

Agylia Learning Services

eLearning Content Creation



Agylia

Service Definition - G-Cloud 12

1. Introduction

Agylia Learning Services specialises in the design and creation of eLearning and microlearning content for large international organisations. As part of its Learning Consultancy Services, Agylia works with organisations to help address learning and development challenges, from strategic planning to solution development – ensuring learning content is designed to meet learner needs and organisational and strategic objectives.

Agylia can work with an organisation's own subject matter experts, or can source and supply experts, to create tailored training on any topic. Agylia can also advise on specific training programmes such as policy education, cyber security, induction, leadership and compliance.

Agylia's eLearning and microlearning content is used by some of the UK's leading organisations, including FTSE100 companies and government departments, including the Foreign & Commonwealth Office and Department for International Development.

The eLearning and microlearning content can be delivered via the Agylia Learning Management System (LMS) or an organisation's own LMS. Agylia staff will work with organisations during the implementation process to configure the Agylia LMS and provide full training. Agylia can also assist with loading users and eLearning content onto the Agylia LMS – ensuring learning programmes are delivered efficiently and effectively.

2. An overview of the G-Cloud Service

Agylia Learning Services provides the creation of bespoke eLearning and microlearning courses, and digital learning content, covering a full range of subject areas.

Example subject areas include; induction, compliance, performance support and IT / systems training.

Individual courses or entire curricula are designed and developed by the Agylia Learning Services in-house Instructional Design team to meet individual customer's learning objectives.

Agylia Learning Services also provides a service for optional re-designing of your existing learning content.

3. Content creation

eLearning courseware is designed to meet customers' needs. The level of interaction and production values required shall be agreed prior to the customer providing Agylia Learning Services with a confirmation to proceed.

Agylia Learning Services provides 3 levels of courseware interactivity and content type. The 3 levels are; Engaging, Active and Immersive.

The table below provides details of the levels of eLearning courseware provided by Agylia for courses optimised for PCs, laptops and tablets. We can supply a separate type of courseware optimised for smartphones, which we create in responsive HTML5 – this is usually shorter in duration with different design criteria and simpler interactions.

Content Type	Engaging	Active	Immersive
Cross-browser Support (IE8 – latest)	✓	✓	✓
Subject Matter Expertise*	Extra	Extra	Extra
Text	✓	✓	✓
Stock Imagery	✓	✓	✓

Bespoke Imagery	✖	Partial	✓
Role based 'plot' scenarios	✖	Partial	✓
Branching / Hidden / Locked	✖	✓	✓
Click & Tab Tables	✓	✓	✓
Walkthroughs	✓	✓	✓
Knowledge Checks	✓	✓	✓
Complex Assessments	✖	Partial	✓
Software Demonstrations	✖	✓	✓
Software Simulations	✖	✖	✓
Video (talking heads)	Customer supplied	Created by Agylia Learning Services	Created by Agylia Learning Services
HD Video (actors / scenarios)	Customer supplied	Customer supplied	Created by Agylia Learning Services
Audio Narration	Scripted by Agylia, using Agylia voice talent at Agylia premises	Scripted by Agylia professional voice talent recorded at Agylia premises	Scripted by Agylia professional voice talent in external recording studio
3D Animations	✖	Still 3D images	Fully animated
Panoramic 360° Images	✖	✓	✓
Bespoke HTML5 Interactions	✖	✖	✓
Standard HTML5 Interactions	✓	✓	✓
Content Selection on Launch	✖	✖	✓

*Where Subject Matter Expertise is provided at cost by Agylia Learning Services, such costs shall be agreed in advance and recharged to the customer and are payable to Agylia Learning Services.

4. Ordering and invoicing process

Agylia Learning Services requests written confirmation to proceed with a contract. Upon confirmation, an agreement shall be formed subject to the relevant contract.

The customer shall pay all invoices delivered by Agylia Learning Services within 30 days of invoice date in full without any deduction discount or set-off whatsoever.

Where travel and subsistence expenses are incurred by the Agylia Learning Services, such expenses shall be agreed in advance and recharged at cost to the customer and are payable to Agylia Learning Services by the customer within 30 days of being invoiced.

5. On-boarding and Off-boarding processes

Agylia Learning Services eLearning courseware can typically be live within 8 – 10 weeks* of contracting, once requirements are confirmed.

*Subject to the timely supply by the customer of items including; source materials (Word and PowerPoint documents) subject matter expertise / content, branding guidelines, media (imagery and videos) and personnel for project review and approval.

Agylia Learning Services will work with customers to agree a successful, fully project managed process.

In the event of a requirement to leave the service in the future, Agylia Learning Services commit to a full off-boarding process.

6. Service management details

Whilst subscribed to the service, customers will have access to standard support, which includes access to Agylia's Help Desk, plus email and telephone support.

Agylia's support services are available during standard United Kingdom business working hours (9:00am to 5:00pm), excluding weekends and United Kingdom bank holidays.

Agylia may provide enhancements to the service at the request of a customer; this will be regarded as a separate standalone project and will be contracted for separately.

Customers must provide Agylia with reasonable access to the customer's systems if required to assist Agylia in its provision of support.

Integration with third-party services is the sole responsibility of the customer, unless agreed in advance with Agylia.

Any request for onsite support will be charged at a daily rate, which will be agreed in advance of the onsite activities.

7. Supported web browsers

Agylia's eLearning courseware can be used on the following web browsers; Internet Explorer, Edge, Firefox, Chrome and Safari.

Agylia can also provide support for customers using the Opera web browser at an additional cost. Costs for Opera support shall be agreed in advance and recharged at cost to the customer and are payable to Agylia.

8. Customers' responsibilities

Customers will be responsible for their compliance, including the accuracy, quality and legality of their content and of the means by which the customer acquired the content to be made available through Agylia's service.

Customers will use commercially reasonable endeavours to prevent unauthorised access to or use of the service.

Customers will not make the service available to anyone other than to those users under the customer's responsibility.

Customers will not use the service to transmit infringing, libellous, or otherwise unlawful or tortious material, or to transmit material in violation of third-party privacy rights or any other material that Agylia considers inappropriate.

9. Security

Agylia will maintain appropriate administrative, physical, and technical safeguards for the protection of the privacy, security, confidentiality and integrity of a customer's content and data.

Agylia will not modify the customer's content or data, unless expressly permitted by the customer, or access the customer's data except to provide the contracted services and prevent or address service or technical issues.

10. Privacy

Any information collected by Agylia will be used and retained in an appropriate way, as defined by law, to enable the service to be delivered.

11. Information assurance

Agylia is an ISO 27001 certified organisation and is UK Government Cyber Essentials certified. Agylia operates a risk-based Information Security Management System (ISMS) with a continual improvement policy in force. As a result, Agylia applies an appropriate control set involving people, processes and IT to mitigate risk and to ensure that an appropriate level of care is applied to ensure the protection of Agylia's own, and Agylia solution's, information.

Government Security Classification (GSC) Scheme: includes routine business operational information – Agylia complies with legal and regulatory obligations to reduce the risk of loss or inappropriate access.