



learningpool

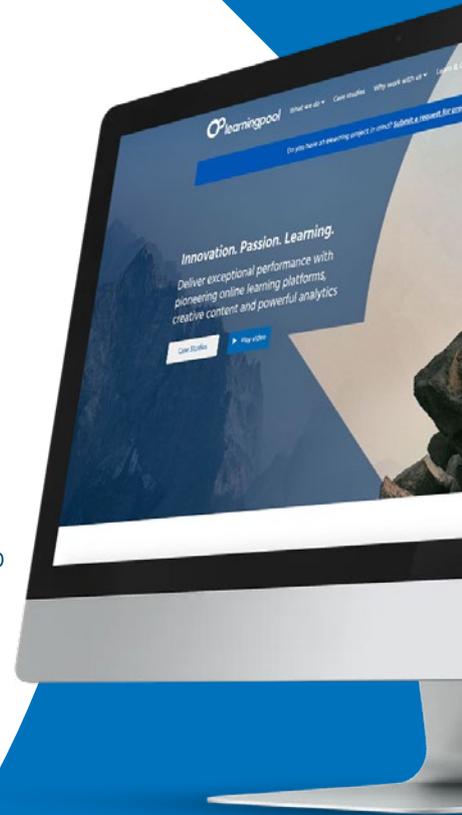
INNOVATION. PASSION. LEARNING.



We provide the content, the people and the technology to deliver your learning goals.

Since 2006 we have been working with our clients to deliver online learning solutions that drive performance and generate results. Passionate about innovation and first-class customer service, our expertise has enabled us to implement positive change for over 800 organisations around the world.

The fantastic value offered by our e-learning solutions allow our customers to train audiences consistently, cost effectively and quickly. Crucially, we align our solutions and services to your organisational needs and to meet your strategic goals; providing real return on investment.





- Award-winning customer service
- Learning Technologies Company of the Year 2018
- Online training support and community - Learning Pool Academy
- 98% Customer Recommendation Rate





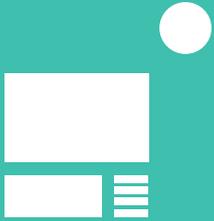
“Learning Pool is a fantastic partner. It’s a solution that works and has saved time and money - all with world class support the company is renowned for.”

Stella Heskey, HR Projects & Programmes Office Manager; Addison Lee

“From project scoping through to implementation and beyond, Learning Pool has worked in partnership with us and been fully responsive to our requirements and individual needs at all stages.”

Angela McHale, Houses of Parliament





LMS
LEARNING POOL STYLE





LMS

LEARNING POOL LMS

Learning Pool's LMS is feature-rich and open-source, so you can stay up-to-date with the ever-changing L&D landscape, with no vendor lock-in.

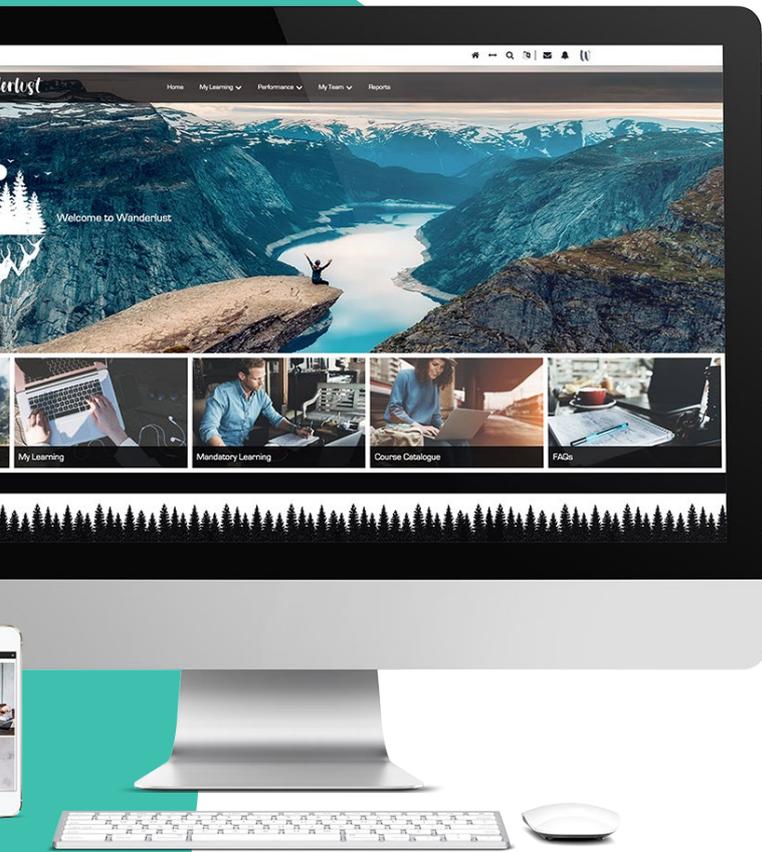
We combine the powerful functionality of our LMS with our award-winning support, expertise and creativity so you can deliver professional training that's agile, scalable and user-friendly.

Embedding an LMS in any organisation is challenging.

At Learning Pool, we've built a support model that gives our customers confidence and peace of mind during every stage of the journey.

With over 450 global LMS clients, you'll benefit from a dedicated learning consultant, unlimited support, on-site training, a customisable learner journey, free upgrades and low subscription fees.





As a Learning Pool customer, you'll also benefit from over 50 unique features including:

- **Manager and User KPI Dashlets** - the KPI Dashlets block allows you to quickly give a learner or manager a graphical representation of their, or their teams, record of learning. This block can be configured along with the Tabs block to also allow the learner or manager to quickly access training record information.
- **Speed and consistency** - our version includes a nifty tool, Course Wizard, so you can create a template course quickly, and maintain consistency.
- **Control at your fingertips** - as an admin you'll get a simple-to-use interface, with access to everything you need, from adding a new user to running a completion report.
- **Bang on-brand** - take full control of the look and feel of your platform, with a wide range of skins, so you choose what's right for you.
- **Unlock the power of xAPI** - the xAPI logstore basically acts as a translator between your LMS and LRS. It enables the LMS to send a range of xAPI events for a list of LMS activities that include course, programme and certification completions and Seminar attendances. It is very easily integrated with our Learning Locker LRS to allow our customers LMSs to be a core part of their Learning Eco-Systems.
- **Track CPD performance** - a configurable CPD system that allows learners to record reflections for work completed both on and off the LMS. The feature makes it possible to assign users a required amount of learning based upon their position or organisation. This also includes a dashboard view for learners, managers and admins to view or download their CPD activity.

