



College of  
**Policing**

Working together  
to achieve your potential

## **Request for information**

National Centre for Police Leadership (NCPL) – Digital Learning Solution

Ref: COP3\_2023

Response deadline: 30/06/2023 12 Noon

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## Introduction

The College is conducting early market engagement in the form of this Request for Information (RFI) to explore potential solutions that could meet its requirements as set out in this document.

Contained within this document is a background to the project and the requirements along a series of questions that we seek responses to from interested parties.

The responses to this document will be used to inform the future direction we take both in terms of the solution and any future procurement process.

By responding to this RFI, should your responses be of interest to the College we may in the future seek further engagement with you to better inform our approach to any future procurement.

## The College of Policing

The College of Policing (the “College”) is the Professional Body for all in policing in England and Wales. Working together with everyone in policing, we share the skills and knowledge officers, and staff need to prevent crime and keep people safe.

We set the standards in policing to build and preserve public trust and we help those in policing develop the expertise needed to meet the demands of today and prepare for the challenges of the future.

We have a mandate to set standards in professional development, including codes of practice and regulations, to ensure consistency across the 43 Home Office (HO) forces in England and Wales.

We also have a remit to set standards for the police service on training, development, skills, and qualifications, and we will provide maximum support to help the service implement these standards.

Further information is available on the College website: [Working together | College of Policing](#)

The College has four locations:

- Spring Gardens, London
- Ryton-on-Dunsmore near Coventry
- Harperley Hall, Crook, Co. Durham
- Harrogate

## Background

The College of Policing recognises the need for better and more inclusive leadership across all ranks and levels of policing to ensure improvements in police culture, ethics, productivity, performance and to cut crime and keep the public safe. The National Centre for Police Leadership (NCPL) will be a centre of excellence for policing leadership, establishing, and embedding world-class standards and practices at all ranks and levels, enabling the College to deliver against the Plan for Policing Leadership – implementing the newly revised Leadership Expectations and promotions and progression framework. Under the NCPL there will be 5 (five) levels:

- 1) Foundation Leadership – open to all
- 2) First Line Leaders Programme - aspiring sergeants
- 3) Mid-Level Leaders Programme – aspiring inspectors and chief inspectors
- 4) Senior Leaders Programme - aspiring superintendents & chief superintendents
- 5) Executive Leaders - aspiring chief officers

The National Centre for Police Leadership (NCPL) project is looking to procure a new digital learning solution system to provide access to a digital campus which will deliver an online leadership learning experience and capability management. The digital campus will provide access to a range of learning and development tools and resources, in addition to guidance on the leadership pathway, standards and behaviours. The digital campus will deliver personalised and flexible learning journeys to support modern, forward-looking police leaders. The digital campus will produce high quality data to inform strategic decisions about talent development, offering a strategic view of the policing talent pipeline, enabling open and fair promotion and progression across policing. Specifically, the NCPL Digital project will provide access to Leadership content and tools to enhance learning experience.

In summary, the College is seeking to find a solution which provides an integrated digital learning infrastructure fit for 21st century policing and provide the following capability:

**Learning Experience (how content is delivered to users)** - Including video, webinar, Smart Search, online assessment, peer-to-peer learning, and digital content libraries.

**Learning Management System (how training is managed)** - Including learning records, evaluation, performance management, budgeting, course development, curriculum management, reporting.

**Career Development System (how talent is managed)** - Including tools and features to enable user friendly self-guided career development, included opportunities for 360-degree feedback.

The new NCPL Digital Learning Solution will transform user experience, improve workforce capability, and provide better data analytics to enable strategic workforce planning and talent management.

## Desired Outcomes

The NCPL report published in October 2022, established the ambition for an online learning capability (a digital campus) to enable the vision for world-class police leadership and provide the means to deliver the professional end-to-end framework for promotion and progression. To successfully engage with the whole police workforce, the NCPL needs an innovative and fully accessible approach that enables direct communication with officers, staff, and volunteers. Delivery of a digital solution will enable NCPL to:

**Improve leadership** – Developing the leadership skills of police officers and staff at all levels. All those working in policing are leaders, whether probationers on the front line or those running big teams or whole forces. The service needs to develop a culture of inclusive, data-driven, and effective leadership. This will drive performance and ensure that talent is recognised at whatever level it exists.

**Boost professionalism** – Equipping officers and staff with the best possible professional skills needed to do their job by ensuring that they have access to the best in Continual Professional Development (CPD) and that this is properly prioritised.

**Drive consistency** – Overcoming the weaknesses of the 43-force model to bring consistency by delivering tools and resources for use in the implementation of the end-to-end framework for promotion and progression.

