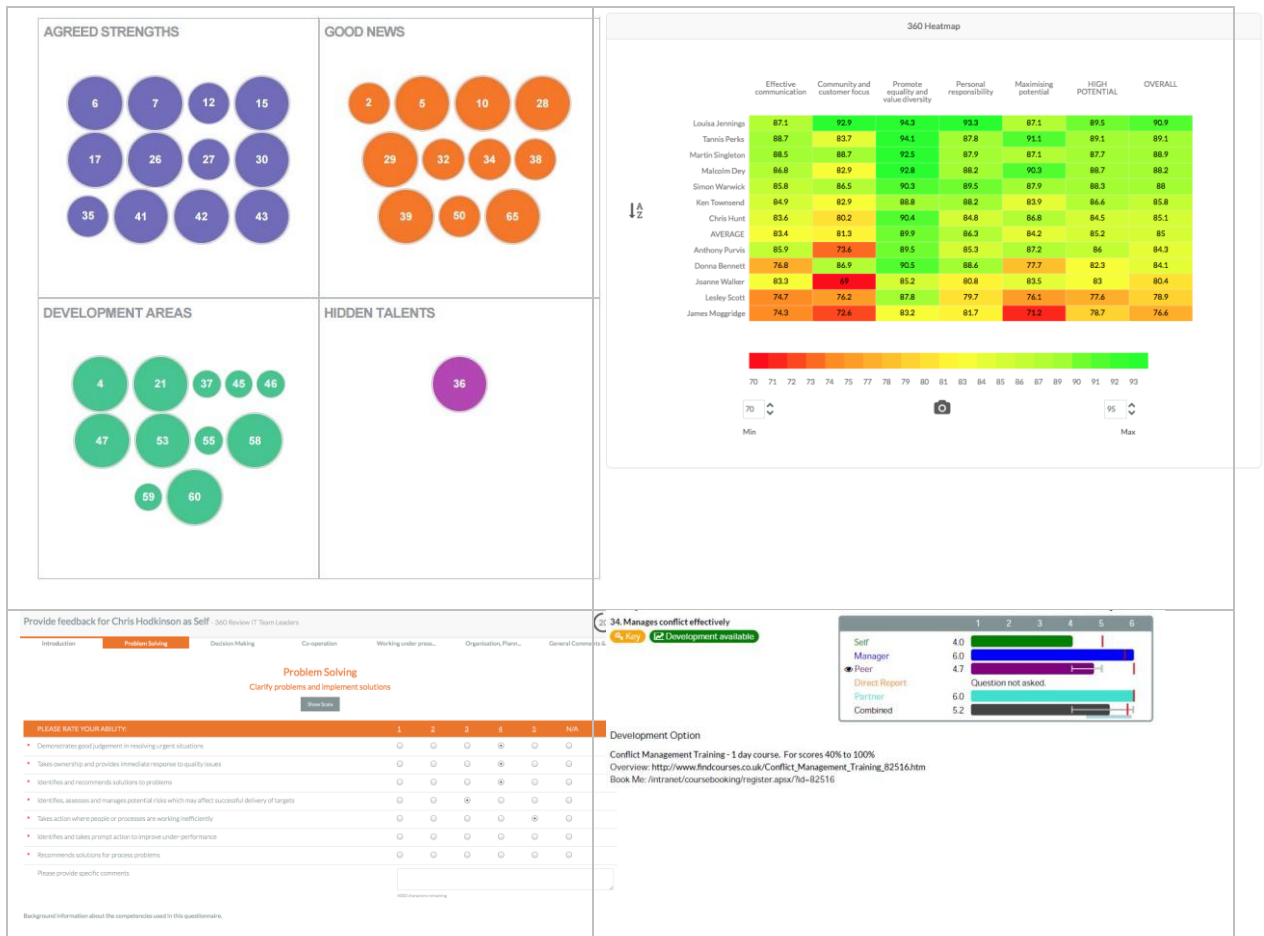
Talent 360® is a sophisticated, powerful, flexible and easy to use software tool that allows you to create and manage bespoke 360 degree review programmes. Your users and coaches will find the reports attractive, illuminating and easy to understand. Development goals can be managed through optional integration with Talent Advance®.