 Essential
  Essential Plus
  Total

Learning Management



Performance Management



	Essential	Essential Plus	Total		Essential	Essential Plus	Total
Course Wizard	✓	✓	✓	Goals	✗	✗	✓
Online Activities+Content	✓	✓	✓	Learning Plans	✗	✗	✓
Course Search	✓	✓	✓	Competencies	✗	✗	✓
Seminar (classroom)	✓	✓	✓	Objectives	✗	✗	✓
Programmes	✗	✓	✓	Appraisals	✗	✗	✓
Certifications	✗	✓	✓	360 Feedback	✗	✗	✓
Record of Prior Learning	✗	✓	✓				
Badges	✓	✓	✓				
CPD Management	✗	✗	✓				

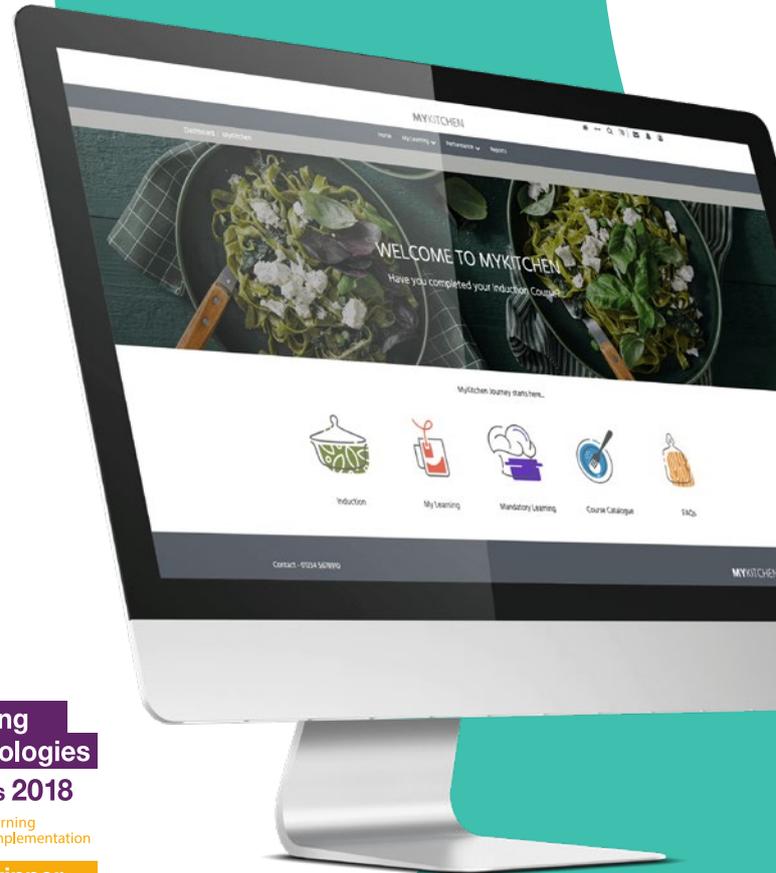
CASE STUDIES

With a client base of over 32,000 employees in more than 800 locations, Domestic & General's existing face-to-face learning approach simply wasn't meeting the needs of the learners, or the business.

With Learning Pool, Domestic & General created the Knowledge Hub; a highly engaging and simple to use LMS that is scalable enough to reach their client organisations both nationally and internationally, also supporting the customisation and personalisation that each client needs.

Within the first 18 months, the Knowledge Hub achieved 16,000-course enrolments across the 23 learning programmes. There have been over 20 new clients launched over the first year and over 2,700 new learners registered.

The new digital approach offers many performance improvements and costs savings. However, the biggest impact has been Domestic & General's ability to offer a blended learning provision to their client organisations.



**learning
technologies**

awards 2018

best UK learning
platform implementation

gold winner

“Moving to digital learning has been an exciting chapter within a bigger part of our story and has helped us completely change our thinking and approach to our client learning provision.

As well as providing the essential product, compliance, and process resources, we also wanted to give our clients access to engaging and easy-to-use resources, whilst ensuring leaders have full transparency on how their teams are progressing. Our clients have been particularly impressed with the ‘look and feel’ of the site and have commented on how engaging, efficient, and straightforward the site is to use. These are important criteria for us as a business and the value the site has provided our clients is evident.”