The NCPL's digital campus will enable the College to centrally disseminate the new Leadership Standards directly to the police workforce, giving unfettered access to the revised leadership development offer that will accompany the promotions and progression framework. The digital campus will provide the means for police colleagues to own their leadership learning and development, empowering them to determine their career pathway and choose the appropriate leadership learning intervention to aide their progression.

Envisaged benefits of delivering the NCPL digital learning solution:

### High Level Key Benefits

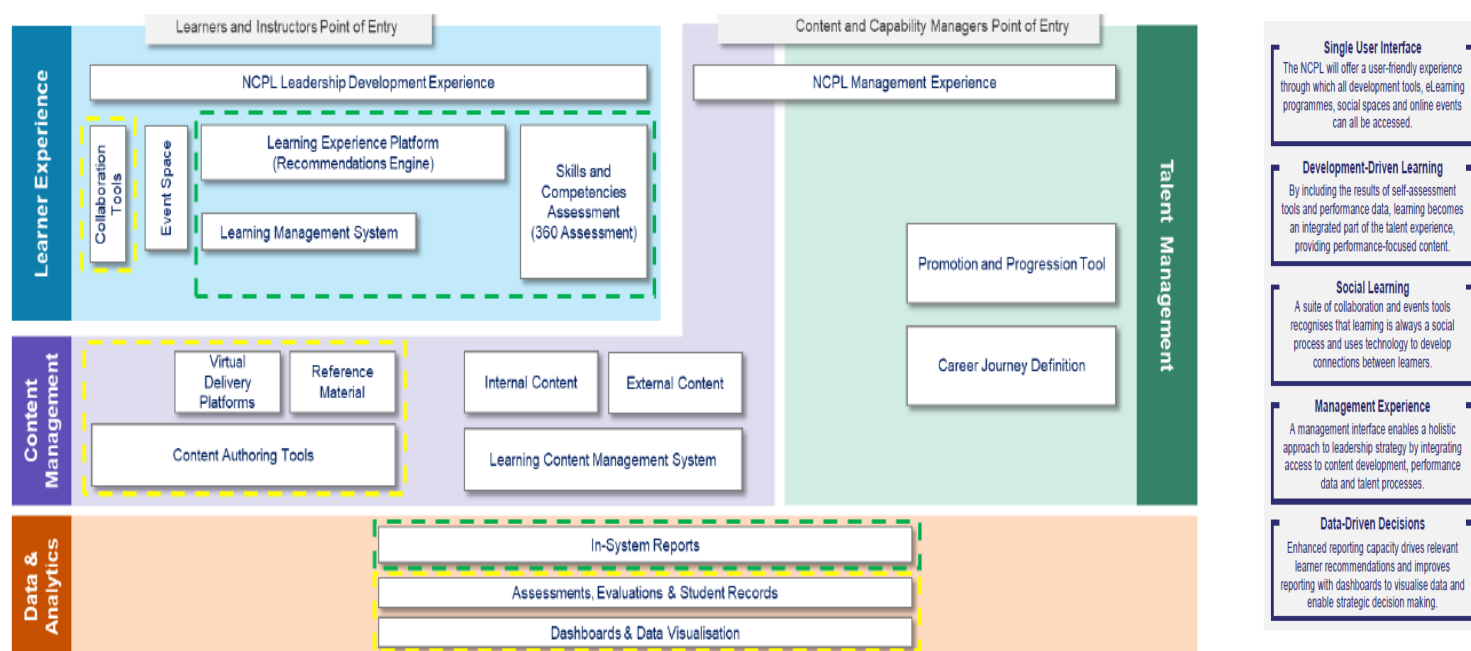
	For the College	For the Learner	For the Services
1	The digital campus can facilitate direct communications between the College and learners, therefore removing reliance on services to disseminate messaging from the College.	The digital campus will enable and support an engaging learner experience from initial point of entry, increasing system acceptance and perceived value from user community.	The digital campus will enable the practical application of the mandatory requirements of the promotion and progression framework.
2	The digital campus will provide the visibility required to accurately track end-to-end learner journeys.	The digital campus will simplify accessibility to ensure relevant learning content is available to all learners, efficiently, and at a time that suits them.	The digital campus will increase the accessibility of leadership training, widening the talent pipeline in policing.
3	The digital campus will support strategic decision-making with regards to leadership programmes and thus enable the College to achieve its diversity and inclusion targets	The digital campus will provide a recognisable and consistent experience for learners, minimising disruption to learner experience.	The digital campus will increase the visibility of the new national criteria and processes for progression.
4	The digital campus will enable consistency of College and NCPL branding across the platform, providing an effective shop window of College products to a wide audience.	The digital campus will support a central hub for promotion and progression frameworks to provide greater visibility and understanding of these processes.	The digital campus will expand capacity to provide access to training to greater numbers of learners.