Summary Features

- Functionality to create own questionnaires
- Automatic Development Options
- End-user functionality to create own rating scales, BARS & Likert
- Define anonymity and confidentiality settings by respondent group
- Automatic generation of e-mails in accordance with milestones
- Status Dashboards with auto and manual reminder
- Generate Feedback Quality Scores
- A Save As You Go option

- Ability to use benchmark data in personal reports as a comparison set
- To create comparison & team reports

Representative screen shots



Talent Performance®

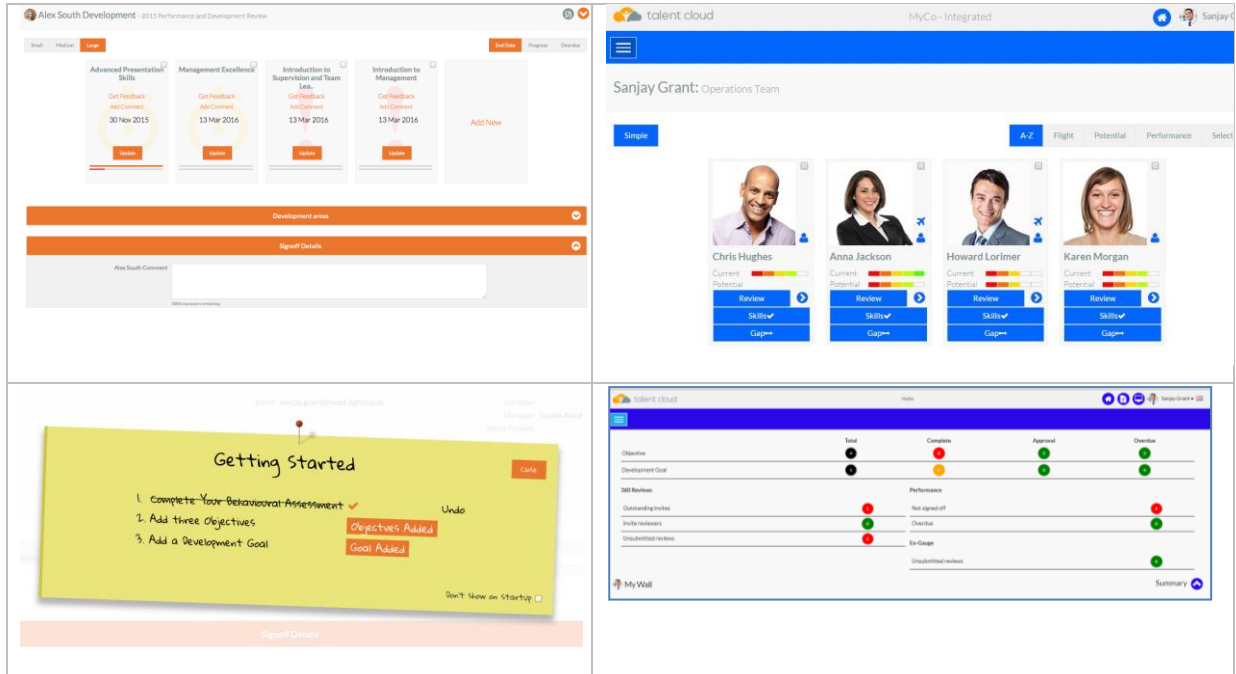
Talent Performance® is a powerful and customisable on-line performance management tool providing insight for the appraisal conversation, reward decisions and personal development planning. It includes five key performance management tools – Objectives, Goals, Behaviours, Check-In, Interim and Competence. This module optionally integrates with the other Talent® modules to add Career & Succession Planning to Performance Management.

Summary Features

- An end-user oriented 'Wall' that contains events, actions and a dashboard
- A Feedback Centre for sending and receiving feedback to and from colleagues
- Organisation chart display of team structure
- Create, cascade and align with Organisational or Team Objectives
- Get Feedback on Objectives & Development Goals
- End-user functionality to create Development Goals
- Administrator functionality to create Behaviour assessments
- End-user functionality to document evidence of Competence based on role profile
- End-user functionality to record evidence against Activity Types

- End-user functionality to create Interim reviews and check-ins
- Comprehensive Progress & Sign-off Dashboards
- Extensive Reporting, Benchmarking and exports

Representative screen shots



Talent Successor®

Talent Successor® helps you create and manage succession plans in your organisation. It includes a sophisticated 'Talent Finder' search tool to identify potential candidates for hard to fill roles and interim posts. Powerful analytics are provided to manage talent pools, at risk registers and high potential individuals. 9-box grid and other charts are included as standard. This module optionally integrates with Talent Performance®.