Dharmesh Chauhan, Senior Online L&D Consultant





OFF THE SHELF
E-LEARNING





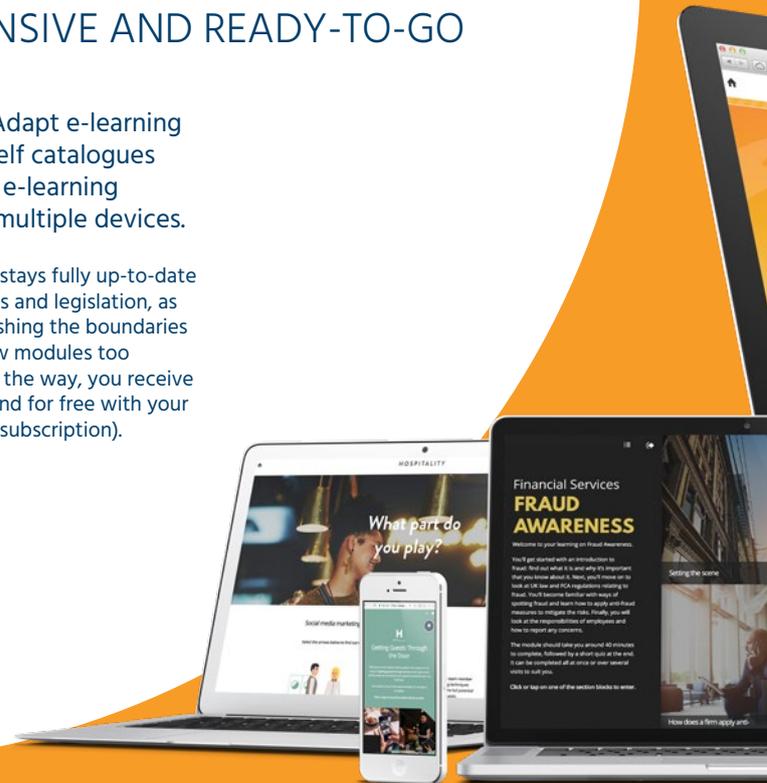
Off the Shelf
E-LEARNING

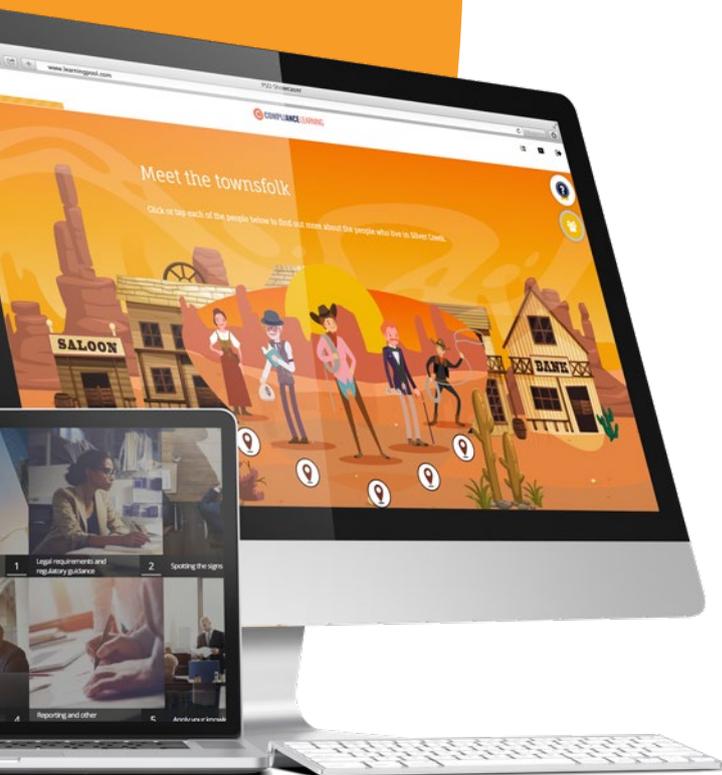
E-LEARNING CATALOGUES CUSTOMISABLE, RESPONSIVE AND READY-TO-GO

We're the world's largest provider of Adapt e-learning content, with a portfolio of off-the-shelf catalogues complete with over 600 customisable e-learning modules that work seamlessly across multiple devices.

All you have to do is select the catalogue your organisation needs, and you are automatically subscribed to all the related content for an affordable annual fee. We're always working on updates to ensure each

catalogue stays fully up-to-date with trends and legislation, as well as pushing the boundaries to add new modules too (which, by the way, you receive instantly and for free with your catalogue subscription).





“The Hospitality Catalogue has fast become the go-to source for our development and learning requirements. Cost efficient, simple to use and easy to access, this solution gives our employees the freedom to learn at their own pace either at work or at home. I cannot recommend this highly enough!”

Dan Holloway, Holiday Inn

- **Modern and multi-device** - to enhance learner engagement
- **Fully editable** - with Adapt Builder meaning you can customise content yourself
- **Host your content anywhere** - supports SCORM and xAPI
- **Full support** - with Learning Pool Academy
- **New modules** - added continuously and included at no extra cost
- **Interactive deep scrolling design** - say goodbye to boring page turning!

OUR CATALOGUE RANGE

Compliance

An important training catalogue, we make compliance training fun to engage learners and show them why it matters to your organisation and their job. Our new catalogue combines innovative gamification with compelling storytelling and outcome driven content to create compliance training like you've never seen.

Foundation Skills

Complete with over 100 different e-learning modules, this catalogue is perfect for teaching those key skills needed in any workplace. Including mandatory topics such as anti-bribery, manual handling and equality in the workplace.

Leadership Skills

ILM recommended and packed full of great modules, like leadership and management, the sales process and developing personal resilience, this catalogue gives you the tools you need to develop a highly effective team.

Financial Services

Are you looking for a flexible and modern e-learning solution that allows you to customise content to meet Financial Services compliance and your corporate responsibilities? All of this is easily achieved with our Financial Services Catalogue.

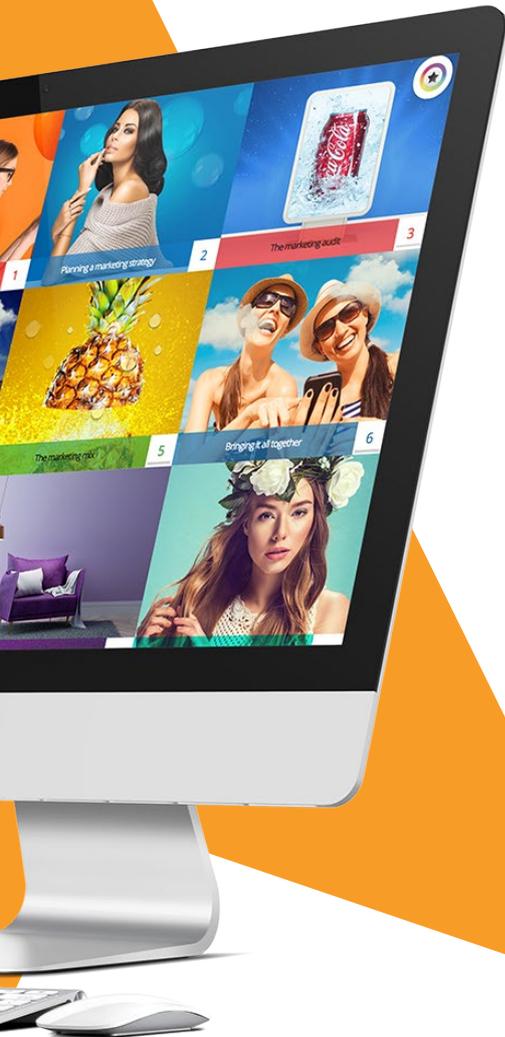
Social Care

We are a Skills for Care endorsed e-learning provider. Our social care modules will allow you to increase the reach of your training and have peace of mind your employees are fully compliant with the obligations presented by the Care Act, which includes modules covering the Care Certificate.

Public Sector

We've worked in partnership with over 200 government organisations to build this catalogue jam packed with sleek and engaging e-learning modules. Our experience in this industry is invaluable and we are the leading e-learning provider for the UK public sector.