## The requirements

We are seeking to replace the current **Leadership Learning Platform (LLP)** with a more modern solution that provides greater flexibility and a better user experience. In the future we will expect suppliers to collaborate with us to integrate with Forces system such M365 which is widely used by forces currently.

The need for these changes has been driven by customer feedback and a need to significantly improve the now outdated design of the current system. The new platform will need to ensure the system can be customised and aligned to the College branding so that it is more in-keeping with the **College website**. The platform will also need to meet accessibility and security requirements for a national solution that will be used by all Home Office Forces - **Cyber security design principles - NCSC.GOV.UK**

The vision for the NCPL Digital Campus combines core learning functionalities, including hosting content, providing virtual delivery, and enabling on-system reporting and content authoring with the ability to host the promotion frameworks and develop self-assessments and competency frameworks.



### The ambitions for **capability management** are to:

- Facilitate the practical application of the end-to-end promotion and progression framework
- Facilitate and record data on the roll out of centrally delivered, high priority training in response to urgent skills uplift
- Produce data on learner users to increase understanding of learning completion across policing
- Produce data on the trained status ahead of consideration for promotion to improve the visibility and understanding of the talent pipeline
- Produce data to improve the understanding of individual and group progress through promotion processes to identify barriers to leadership progression
- Enable the recording of the completion of the new mandatory learning programmes defined in the 5-stage framework for promotion and progression.

### The ambitions for the **online learning experience** are to:

- Increase engagement with learning across police officers, staff and volunteers
- Create a more inclusive learning experience to widen access for diverse groups
- Improve the accessibility of leadership learning opportunities
- Provide engaging learning experiences to support the development of a culture of learning in policing
- Deliver high-quality leadership training to produce modern leaders at every level of policing
- Connect learners across different police services to build leadership communities and networks

## Outline of requirements

In addition to the high-level requirements above, we have identified a series of features and functionality we would like the new platform to have. We have aligned these features and functionalities to high-level roles that will exist both within the College and the 43 Forces. Please see the document below for an explanation of each of the roles:



NCPL Digital Solution  
Scoping - LMS Roles.p

## System Users

As a...	I need/want/expect to... [what does the user want to do?]
Administrator	I need to be able to create different user groupings - cohort, group, learner pathway, force, rank, role, and position in the organisational structure & to assign users as appropriate
Administrator	I need to define and allocate users or groups (for example Applicants / Line Managers / Referees / Assessors / Course Admin) to workflow tasks. Users/groups should be able to view allocated tasks.
Administrator	I want to create and manage a Force hierarchy
Administrator	I expect to be able to create a super-user group for College Admin
Administrator	I need to be able to create bulk user accounts
Administrators/Learner (User)/Trainers	I want to see contact details for other users, trainers, course administrators and subject matter experts relevant to learning topics
Learner (User)	I want to create user profiles using: <ul style="list-style-type: none"> <li>- First name</li> <li>- Last name</li> <li>- Force</li> <li>- Business area/Command</li> <li>- Team</li> <li>- Like/Interest</li> </ul>
Trainer/Mentor/Coach/Assessor	I want to be able to create a profile which includes my skills and delivery availability



## User Access

As a...	I need/want/expect to... [what does the user want to do?]
Administrator	I need to prevent people enrolling on courses/events unless they register before a pre-defined date
Administrator	I want to specify a time in which a module, course, programme, or workflow item must be completed
Administrator	I expect to automatically create, update, and assign learner pathways complete with multiple topics, courses and programmes to individuals based upon their NCPL level/grouping: <ul style="list-style-type: none"> <li>- Foundation Level Leaders</li> <li>- First Line Level Leaders</li> <li>- Mid-Level Leaders</li> <li>- Senior Level Leaders</li> <li>- Executive Level Leaders</li> <li>- Aspire</li> </ul>
Administrator	I need to be able to assign users to more than one group
Administrator	I expect the option to automatically tailor access levels to information based on the users RBAC, user cohort, group, learner pathway, force, rank, role, and position in the organisational structure
Administrator	I want to create automatic workflows for groups of people assigned to the role. For example, line managers and occupational psychologist roles for assessing promotion applications and portfolios.
Administrator	I want to be able to control the release of learning content, resources, tests etc as required by date and/or pre-requisite
Administrator	I need to be able to support licensing access to the system and/or specific content at home and internationally
Administrator	I want to manually register learners for courses
Administrator	I want to set user access levels based on role within College and Force
Administrator	I expect to be able to set access levels for all user roles and groups (RBAC)
Administrator	I need to control access to social learning content including the ability to make it available to user cohorts, groups, learner pathways, forces, specific ranks, roles, and positions in the organisational structure, in addition to other bespoke groups as necessary.
Administrator	I want to be able to create learning groups and learning journeys for individuals and specified audiences
Administrator	Licences will require an expiry/renewal period to be set.