Summary Features

- Create Skills, Capability, Qualification Frameworks
- Organisation chart display of team structure - succession status, potential, flight risk, span
- Create Talent Pools to succeed person, role, other
- %age match against role profile for each member of a Talent Pool
- Gap Analysis from Talent Pool
- End-user functionality to edit an AboutMe skill profiles, with Manager 'verification'
- Administrator/Manager/HR Business Partner access to extended items (talent category, flight risk, potential rating and user-definable text boxes and drop down menus)
- End-user can specify future roles
- Managers can specify future roles with timeframe
- To create a 'n'-box grid showing users plotted against a performance and potential axes
- To create pipeline and organisation charts
- Create historical snapshots of Talent attributes for a person
- Extensive Search, Analytics, Alerts, Reporting, Benchmarking and exports

Representative screen shots



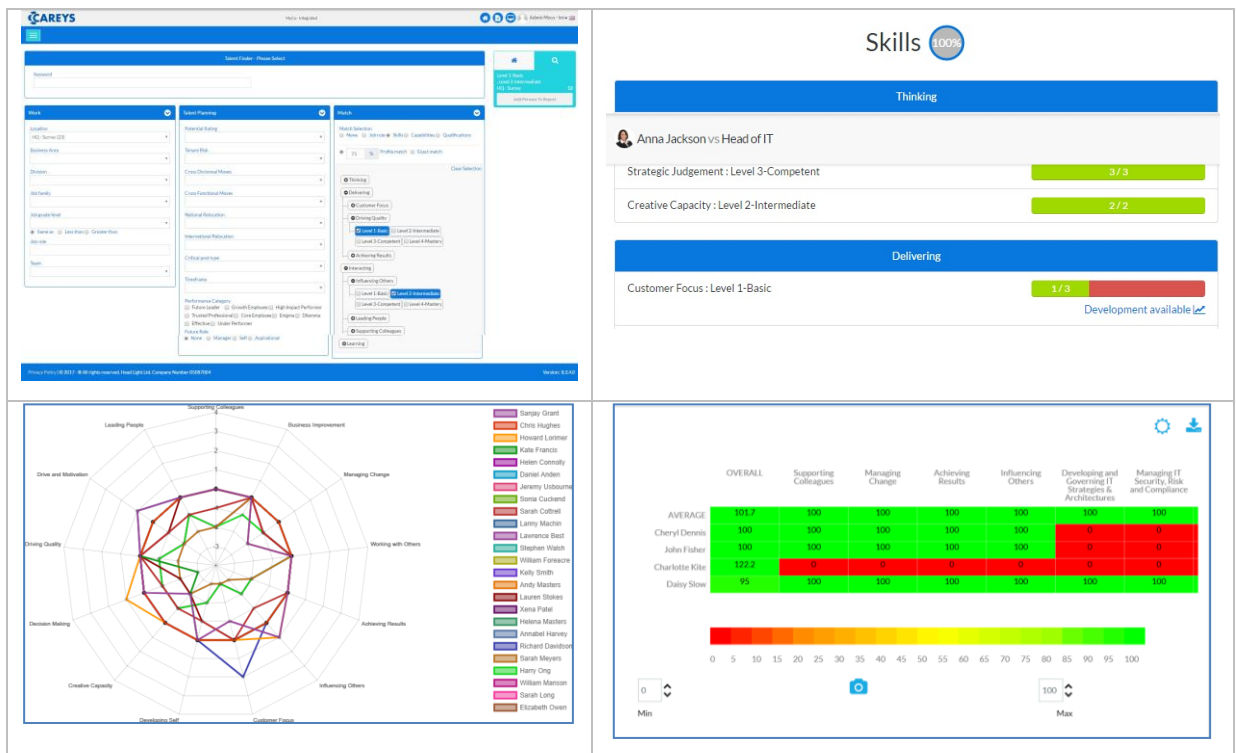
Talent SafeGuard®

Talent SafeGuard® helps you to ensure that the people currently in a role continue to have the mandatory skills, qualifications needed to fulfil that role. It also alerts managers to renew training for qualifications that require periodic recertification. Analytics such as Radar charts and heat maps are provided to help identify critical or common skills gaps.

Summary Features

- Create Skills, Capability & Qualification Frameworks
- Team creation functionality, including default role, location and team assistant/HR Business Partner
- Organisation chart display of team structure and set 'Certification Status' on per team
- Set default 'warning' lead time before certification expiry
- Administrator to create role profiles from Frameworks setting Mandatory:
- Administrator to add create 'expiring' or 'perpetual' qualifications
- Set highlight for 'Below Skill Level Requirement'
- Show Team based Radar charts and Heat Maps
- End-user functionality to edit an AboutMe skill profiles
- Extensive Alerts & Reporting
- To show a Consolidated Skills Gap for a group of users vs. their current role or aspirational role