Hospitality

Significantly reduce your training costs and enhance employee knowledge with our effective hospitality e-learning suite. Packed full of great titles like Food Safety and HACCP, this catalogue gives you everything you need to underpin your e-learning service.

Housing

Ensure your staff and tenants have access to the relevant training they need, wherever and whenever they need it. Created in partnership with housing organisations across the UK, we've got your training agenda covered.

Health

As the preferred supplier to many strategic organisations in the UK health sector, we've created a suite of health e-learning modules that will enable staff to be trained quickly, easily and in line with the Core Skills Training Framework.

Retail

Brand new, retail-specific interactive learning modules, tackling fundamental areas including Retail Shrinkage, Stock Control and Sales & Service. All modules are CPD accredited.

Contact Centres

We know how demanding working in contact centres can be, and how difficult it is to find the time to spend on training and development. That's why we try all our contact centre learning in our own contact centre to confirm it's effective.

Manufacturing

We focus on the core principles of what makes an effective and efficient environment for manufacturing, and work to enhance the learning experience to encourage best practice and timely reduction of waste.

CASE STUDY

VOLKSWAGEN FINANCIAL SERVICES

Volkswagen Financial Services learning moves into top gear

Volkswagen Financial Services - VWFS - prides itself on being a great place to build a rewarding career, providing all colleagues with a fantastic working environment, to continually develop their skills.

A fresh approach included launching a new Learning Management System - TheLearningZone - with Learning Pool. VWFS also adopted soft skills e-learning in the company, using a range of Learning Pool's

off the shelf catalogues, giving the staff at VWFS access to over 20 modules to support their development and mandatory requirements. Using existing features in TheLearningZone, the learning and development team has tailored learning to different departments, so each learner sees what is relevant to them, giving a truly personalised experience.



LMS



Off the Shelf
E-LEARNING

PSD Showcaser

www.learningpool.com

Financial Services
**HANDLING
REGULATORY
COMPLAINTS**

Handling Regulatory Complaints

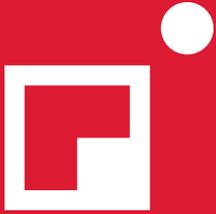
Welcome to your learning on complaints management in the finance industry.

This module will take approximately 35 minutes to complete. It will help you understand:

- the rules relating to FCA regulated complaints
- the procedures that your firm needs to adopt to handle complaints effectively
- how those procedures should be implemented.

Click or tap on one of the section blocks to enter.

Financial Services regulation in the UK today	1	Dispute resolution - the rules	2	Internal complaint handling procedures
Recognising a complaint	4	Monitoring and analysing complaints	5	The FOS - responsibility and procedures



ADAPT BUILDER
FLEXIBLE, CREATIVE, RESPONSIVE AUTHORIZING





ADAPT BUILDER RESPONSIVE AUTHORIZING



Cloud Hosted

No software to download, install or manage

Flexibility

Over 25 interactions, 30 extensions, 10 menus and 4 themes allow learning designers to concentrate on beautiful design without restrictions

Support

Get up to speed in minutes with hints and tips from Learning Pool Academy or ask questions anytime through our support desk

Diversity

Support your learners in the language of their choice with full multi-language capability

Freedom

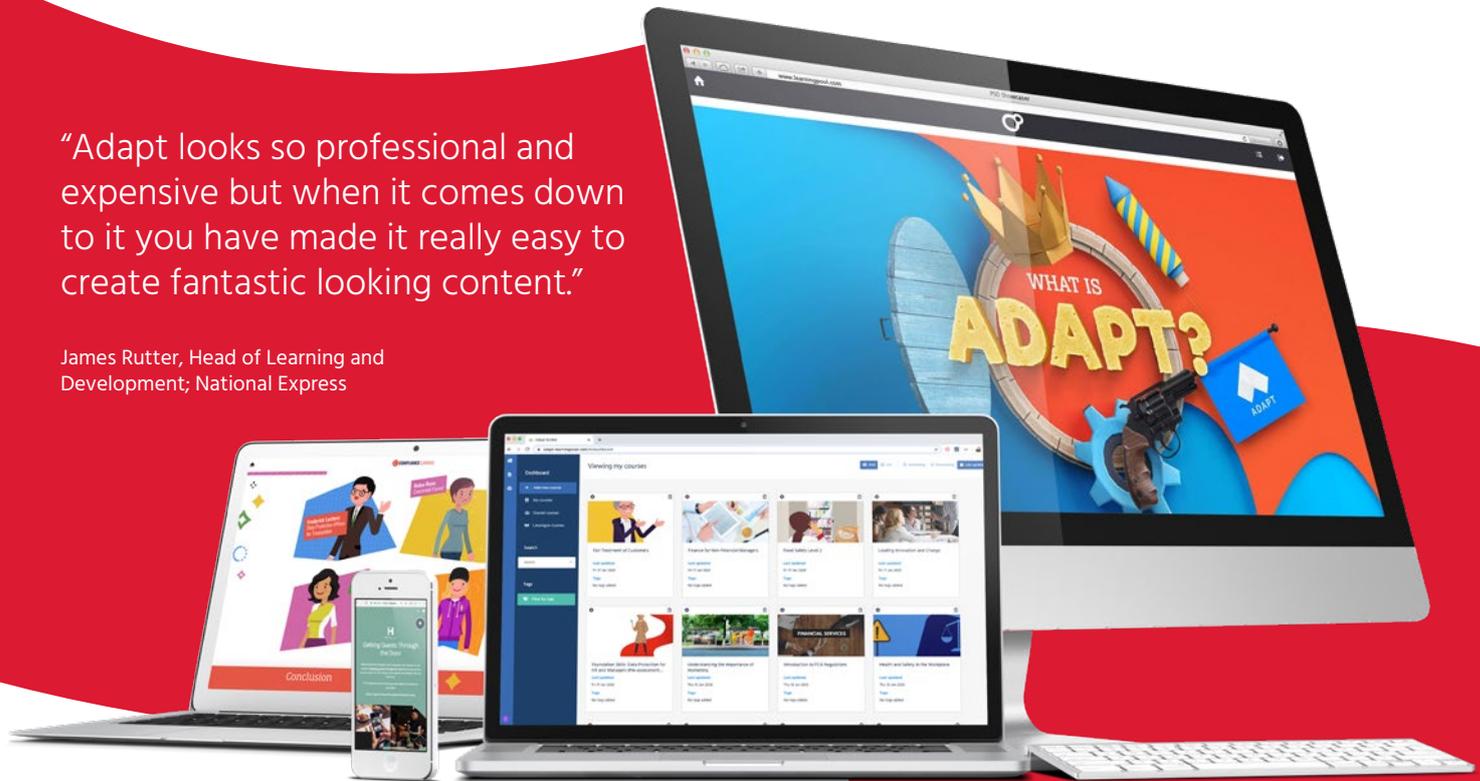
Brand and completely customise the look of your content, even if you're repurposing a module from our catalogue

Engagement

Support scenario-based storytelling, with branching and gamification features designed to increase your learners' knowledge retention and improve engagement

“Adapt looks so professional and expensive but when it comes down to it you have made it really easy to create fantastic looking content.”