Administrator/Curriculum Owner/Content Creator/Trainer	I need to be able to restrict access only to the content and elements of the system that the College/NCPL wishes to make available to a given audience.
Administrator/Curriculum Owner/Content Creator/Trainer	I need to assign learning to an audience either manually or dynamically depending on user cohort, group, learner pathway, force, rank, role, and position in the organisational structure.
Administrator/Line Manager	I want to assign mandatory training
Administrator/Line Manager	I want to assign content/resources to specific person(s)/group(s) for completion
Administrator/Line Manager	I expect automated processes/workflows for movers, leavers, and new joiners. This will include the ability to archive former learning records; and automatically search for and suggest potential prior learning records for validation for re-joiners; and automatically link and transfer the learning information to a new user profile.
Administrator/Line Manager	I want the ability to track joiners, movers & leavers (with audit trail)
Administrator/Security	I need to restrict access to learning based on user location
All	I want to be able to login using Single Sign On (SSO)
Learner (User)	I want to receive a notification if I try to enrol upon a course without the necessary pre-requisites.
Learner (User)	(If I try to register on a course for which I'm not eligible) I need to be notified which pre-requisite courses I need to undertake to secure access to courses.
Learner (User)	I expect to easily identify the pathway relevant to my current role.
Learner (User)	I expect to automatically have my course progress saved and resume at the saved point as well as work offline for some courses
Learner (User)	I expect to be able to pause and restart learning in different sessions with my previous progress having been saved.
Learner (User)	I want to be able to permit other users to access/view my evidence portfolio.
Learner (User)	I want to search for content based on role, competency, rank, and other defined metadata
Learner (User)	I want to access multiple groups based on their role, preferences, interests, courses
Learner (User)	I want to self-register for courses
Learner (User)	I expect access to my biodata to be restricted to the College & home force

Learner (User)	I want to be able to request an automatic password reset
Learner (User)	I want to access learning both online and offline (provided security requirements are met)
Learner (User)	I want access to NCPL content as an international student (outside the UK)
Line Manager	I want to be able to approve training booking/promotion application requests where applicable

## System Functionality - Admin

As a...	I need/want/expect to... [what does the user want to do?]
Administrator	I want to be able to set minimum & maximum attendance levels for NCPL programmes & any associated course within a career pathway
Administrator	I expect to use an E-Commerce capability supportive of selling Face 2 Face, Blended and Digital Learning courses / spaces to other national and international institutions / organisations / individuals etc.
Administrator	I want a standardised course template for initial course set-up. This will contain all relevant information with mandatory and non- mandatory fields (i.e., title, category, aims and objectives, supplier information, min/max attendance levels, location etc.)
Administrator	I want the details to be taken from the initial course set-up & used to populate joining instructions for classroom sessions & other events - physical & virtual
Administrator	I need to be able to search all learning components and learner records held within the system whether live or historic.
Administrator	I want to manage physical learning resource assets within the system, including venues, trainers, coaches, and study material. This includes creation or removal of an asset and the ability to set attributes such as classroom size, building security restriction, etc.
Administrator	I need to make changes to the internal delivery plan / training schedule and have the resources and assets previously allocated to it automatically shown as available again considering cancellations, rescheduling etc.
Administrator	I want to be able to track availability of trainers & associates for the purposes of scheduling
Administrator	I want to be able to visualise the training plan for a programme/pathway
Administrator	I want access to enhanced diary management functionality e.g., i. Schedule workshops ii. Schedule interviews iii. Schedule feedback sessions
Administrator	I want to archive user's learner records when they leave for a period of X years
Administrator	I need any content that is no longer live to remain archived for a period of X years