Representative screen shots



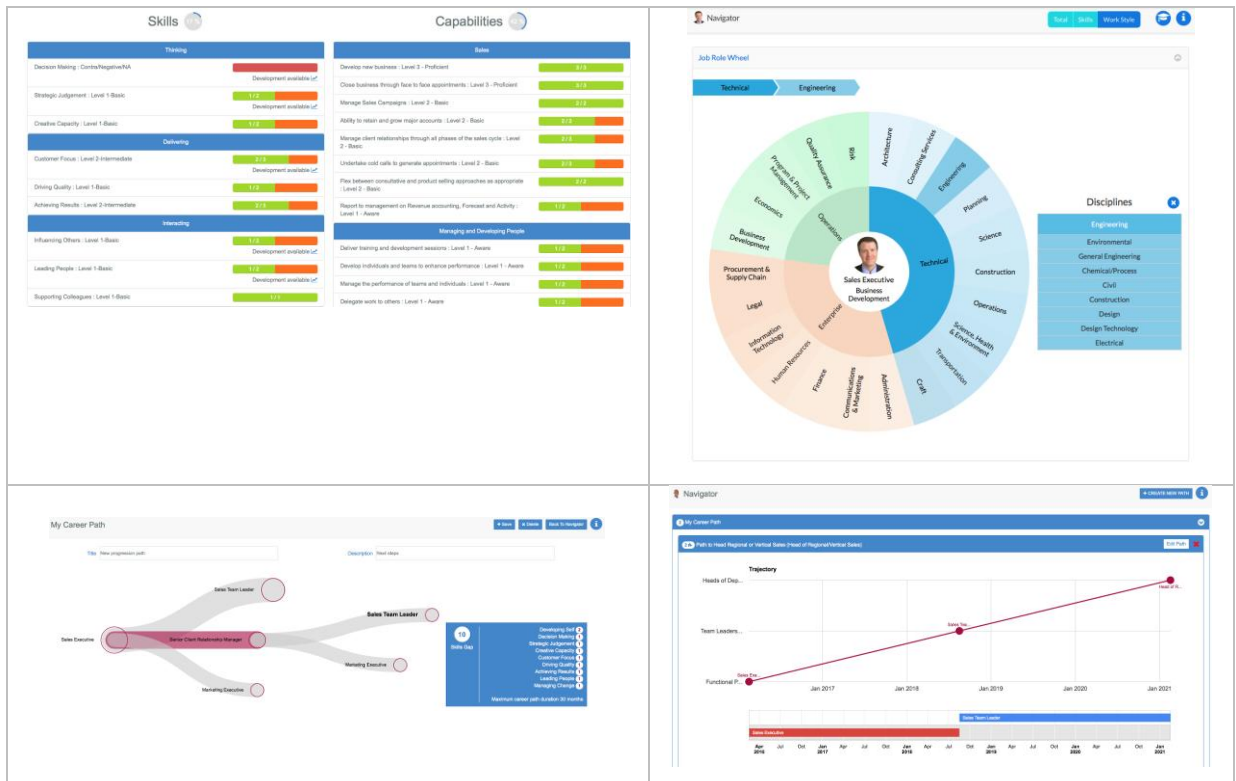
Talent Navigator®

Talent Navigator® enables you to deliver effective career planning tools across the organisation. It is used to help to grow talent from within the organisation thereby supporting succession planning, workforce development and improving internal workforce mobility. This module optionally integrates with Talent Performance®, Talent Successor® and Talent Advance®.

Summary Features

- Create Skills, Capability, Qualification Frameworks
- Administrator to 'connect' roles together using progressions
- Role profiles can include 'Day in the Life' free text in html
- To search for and create favourite roles
- To store career paths created using Path Finder and/or Path Builder tools
- To show overall summary information that allows the comparison of different paths
- End-user functionality to edit an AboutMe skill profiles
- Reports include summary usage, average number of career paths, most common favourite roles etc