James Rutter, Head of Learning and Development; National Express



Timesaving

Help learners gain knowledge by offering assisted revision, guiding them to the information they need

Collaboration

Work together on the same module and gather direct feedback from stakeholders with comment and review

CASE STUDY

ROYAL BANK OF CANADA

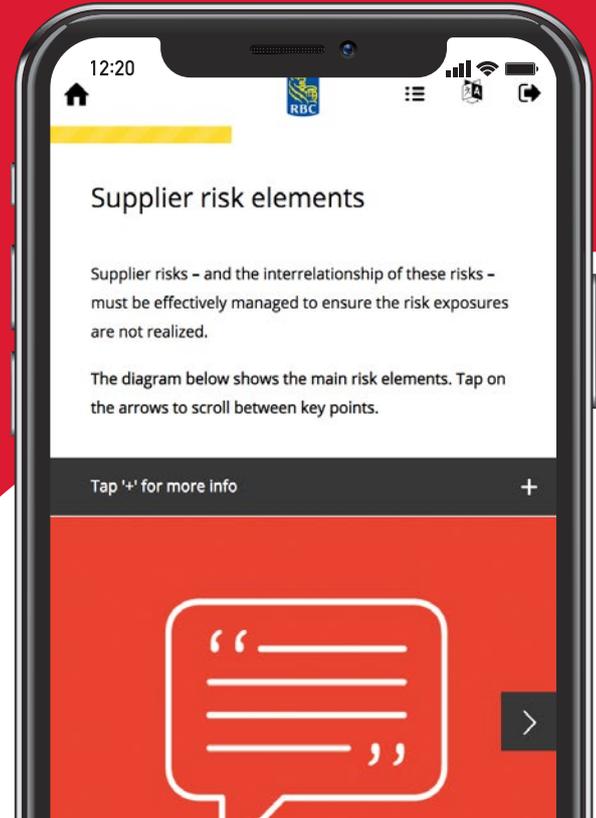
Royal Bank of Canada scores high with Adapt

Canadian multinational financial services company – Royal Bank of Canada now boasts a 95% user satisfaction rate and a 38% saving in production time after incorporating Adapt into their learning and development programme.

The bank serves over 16 million clients and has 86,000 employees worldwide. It also has a Learning and Development team that is largely based in Toronto with team members also based in the US, UK, Caribbean, Luxembourg, and Malaysia.



 ADAPT



“We love that Adapt gives us the flexibility to be creative by changing menus, configuring different themes to change the look and feel, and adding extensions that give us specific functionality like bookmarking and search.”

Jeremy Pearce, Senior Manager:
Design, Innovation, and
Development at RBC Learning





CUSTOM CONTENT
**BEAUTIFUL E-LEARNING, BUILT WITH
YOUR LEARNERS IN MIND**





Custom
CONTENT

CUSTOM CONTENT BEAUTIFUL E-LEARNING, BUILT WITH YOUR LEARNERS IN MIND

Sometimes an off-the-shelf solution just isn't going to deliver the unique and creative learning experience your organisation requires.

At Learning Pool our expert team of graphic and learning designers are creative, passionate and experienced in creating sleek, quality visuals with compelling, immersive instructional design. Whatever your needs, our team has the skills and the tools to transform your training into something interactive and engaging. A complete tailored solution that not only suits your organisation's brand and requirements but delivers excellent results and ultimately improves employee performance.





“When we met Learning Pool at Learning Technologies exhibition, they really spoke our language, made everything simple and were helpful right from the start. I don’t think we could have done it without them.”

Pam Wiggins, Head of HR and Talent, Uris Group



- **User experience is key** - Our award-winning team will create a bespoke solution that is creative, compelling and built with your learners in mind
- **Expertise** - In Adapt Learning, Articulate Storyline and Captivate
- **Future-proofed** - Our solutions are multi-device and fully responsive as standard
- **Your input counts** - We communicate with you through every stage of development
- **Cost-effective** - Our pricing structure delivers value for money, complete flexibility and guaranteed success

CASE STUDY

SCHLUMBERGER

Schlumberger, striking black gold with custom content

Schlumberger is the leading global provider of technology to the oil and gas industry. They work in 85 countries, employing more than 100,000 people who represent 140 nationalities.

Having seen what we can do with our experience in game mechanics, Schlumberger came to us with a

requirement to design a simplified game that their learners could complete before their training session. There has been a strong global uptake, including Dubai, and learners are able to compare their gameplay with their colleagues when they meet.

To top it all off Schlumberger and Learning Pool won gold for the Best Learning Game at the Learning Technologies Awards 2017.





“I thought the game was great! It explained the complex issues we are trying to solve well, and it was good to have the procurement versus technical advisor to help guide.”