Administrator	I want to lock fields so that only those with permission can change them
Administrator	I need to be able to bulk upload learner records/evidence of training completed outside of the system
Administrator	I want to be able to record notes against a learner record/profile.
Administrator/Content Creator/Trainer	I need the ability to set pre-requisites
Administrator/Curriculum Owner	I want the ability to create a parent / child linkage which will persist through course changes for example the name of the course. and log the development of a course over a period of time.
Administrator/Curriculum Owner	I need to be able to enact bulk edits to multiple document versions simultaneously
Administrator/Curriculum Owner/Content Creator/Trainer	I want to be able to set time parameters & deadlines specifying when a course/document/artefact is due for review/update
Administrator/Curriculum Owner/Content Creator/Trainer	I want to be able to set time parameters & deadlines specifying when a course/assignment/assessment needs to be completed
Administrator/Curriculum Owner/Content Creator/Trainer	I need to set course pre-requisites that can be applied to multiple courses / classes
Administrator/Curriculum Owner/Content Creator/Trainer	I need to manually create, amend, and delete courses/classes.
Administrator/Curriculum Owner/Content Creator/Trainer	I need to disable a course without removing it from the catalogue.
Administrator/Trainer/Learner/Line Manager	I want to be able to search & visualise all training - classroom/events - physical/virtual for a particular date range
Learner (User)	I expect to be provided links for enrolment to all the courses (Face-to-Face, Digital etc.) relevant to current role/learning pathway
Trainer	I want to be to easily schedule (set-up/create) & deliver virtual classroom sessions

## System Functionality - Content

As a...	I need/want/expect to... [what does the user want to do?]
Administrator	I want to view the changes to a course over time for example name changes, changes to links with other courses, updated descriptions etc.
Administrator	I need to be able to bulk upload existing content
Administrator	I want to create new career pathways
Administrator/Content Creator/Trainer	I want to create and review courses with multiple topics, programmes with multiple courses and certifications and licenses that derive from them including refresher pathways.
Administrator/Curriculum Owner	I need to create and manage competencies that include rating levels in addition to behavioural indicators such as appraisal information, peer review (360 feedback) etc.
Administrator/Curriculum Owner	I want to be able to create force career pathways based on the standards & curriculum – this may include force owned resources, resources supplied by the College as well as other publicly available resources.
Administrator/Curriculum Owner/Content Creator	I want to be able to publish links that will take users directly to externally hosted third party content
Administrator/Curriculum Owner/Content Creator/Trainer	I want to tag formal learning content or material so that it is pushed and searchable based upon user cohort, group, learner pathway, force, rank, role, and position in the organisational structure
Administrator/Curriculum Owner/Content Creator/Trainer	I need to easily identify and highlight any broken links in my programmes, courses, products/materials
Administrator/Curriculum Owner/Content Creator/Trainer	I expect to align training to competency frameworks.
Administrator/Curriculum Owner/Content Creator/Trainer	I need the ability to store course content for legacy purposes.
Administrator/Curriculum Owner/Content Creator/Trainer	I need to create complex and customisable evaluation and feedback online surveys suitable for different types of learning activity, including online and classroom-based training and coaching.

Administrator/Trainer	I expect to schedule events, classes coaching etc. (including face to face, virtually enabled learning, career development and mentoring sessions).
All	I need to be assigned as the 'owner' for all content I upload/create
All	I want to receive search results based on misspelling or different name spellings e.g., Steven/Stephen
Content Creator	I expect to be able to publish digital learning products using AICC, SCORM or Tin Can standards.
Content Creator/Trainer	I want to record pass and fail results and the level of attainment, or score against learning. (For example, Pass: Basic, Pass: Intermediate and Pass: Advanced) for all types of formal learning delivery.
Content Creator/Trainer	I want the ability to create assessments as part of courses / programmes. These will include selective (multiple choice, yes, no), pseudo selective (drag and drop, ordering, matching, word select, missing words etc.) quizzes, multiple response questions, drag and drop grouped text, advanced constructive questions for example pattern match to test short free text responses. It will include the ability to deliver contextual feedback considering answers, the capacity to store and re-use tests across multiple learning objects and the capacity to automatically randomise tests using a question bank. It will clearly show which questions individuals frequently struggle with.
Content Creator/Trainer	I need the ability to create and manage assessment questions, including a question repository and weighting/scoring and automated marking
Content Creator/Trainer	I want to be able to create e-learning courses & other resources/materials using an inbuilt tool
Content Creator/Trainer	I expect to be able to create e-learning courses & other resources/materials from a range of templates as well as being able to start from scratch
Content Creator/Trainer	I expect to be able to edit & rebrand shared content & resources
Content Creator/Trainer	I want to be able to deploy a variety of learning material formats, both live and pre-recorded including video, e-learning, webinar, virtual classrooms, documents (in multiple formats), gamification, computer simulation, testing, social learning (peer 2 peer).
Content Creator/Trainer	I want to include access to other online course material for example YouTube video Clips, Podcasts, internet links etc.
Content Creator/Trainer	I want to access a central repository for the sharing and reuse of learning assets between courses and authors. (Assets being entire courses down to the audio visual and media content and the design templates)
Content Creator/Trainer	I need to be able to access & use the content authoring tool at the same time as other colleagues (inside & outside my force).