Representative screen shots



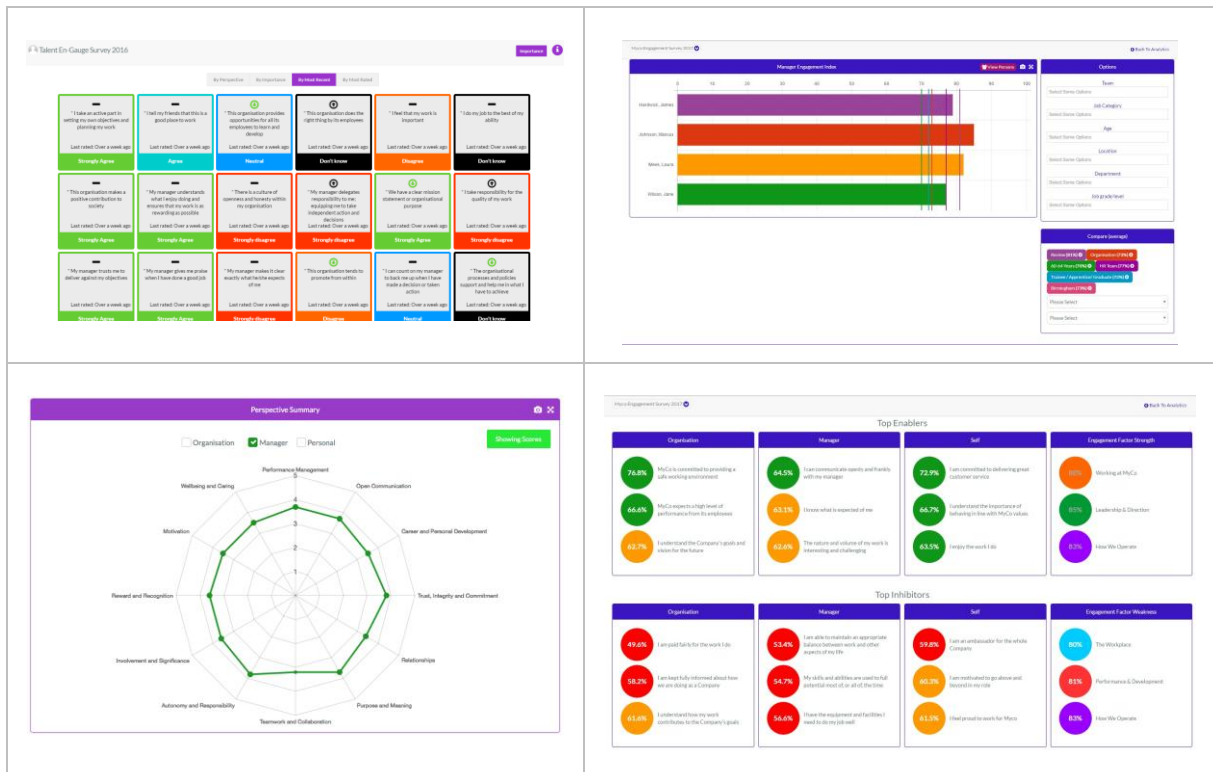
Talent En-Gauge®

Talent En-Gauge® is an advanced, versatile tool which enables you to take the employee agenda to the next level. Using either the Head Light Model of Engagement, or your own engagement questions, Talent En-Gauge® is more than an employee survey: it compares what people want, with what they feel they get. It then identifies the opportunities for change that will make the biggest difference to your workforce and provides practical actions you could take. It can integrate with Talent Performance® and Talent Advance®.

Summary Features

- Pre-populated Engagement Survey & End-user functionality to create questionnaires
- Make questions mandatory, rated or free text
- Create Likert scales, a three point Importance scale can also be used to allow two ratings per question
- End-user functionality to create own rating scales
- Continuous/Pulse or Complete modes
- Dashboards
- Ability to complete review programme to generate benchmark data and produce final reports
- Auto-save feedback
- Ability to display reports at an Individual level to include:
- Ability to display reports at a Manager level to include:
- Ability to display a Summary report at an Organisational level to include:
- To create Manager Engagement Index reports
- To create interactive Heat Maps based on Engagement Factors or KPIs

Representative screen shots



Talent Advance®

Talent Advance® is a powerful on-line personal development and action planning tool customisable by you for your organisation. Its collaborative environment allows the setting of, and recording progress against, both development and performance goals. This module optionally integrates with Talent Navigator®, Talent 360® and Talent Successor®, Talent En-Gauge® and Talent Performance®.

Summary Features

- An end-user oriented 'Wall' that contains events, actions and a dashboard that relates to development activities
- Amend Page, Review Introduction text
- End-user functionality to create Development Goals
- Get Feedback on Development Goals
- Auto-date reminder of Development Goal
- Optional Goal Approval
- User Development Goal dashboard
- Create Pdf of Development Report
- To create a consolidated Development Goal report



Representative screen shots

Attend TRI:M Awareness Course

Get Feedback

Add Comment

31 Mar 2015

Update

Get Feedback

Start typing person's name

Alan Johnson

Reason

Alan - could I have some feedback please?

OK Cancel Add

Show

Sarah Jones: New Telesales script created and approved for use by team. Next step is to conduct parrallel test

14 Jan @ 14:46

Sarah Jones: Meet with Telemarketing about a new campaign in the North

14 Jan @ 14:46

Sarah Jones: Parallel test works as expected

14 Jan @ 14:47

Sarah Jones: Will update Management Matrix with new responsibilities after conducting research with senior sales

14 Jan @ 14:47

Sue Thomas: Marked as Approved.

14 Jan @ 15:03

Write a comment

1000 characters remaining

Sarah Jones Development - April 2015

Feedback

Develop Influencing Skills to enable the...