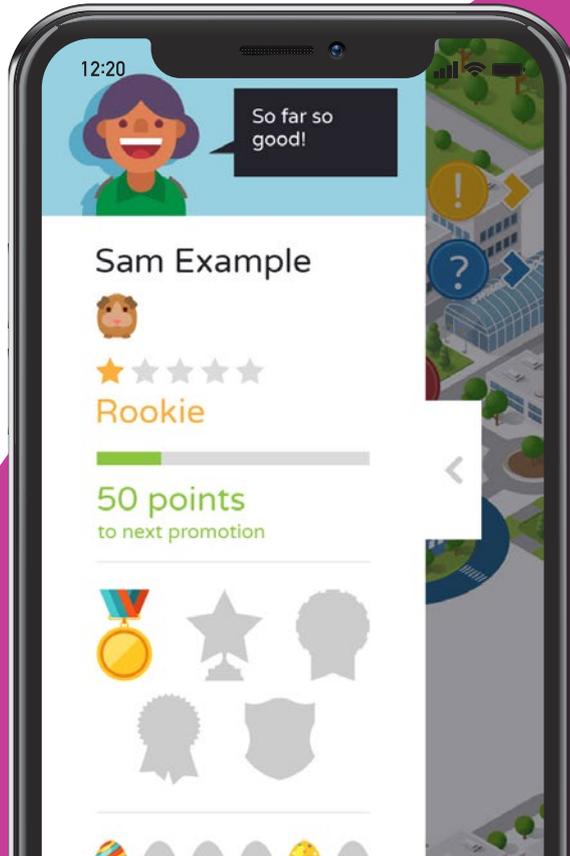
Sales Representative, Global Accounts Group, Schlumberger Houston



learning technologies
awards 2017
best learning game
gold winner

GAMIFICATION

GAME-CHANGING E-LEARNING



Looking to take your e-learning to the next level?

The addictive nature of games will grab the attention of your learners, drive engagement, and guarantee the critical information you share is retained. Using game mechanics effectively, you can drive and prolong staff engagement with training and captivate their attention for longer.

Our in-house gamification experts have the key to designing an effective learning game that generates results, encourages behaviour change and captures the hearts and minds of your employees.

- Increased learner captivation - Harnessing key gaming elements allows you to prolong learner attention and engagement
- Games trigger behaviour change - They provide employees with a safe environment to explore new skills and behaviours
- Improved learning outcomes - Games hook the attention of your learners by making content gripping and exciting

learning technologies
awards 2019
most innovative new learning technologies product
gold winner

learning technologies
awards 2019
learning designer of the year
silver winner

“Well-designed learning games lead to a more memorable and effective learning experience for your employees. It’s all about using game-based thinking, mechanics and aesthetics to engage and motivate your learners, making training fun, and learners hungry for more.”

Eoin Donaghy, Senior Project
Manager, Learning Pool





LEARNING POOL STREAM
THE SIMPLE, SMART, AND SOCIAL LXP



THE **FUTURE** IS NOW



STREAM

The learning world is a constant evolution of learning theory, prevailing technologies and learner needs.

We have an unrivalled track record of helping customers build better businesses by delivering practical learning outcomes that are tailored to their unique needs. Our vision is effective, seamless, right-sized learning delivered at the moment of need on the most appropriate device using the most appropriate learning approach.

Our most important job is to make that future available to customers right now. Learning Pool Stream (formerly known as Curatr) delivers

learning experiences and interventions that are personalised to:

- the skills learners need to do their job
- who they are and who they want to be
- where they want to be

Carefully curated content is available out of the box and ready to use. It allows your learners to build their own learning pathways, take responsibility for their own professional development, and build their future skills. Personalised recommendations that are continually updated support their lifelong learning and help your organisation grow a learning culture.

As well as focusing on the individual, Stream also brings your people together through our

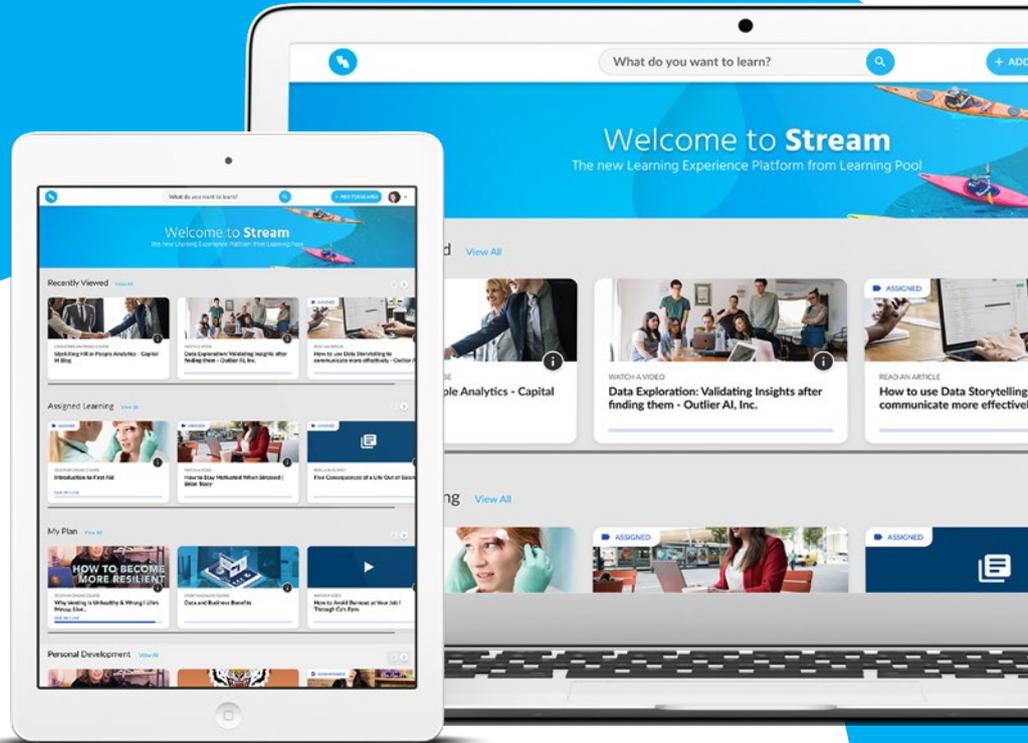
cohort-based, social courses that encourage discussion and challenge, helping your organisation build communities of practice that can extend well beyond the duration of the course. You can even monitor the quality and engagement of the comments allowing you to discover the community leaders of the future.

Learning in the flow of work is also built into Stream, with Flo, our virtual learning assistant chatbot. Flo connects people, courses and information without unnecessary redirection through learning platforms and lives in your company's instant messaging platform or browser; always ready to help people to perform better.

Stream uses deep search technology to surface exactly the right content to learners when

they need it. Learners are immediately taken directly to the most relevant learning section of content built in Adapt Builder, as well as other popular document types; driving learner engagement and saving time and money.