Content Creator/Trainer	I need to be able to specify certain assignments/assessments as requiring manual marking/feedback & for these to be sent to me automatically when completed by a learner
Content Creator/Trainer	I need to be able to upload resources I've created outside of the system
Content Creator/Trainer	I want to specify sequence content must be completed
Content Creator/Trainer/Learner (User)	I want to be able to record and upload a video directly inside the solution without the need to access an external application
Content/Creator/Trainer	I want the option to import tests & assessments from elsewhere
Curriculum Owner	I want to map learning journeys and skills against possible career pathways
Curriculum Owner	I need to categorise standards and associated behaviours/competencies within a skills framework.
Curriculum Owner/Content Creator/Trainer	I expect to be delivering a blended learning approach - including via virtual classrooms & breakout spaces
Learner (User)	I want to be able to access externally hosted third party content.
Learner (User)	I want content/materials/products to be grouped together into easily identifiable groups
Learner (User)	I want to identify which courses/products/materials are 'trending' across all types of learning content (formal & informal/social)
Learner (User)	I want to receive access to electronic copies of all course/event materials
Learner (User)	I want the ability to annotate course/event materials, saving these for future use
Learner (User)	I expect to see all other learning content (legislation, best practice, etc.) relevant to a training course
Learner (User)	I want to have access to previously recorded virtual classes & events
Learner (User)	I want to access the national police library
Learner (User)	I want to attend a digital assessment centre with mock exams, interviews, and advice for job applications
Learner (User)	I want to access operating manuals containing guidance on promotions
Learner (User)	I want to make suggestions for new training & other improvements to the platform
Learner (User)	I expect to retain access to learner pathways for skills gained prior to switching roles / job families.
Learner (User)	I want to be able to view the competencies & associated learning for my next step on the promotion ladder (prior to formally applying)



Learner (User)	I want to have access to a 360 feedback and development tools to enable self-assessment of promotion and progression
Trainer	I want the option to record all virtually held training events & for these to be available for future access.
Trainer	I want to be able to make use of breakout sessions for virtual classroom delivery
Trainer	I want to be able to deliver 'real-time' scenario based/hydra sessions online

## System Functionality - Notifications

As a...	I need/want/expect to... [what does the user want to do?]
Administrator	I expect to receive automated/system generated notifications highlighting individuals who have not fulfilled their course/class allocation
Administrator	I expect to receive automated/system generated notifications when minimum quotas have not been fulfilled at variable intervals / times prior to delivery
Administrator	I need joining instructions to be sent automatically to a learner registered to attend classroom delivery or another event - virtual & physical
Administrator	I want to receive daily notifications of course/event cancellations (including rationale for withdrawing)
Administrator	I want to automate responses to frequently asked questions based on predefined information/answers
Administrator	I need notifications to be issued to Higher Education Institutions when changes are made to content
Administrator	I need to notify learners when they're withdrawn &/or rescheduled for a course
Administrator	I want to send automated, but personalised notifications to users
Administrator/Curriculum Owner/Content Creator	I want to receive automated notifications flagging when a course/document/artefact has not been viewed / accessed within stipulated timeframes
Administrator/Curriculum Owner/Content Creator/Trainer/Learner (User)	I want to receive automated notifications flagging when a course/document/artefact is due for review/update based on a configurable time parameter
Administrator/Line Manager	I want learners to be asked to supply a reason when they cancel attendance at a course or event (physical & virtual)
Curriculum Owner	I want to be able to notify all users of changes to the core curriculum competencies & for these changes to be easily identifiable across all relevant material/content
Learner (User)	I want to receive recommendations for other content
Learner (User)	I want to be able to cancel my attendance on pre-scheduled courses & events (& where possible select an alternative date) - Physical & virtual
Learner (User)	I want to receive 'pushed' learning where content has been specified for specific user cohorts, groups, learner pathways, forces, ranks, roles, and position in the organisational structure