Attend TRI:M Awareness Course

Introduce a sales performance monitoring

Add New

Report Details

Consolidated Development Goal Report - Report

Select All Export CSV Search

100%

Showing 1 to 7 of 7 entries

Full Name	Email	Description	Start Date	End Date	Update Due	Progress	Development Goal
Heather Bell	hbell	Develop Collaborative Engagement skills	13 Oct 2014	13 Oct 2015	28 Mar 2015		Development Goal
John Davis	jdavis	Strategic Thinking in a Managerial Role	13 Oct 2014	13 Oct 2015	03 Jun 2015		Development Goal
Steven Godstone	s.god	Advanced Presentation Skills	07 Jan 2015	07 Jan 2016	24 Jun 2015		Development Goal
Anna Jackson	ajackson						Development Goal
Sarah Jones	sjones						Development Goal
Michael Sommerville	m.som						Development Goal
Alan South	asouth						Development Goal

6. Key Technical Benefits

Physical Hosting Arrangements & Security

Our preferred hosting infrastructure provider is Rackspace. Our servers and data are located within their City of London facility. Hot-standby is provided by an additional UK-based facility. No data is held outside the European Union. The physical security provisions include:

- Data centre access is limited to only authorised personnel with badges and biometric scanning
- Security camera monitoring at all data centre locations
- 24x7 onsite staff provides additional protection against unauthorised entry
- Annually Audited

Environmental controls are implemented to help mitigate the risk of service interruption caused by fires, floods, and other forms of natural disasters. This includes:

- Dual power paths into facilities and Uninterruptable power supplies (minimum N+1)
- Diesel generators (minimum N+1) and Service agreements with fuel suppliers
- HVAC (minimum N+1), VESDA / fire suppression and Flood detection
- Continuous facility monitoring

Network Provision

High-performance bandwidth is provided by multiple network providers and all single points of failure throughout shared network infrastructure have been eliminated. Network management is performed by authorised personnel only.

Data Security & Backups

The databases are held on a separate server (not directly accessible from the internet yet within the same infrastructure) and are incrementally backed up every two hours and completely every 24 hours. All the data held is encrypted to standard AES-CBC 256 bit. The server is backed up every 24 hours. All database backups are encrypted to the same standard and are normally able to be restored within 2 hours.

SQL injection attacks are prevented by using parameterised stored procedures. No SQL commands are dynamically generated using user entered values e.g. via text entry boxes.

Deleted and archived data are removed from the server's disks. Any disks to be decommissioned are degaussed. Data retention is controlled by the customer.

Session Security

The sites include an 2048-bit SSL certificate for a dedicated IP address for the domain of that site and access to the site via 'https' will invoke an encrypted (browser-dependent) session. Access by Administrators is protected with TLS. Access can be restricted to specific IP addresses/ranges as requested.

User Security

Each user must have a unique ID (their e-mail address) and a password to access the system (alternatively via Azure AD SSO). With the exception of users granted additional access privileges by Administrators, all user access is private to that user only. The system enforces the use of either 'medium' or 'high' strength password construction – between 8 and 12 characters and a mix of letters and numbers and special characters. Users are automatically assigned a unique one-time use 'high-

strength' password by the system, which they must change. Password can be set to expire after a configurable number of days and this value can be different for Admin users. User accounts can be disabled by the customer to prevent login.

Administrators have the ability to force a password reset for all user accounts. Failed login attempts can be configured to lock accounts from further login attempts. IP addresses for both successful and unsuccessful logins are logged.

Optionally, IP addresses can be configured to only allow defined ranges to be able to login. Optionally, IP addresses can be configured to only allow PDF creation (and therefore download) from defined ranges only.

Penetration Testing

Penetration tests are conducted quarterly or when advised by Microsoft relating to security vulnerabilities found within the Windows Server 2019 & 2022 Operating Systems. Automated Vulnerability Scans are carried out weekly. Web Application Scans are carried out during software build and pre-release phases. Weekly reviews of CVE Lists provided by Qualys are conducted and patched as required.