Fully xAPI compliant, Stream enables you to get more accurate and data rich insights into your learners' activities than ever before. By linking this to your organisational performance platforms and data, we can help you improve the linkage and value between learning and development activity and organisational performance.



CASE STUDY

INTERCONTINENTAL HOTELS GROUP

With more rooms in more places than any other hotel company, the InterContinental Hotels Group (IHG) provides more than 674,000 guest rooms globally, serving over 150 million guests each year.

Challenge

A strategic review highlighted the need for IHG's workforce to have more productive conversations within the workplace. Famed for their hospitality, IHG employees go above and beyond when providing customer service. But that can mean a lack of candour internally. To meet their ambitious growth goals it was clear that IHG needed to embark on a programme of training its whole leadership base in the art of holding a 'Brilliant Conversation'.

InterContinental Hotels (IHG) selected Learning Pool Stream (formerly known as Curatr) as the platform to help deliver a Massive Open

Online Course (MOOC) to their first-level leaders, across the globe. Time was tight; senior leadership brought the expected start date of the MOOC forward by 3 months, giving IHG just 4 weeks to develop a 5-week course for more than 3,000 participants.

Solution

Stream was used as the central delivery tool for the MOOC, with IHG curating content to create a central 'hub' of activity around which a global 'Brilliant Conversation' would take place. Each week participants would log on to Stream to undertake a new set of content and conversation challenges.

IHG built the MOOC experience themselves, integrating video they shot themselves alongside content curated from internal and external sources, like TED talks. Leaders viewed content and contributed back to the platform to earn points and complete that week's 'level'. They voted on each other's contributions to allow the best ideas to rise to the top. Each week IHG created a live webinar event, integrated directly into the platform, using

WebEx. Learners would log on to Stream and then launch the webinar when it was time to participate. This meant scaling to cope with all 3,000 participants logging on simultaneously to take part in the webinar experience – something that Stream coped with comfortably. After the event, the webinar recording was made available directly within Stream.

Finally, IHG created 'contribution' challenges that asked participants to add their own user-generated content back to the platform. Using Stream's in-built video capture technology, leaders uploaded short videos of themselves answering questions and demonstrating how they would adopt the conversation principles being talked about during the MOOC.

The response from leaders was phenomenal; more than 30,000 responses (scoring 100,000 points) were generated in response to the curated material from IHG. More than 1,500 videos were added back to the platform, with colleagues in 42 countries contributing back to the platform.

Outcome

The response from leaders was phenomenal; more than 30,000 responses (scoring 100,000 XP) were generated in response to the curated material from IHG. More than 1,500 videos were added back to the platform, with colleagues in 42 countries contributing back to the platform.

Week 2: The power of conversations

Level Objective

Let's start learning a few skills so we have brilliant conversations. How do you start a conversation? How do you make it safe? What is it about being present that makes a difference? Take a look at our new videos especially created for the MOOC and most importantly... start practising!

This weeks goal towards your completion certificate is to achieve 15 points! Start today - and don't forget, you'll earn points for both, accessing the resources as well as sharing your thoughts and commenting on them!

Wishing you a great week of Brilliant Conversations!

15/20 XP

End of Level Gate
Not yet available

WEBINAR: The Power of Conversations

This live webinar was about learning and what gets in the way of having open and honest conversations with others and the importance of building trust. We were joined by our expert guest speaker Michael Bungay Stainer from the Box of Crayons, who shared with us some interesting research on what makes us feel safe to have any conversations.

"What has been your most life-changing conversation yet?" Join the discussion in preparation for Wednesday.

Maximum XP gained from this object SXP

VIDEO: Keep On MOOCing!

Such a massive conversation this July... keep on MOOCing guys!

Maximum XP gained from this object SXP

VIDEO: Setting the Scene

To start a brilliant conversation, it's important to set the scene. Take a look!

Maximum XP gained from this object SXP



LEARNING LOCKER®
**THE WORLD'S MOST INSTALLED
LEARNING RECORD STORE**

 Learning Locker®





LEARNING LOCKER®

THE WORLD'S MOST INSTALLED LEARNING RECORD STORE

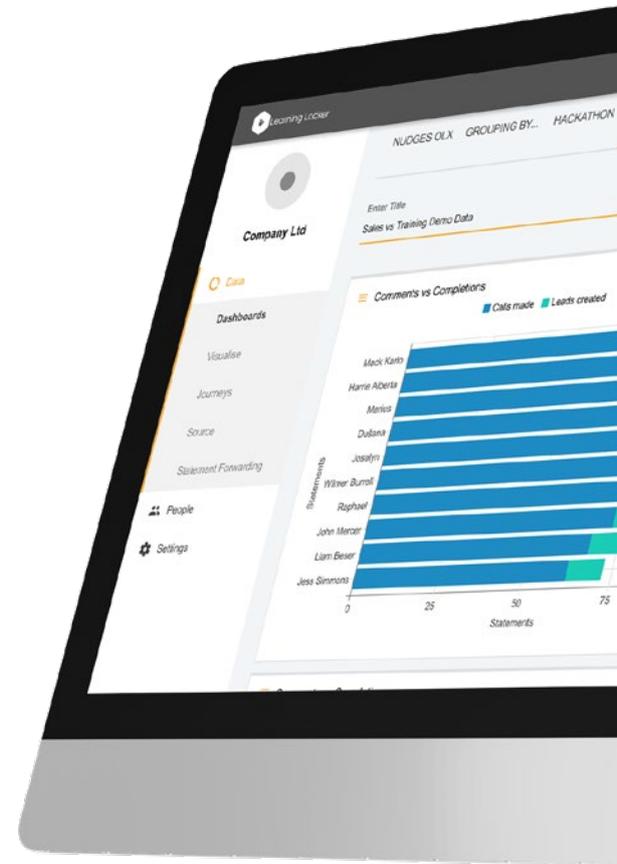
Take control of your learning data with Learning Locker®

xAPI-ready, Learning Locker® collects data from all your learning systems and displays it in easily customisable dashboards, presenting a seamless source of analysis to make learning measurable.

Flexible reporting and powerful add-on apps help you to understand the real-world impact your learning experiences are having on talent development, demonstrating the return on

your investment. Access to your learning data can also inform decisions regarding future learning design, ensuring you produce compelling learning experiences, time and time again.

Learning Locker® is also the only Learning Record Store that gives you complete flexibility in deployment - use Learning Locker® Open Source, On-Premise or On-Cloud.