Learner (User)	I expect to be able to recommend courses/events/assets/materials to other users.
Learner (User)	I want to be matched to a mentor/coach based on my role profile - (PushFar is currently used by NCPL - PushFar - Mentoring Platform & Professional Career Progression Platform)
Learner (User)	I want to register my interest and request access to other learning pathways or courses for the purpose of interest or professional development
Learner (User)	I want to be notified of changes to training courses that I have completed
Learner (User)	I want to be notified of learning content relevant to the next stage of my promotion pathway
Learner (User)	I want to be notified periodically to book or complete training that is due for renewal
Learner (User)	I want to be notified periodically to book or complete training that is mandatory & must be completed by a specific date.
Learner (User)	I expect to be sent automated reminders prior to course bookings, events, or online submission dates
Line Manager	I want to receive notifications when someone I manage is not making sufficient progress through a programme/pathway & that their completion is in jeopardy
Line Manager	I want to receive a notification if one of my reports cancels course/event attendance (physical/virtual)
Trainer	I want to be notified of new / withdrawn students
Trainers/Mentors/Other associates	I want to send update messages to other users pointing to content/sessions/updates

## System Functionality – Personalisation

As a...	I need/want/expect to... [what does the user want to do?]
Learner (User)	I want to be able to sort informal/social learning & only participate in those I decide are relevant
Learner (User)	I want to be able to switch off &/or set parameters for receiving notifications
Learner (User)	I want to receive a certificate for each piece of learning & to be able to export & share it.
Learner (User)	I expect the learning pathway I access & the content I see to change as my user cohort, group, force, rank, role, and position in the organisational structure change.
Learner (User)	I expect to be able to see a visual representation of my progress through a course/programme/pathway
Learner (User)	I want to create a personal learning journey of courses I intend to complete.
Learner (User)	I expect to be able to create a 'favourites' section that is customisable, allowing me to pin the topics I am most interested into an easily access area.
Learner (User)	I want to record and save evidence into a portfolio for use in future CPD and promotion activities.
Learner (User)	I want to record and share externally created evidence into a portfolio for use in future CPD and promotion activities
Learner (User)	I want to attach supporting documents to my learning record
Learner (User)	I expect to be able access a personal learning dashboard/area outlining learner pathways, licences, certifications & competencies (including information on lifespan for each). Refresher requirements will also be shown.
Learner (User)	I want to record my continuous professional development for example attendance at conferences, briefings, and secondment
Learner (User)	I want to see what competencies I will achieve as I complete the different NCPL modules
Learner (User)	I want to be able to set topic preferences to ensure content relevance
Learner (User)	I want to see contact details for subject matter experts relevant to learning topics
Learner (User)	I want to see training requirements that are due for renewal
Learner (User)	I need to limit visibility of learning content where not relevant to avoid overload
Learner (User)	I want to see my training pathway mapped out including links to learning material, pre-read information, e-learning, training courses and support contacts

Line Manager	I want to have access to a 'My Team' dashboard detailing licenses, certifications, competencies, and refreshers required, as well as progress across learning pathways. This will cover learning linked to 1st and 2nd line reports.
Line Manager	I want to view content and information relevant to their team
Trainer (including associate resources)	I want to be able to easily identify all courses/events I'm delivering for a particular data range
Trainer (including associate resources)	I want to be able to easily provide details of my availability (including working days/hours & leave commitments etc)

## System Functionality – Workflow

As a...	I need/want/expect to... [what does the user want to do?]
Administrator	I want to configure new workflows
Administrator	I want to automatically create a record/workflow event from an online form sent to secure mailbox
Administrator	I want an automatic unique reference number to be sent back to applicant for future reference when they first submit their application
Administrator	I want to automatically reject applications from being created if form not correctly completed e.g., missing data in mandatory fields
Administrator	I want the ability to put applications into 'draft/incomplete' status while additional information is gathered but still be visible to searches from users with correct access level
Administrator	I want all relevant files/documents to be filed in a single portfolio per applicant - based on the unique reference number generated by the system when the application is received.
Administrator/Learner (User)	I want to automatically send a copy of an application form to another nominated email address (law enforcement domain only).
Learner (User)	I want to access online submission forms for promotion applications

## System Functionality – Social Learning & Collaboration

As a...	I need/want/expect to... [what does the user want to do?]
Administrator/Curriculum Owner/Content Creator/Trainer	I want to create online/virtual communities/groups to facilitate knowledge sharing, discussion & experiential learning
Learner (User)	I expect to be able to create/upload, read, update, and delete social learning content including documents (PDF, Word, PowerPoint etc.), wiki pages, videos, and audio files
Learner (User)	I want to share knowledge & experiential learning with colleagues
Learner (User)	I want to comment on informal/social learning items posted by other users
Learner (User)	I expect to be able to flag inappropriate or inaccurate comments/content/behaviour by other users
Learner (User)	I want to participate in discussion forums with others
Learner (User)	I want to access a 'social learning' capability that allows me to upload digital content to share with my peers
Learner (User)	I expect to be able to access a repository social/informal learning material provided by others presented that is easily accessible & searchable.
Learner (User)	I want to set up communities of interest/practice to actively share and discuss topics
Learner (User)/Trainers	I want to chat and collaborate with subject matters experts, trainers, and other learners.
Learner (User)/Trainers	I want to be able to create private course-based discussion groups or communities
Line Manager	I want to be able to easily schedule virtual classroom & discussion forum
Line Manager	I need my team to share knowledge & debriefs
Trainers/Mentors/Other associates	I want to be able to chat & collaborate with colleagues
Trainers/Mentors/Other associates	I want to be able to create bespoke discussion forums for certain classes/cohorts