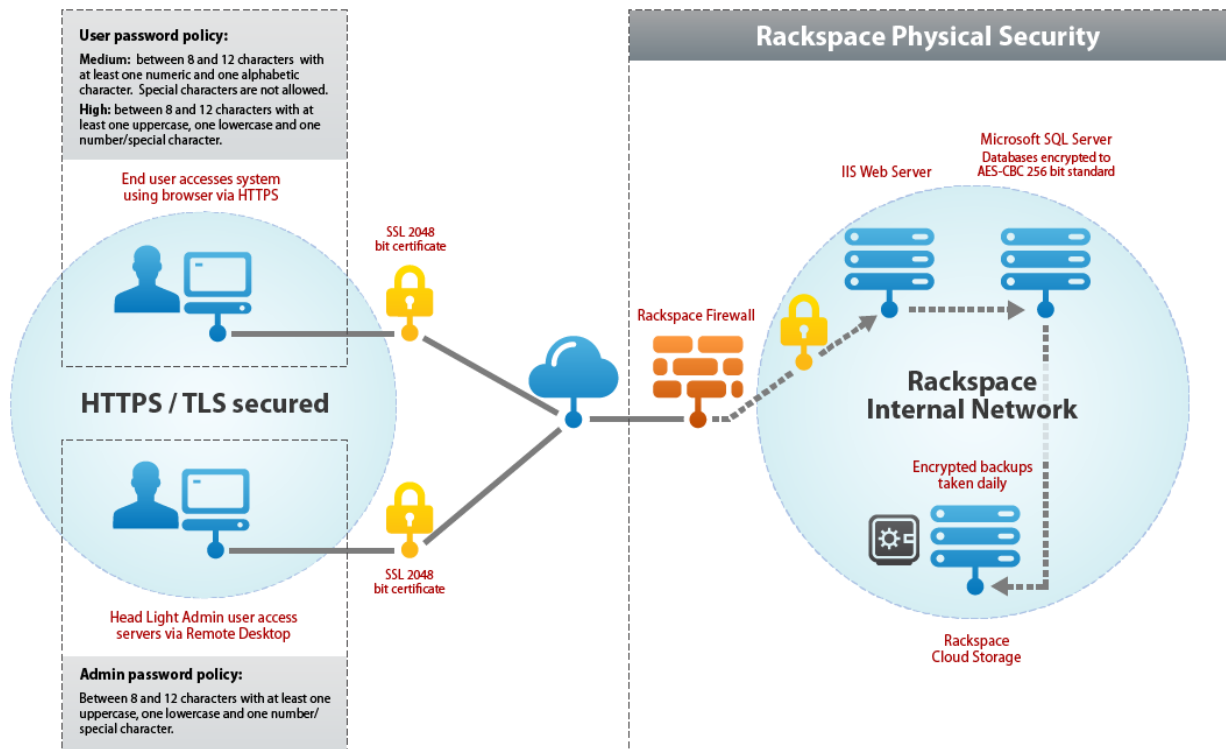
Anti-virus, IPS & Malware Protection

The system continuously scans all e-mails and files using a server based installation of ESET Endpoint Protection Advanced Cloud. Inbound e-mails are not inwardly processed by the system.

Data Protection & Confidentiality Statements

The system does allow Administrative Users to customise both the data collection screens and the output reports to include data protection statements and security statements as required, including 'consent' as defined by GDPR.

Schematic Overview



Standards & Certificates

The facility is managed to ISO 14001, ISO 27001/12 and OHSAS 18001. Head Light operates and manages to ISO27001:2022.

7. Service Management

Monitoring & Availability

The services are checked for availability every 15 minutes over a rolling 24 hour cycle. Should any availability check fail, then our Support Desk is alerted. Alerts continue each hour until the availability is restored.

Helpdesk & Support Levels

Support tickets may be raised on a 24x7 basis using the online web-based Helpdesk system. These tickets will be responded to between the hours of 9.00am and 5.00pm GMT on Monday through Friday (excluding Bank Holidays and other recognised holiday periods in the UK). Our target response time for tickets is as follows:

Priority	Impact	Description	Target Response Time	Target Resolution Time
1	Critical	Catastrophic – Overall software access is inoperable, resulting in total or major loss of functionality to users 70%+ of which are affected software unusable without any workaround possible.	1 hours	+2 hours
2	Major	Severe – limitations to use of software, major dysfunction with only a difficult workaround 30%+ of users affected.	2 hours	+4 hours
3	Medium	Component module down, loss of functionality, limited user operations. No simple workaround. Could be a “bug”. Where a workaround has been applied no impact on operational environment.	24 hours	+24 hours
4	Minor	Software functionality intact, assistance required in configuration or use of product. Minor feature is dysfunctional but has workaround or cosmetic defect. Could also be an enhancement request or a request for information.	48 hours	+48 hours (if applicable)

Maintenance & Upgrades

New releases of the software are produced approximately three times per year. In addition to this, ‘patch’ releases may also be made available in the event of a solved bug or other problem. Typically, ‘patch’ releases are deployed to customer sites during scheduled maintenance outages, notified a week in advance. In extraordinary circumstances, ‘patches’ are applied depending upon the business impact on a per customer basis.

Release upgrades are scheduled 4 weeks in advance of deployment. New features are by default configured to be ‘off’ and each release is accompanied by a Release Notice to advise on if and how to deploy any new features.

Service Level Agreement & Compensation

Head Light expects the system to be available 99% during business hours. This equates to total unplanned service outages not exceeding 19.5 hours in any one calendar year.

This is calculated as follows:

52 weeks, 5 days per week, 7.5 hours per day = 1,950 hours per year, 1% therefore being 19.5 hours.