CASE STUDY

VILLEROY & BOCH

Employing 8,000 people worldwide, Villeroy & Boch (V&B) is the world's leading ceramics producer, creating both premium tableware and designer bathrooms.

Responding to a challenging sales environment and research that suggested 85% of purchase motivation for premium products is emotional, a new sales training programme using blended-learning strategies was created.

Using a combination of online social learning, delivered via Stream, and face-to-face workshops, webinars and monthly newsletters, the programme focused on identifying emotional purchase motivation whilst promoting the V&B brand through the sales conversation. A core objective of the programme was to Brand Ambassadors; customers that proactively recommend the Villeroy & Boch brand and stores.

Using Stream and Learning Locker®, V&B were able to demonstrate a €2.5m return on their training investment, using the Experience API (xAPI).

POWERFUL FEATURES

Multi-Stores, One Installation

Multi-tenant enabled, allowing you to set up multiple stores within Learning Locker® to collect xAPI according to different data source and storage requirements.

User Segmentation

A complete API for storing and reusing valuable user information that can be used to slice and dice xAPI data into ad-hoc groups and reporting.

Shareable Dashboards

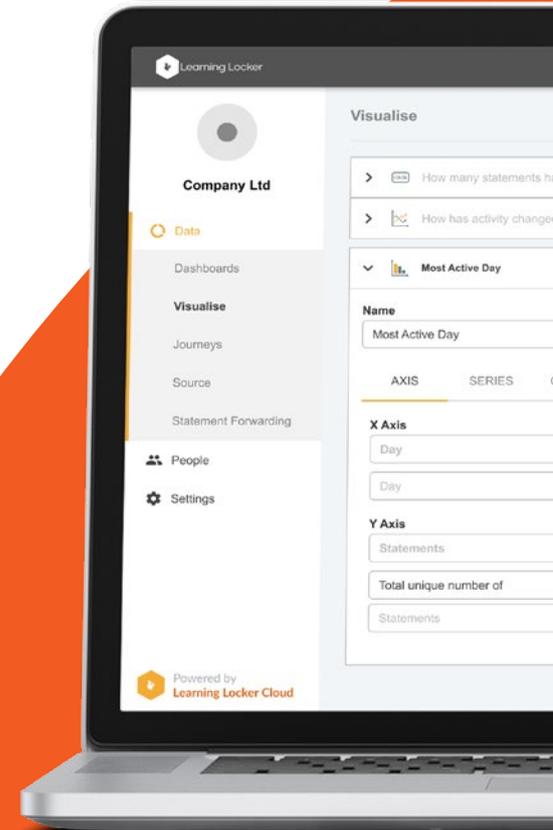
We have designed our LXP, Learning Pool Stream, with the course builder and administrator in mind – just a few clicks to start building a course.

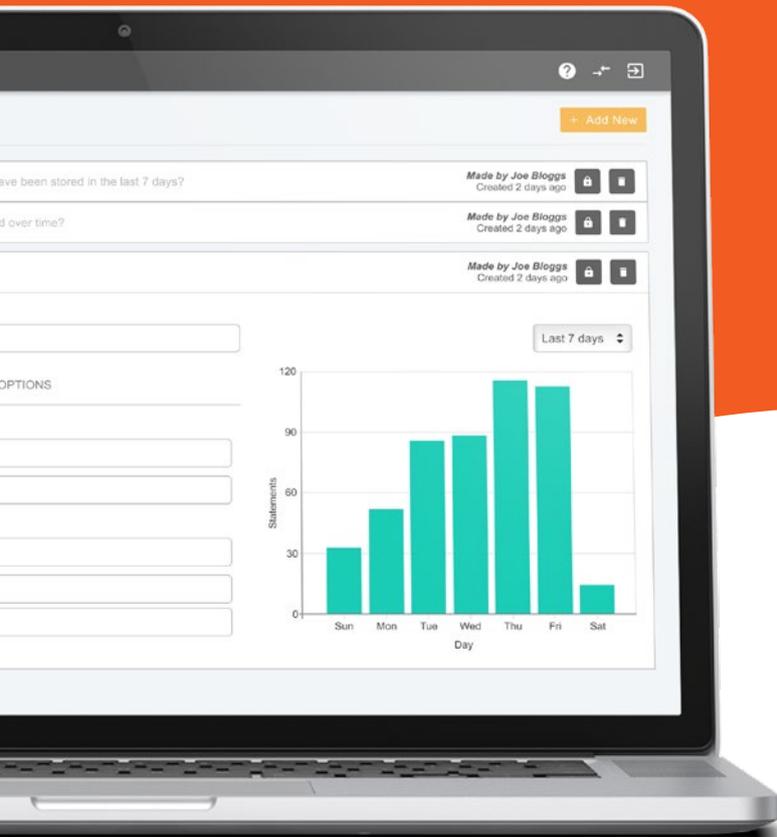
Automated Indexes & Suggestions

Designed to cope with any xAPI data you throw at it, even if it's something we've never seen before.

API-Driven

Complete control over Learning Locker® through our powerful and well-documented APIs.





CASE STUDY

"The results prove that the Brand Ambassador Programme is leading our stores in the right way to higher customer conversion and sales success"

Erik Walter
International Retail Director, Villeroy & Boch



“What really persuaded us was the quality of support and customer service promised by Learning Pool, and they delivered on this promise. We get lots of great support not just with technical queries but also lots of advice for settings and ideas.”

Claudia Rispo, Learning and Development Manager, WaterAid

FIRST-CLASS SUPPORT **UNRIVALLED CUSTOMER SERVICE**



Making sure our customers are happy with the service we provide is top of our list and with our 98% customer satisfaction rate we promise that you'll be blown away with your Learning Pool experience.

As recent winners of the Institute of Customer Service Customer Focus award, we walk with you on every step of your journey helping you and your organisation get the results you need.

Enjoy unlimited support for your end users, work with your dedicated Learning Consultant and get access to our fantastic online training academy, our always-on resource that helps you get the very most out of the solutions we provide.

- Tailored induction and ongoing coaching
- A committed Learning Consultant just for you
- Technical and marketing support
- On-site training support and online training academy
- Unlimited email and phone support for you and your end-users
- Seamless HR system integration



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 /LearningPool

 LearningPool

 @LearningPool