Should the total unplanned outage exceed this, then a Service Credit will be offered at a rate of 1% for every 19.5 hours that the service is unavailable. Service Credits are applied as discounts to subsequent Annual Fees for that affected product or products. Should any outage last longer than 3 hours, we will offer a single 1% Service Credit.

For example, in any one year should service outages equal 25 hours, then 1% discount would be applied to the next year’s fees. If a single service outage lasted 4 hours, then an additional 1% discount would be applied. Total Service Credits are limited to 25%.

8. Training & Implementation

On-boarding and Off-boarding process

A typical on-boarding process follows the steps below over an eight week period:

Implementation Project Plan								
	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Contract Sign-off								
Project Meeting								
3rd Party Technical Integration								
Site Commissioning								
Admin Training								
Pilot								
Internal Comms								
Final Customisation/Rework								
Go Live Testing								
Launch								
Live								

Off-boarding is achieved through notification to the nominated Account Manager 30 days in advance of renewal anniversaries. Clients are able, at any time, to export their data from the service in csv and XML format.

Client data is then removed from the service and all access suspended.

Customisation & Configuration

The platform and the individual modules are extensively configurable by customers themselves. This includes, but is not limited to:

e-mails, screens, terms, definitions, scales, lookups, competences, questionnaires, skills, qualification, certifications, roles, career paths links, talent categories, locations, divisions, regions, administrators, password properties, branding, colours and images, report introductions, deployed features, tab names, mandatory settings, thresholds, anonymity, analytics, development activities.

Recommended Roles

Organisations should consider staffing the following roles:

- Organisational Development & Senior HR - provide the leadership necessary for success, and guide decisions about the way Talent is deployed. Although they do not have to understand the details of installation and configuration, they must be aware of the system configuration and maintenance requirements.
- HR Business Partners & Divisional HR/L&D Managers - they provide the link between the project manager and upper management and line managers. This person must understand the details of the installation and configuration, and how this translates to business and people outcomes in their area of responsibility. This role typically exists in larger organisations.
- Implementation project manager - The project manager is the person who directs the work and makes things happen. This person must understand the details of the installation and configuration, understand the schedule, know the other team members and their contributions, and work with outside vendors.

- HR Administrators - they are responsible for configuring and customizing the system to fit your specific business needs. This may include adding or removing fields, implementing workflows, updating system views, and other configuration elements.
- Line Managers & Employees – these are end-users of the system that provide input and evidence and use the system as instructed as part of the policies and procedures that Senior HR and Organisation Development require. These user groups are trained by the customer themselves using their standard means of cascading and deploying enterprise-wide training.

Training

Training requirements will vary according to many factors, including the type of training, role being trained for, and the number of people to be trained.

Several training options are available for Talent®, including both free and paid options:

- On-line training – recorded courses are at no additional charge.
- Classroom training - classroom training is available on a fee basis.
- Course manuals - course manuals for classroom training offerings are available for free download.
- Customised training - customised training based on your customisations are available on a fee basis.
- Ongoing training - available on a fee basis.

Technical requirements

The customer will need to supply all users with internet connectivity and a supported browser:

- Microsoft Edge
- Chrome Version 80 or later
- Safari Version 13 or later

Term & Termination

The minimum contract terms is for two years. The requirement to provide services can be terminated on its anniversary or earlier subject to the payment of the Service fees that would be due to the next anniversary. The agreement may be terminated by informing Head Light by email or letter, giving a minimum of 30 days' notice.

Upon termination or cancellation of the Service by either party for any reason, Head Light will delete Customer's data permanently from its servers. Customer is solely responsible for taking the necessary steps to back up its data and ensure that it maintains its primary means of business.

The Customer acknowledges that, other than as expressly described in these terms, Head Light will have no obligation to continue to hold, export or return Customer's data. Customer acknowledges that Head Light will have no liability whatsoever for deletion of Customer data pursuant to these terms.

9. Next steps

Why not get in touch to talk about how you could make use of online talent management.

www.head-light.co.uk
info.request@head-light.co.uk
@HeadLightTweet

10. About Head Light

Head Light is an award-winning talent management software and consulting firm that works with clients to define and implement impactful talent management strategies.

Talent Cloud® is our cloud-based portfolio of integrated talent management software tools designed for those who expect the maximum return from talent management processes. Our training and consulting services uniquely complement our breakthrough software that engages employees, managers and senior leaders in the selection, development and progression of people in their businesses.

Companies in the FTSE 350, public sector, large and small, from retailers to high tech innovators have all benefitted from our tools, techniques and expertise. Founded in 2004, we are headquartered in the UK.

What if...

you could build a feedback-friendly culture?

What if...

you could fill more positions internally?

What if...

you could reduce employee turnover without increasing pay?

What if...

you could increase productivity?

What if...

you could spend less on training and still develop potential?

What if...

you could determine who to develop into leaders for the future?