## Management information & Data

As a...	I need/want/expect to... [what does the user want to do?]
Administrator	I need to be able to view live course uptake information in an easy to view format
Administrator	I expect to have the ability to archive courses. Archived courses should still be searchable and appear in MI.
Administrator	I need to set the minimum and maximum attendance levels for a specified course/event (physical & virtual)
Administrator	I need to schedule bespoke or standard MI reports.
Administrator	I want budgeting and costing functions. This will include the ability to attribute costs to the use of trainers (and other associates), assets, courses, materials, abstractions, transport, external course purchase orders / budget codes etc. and the ability to produce management information based upon it including the projected price of the annual delivery of leadership training.
Administrator	I need to create a report on Protected Characteristics/ biodata
Administrator	I want to store and run reports over 12 months
Administrator	I want to export data into excel/csv files
Administrator	I want to create a set of pre-determined search terms - for example course title, code, date of event, time of event, location of event, vacant spaces on course types, first course available, instructor, optional tags, partial info, data uploaded, date modified, creator, themes, learner pathways, ratings, pre-requisites
Administrator	I need to be able to access a variety of configurable reports based on course, programme, pathway, cohort, force, date, etc
Administrator/Curriculum Owner/Content Creator/Trainer	I expect to be able to track learning attempts, scores, time taken for e-learning products & assessments
Administrator/Curriculum Owner/Content Creator/Trainer	I expect to be able to access a standard suite of training reports
Administrator/Curriculum Owner/Content Creator/Trainer	I expect to be able to create bespoke management reports on demand

Administrator/Curriculum Owner/Content Creator/Trainer (& optionally for some courses/products learners & line managers)	I expect to be able view/report and search pass outcomes immediately after creation.
Administrator/Curriculum Owner/Content Creator/Trainer/Line Managers	I want to be able to access appropriate/relevant management information and live data (at varying levels) via clear and intuitive Dashboards which must be accessible on both desktop and mobile device
Administrator/Curriculum Owner/Content Creator/Trainer/Line Managers	I want to run reports on a "look forward" and "reach back" basis.
Administrator/Curriculum Owner/Content Creator/Trainer/Line Managers	I expect to be able to create / view MI reports that automatically discount duplicate / multiple roles & data entries
Administrator/Curriculum Owner/Content Creator/Trainer/Line Managers	I want to use a wizard-driven report creation (for custom report development).
Administrator/Curriculum Owner/Line Manager	I want access to data about learning and learners to inform strategic decision making
Administrator/Curriculum Owner/Line Managers	I want to understand the performance of a particular user group (including those I manage) against a set of competency and behavioural requirements.
Administrator/Curriculum Owner/Line Managers	I want to ability to create MI reports based on data held in the system
Administrator/Learner (User)	I want records to be created using drop down data choices whenever possible
Administrator/Security	I expect all user activity in the system will be logged, auditable and searchable.
Administrator/Security	I want to record in audit trail who submitted/created specific content (this includes knowledge sharing & posts to discussion boards etc)
Administrator/Security	I need to be provided an overview of the audit log maintained by the platform
Administrator/Trainer	I want to be able to record & update learner attendance for face-to-face classes & events



Administrator/Trainer	I want to be able to learner attendance to be automatically recorded & updated for virtual classes & events
Administrator/Trainer	I need to create surveys & feedback requests that are interactive & that users can complete easily online
Learner (User)	I want the ability to create my own personalised searches
Learner (User)	I want to identify which courses/products/materials have been added most recently across all types of learning content (formal & informal/social)
Learner (User)	I want to be able to provide feedback & evaluation on courses/events
Learner (User)	I expect to be able to see a visual representation of the status of my recertifications, for example, Certified, Due to Expire etc.
Learner (User)	I want to track my progress as I complete topics / modules relevant to the course, programme, or learner pathway I am on.
Learner (User)	I want to update my learning record with details of courses & CPD activity completed outside of the formal programme of learning
Learner (User)	I want to understand my performance against a set of competency and behavioural requirements.
Learner (User)	I want all completed training (physical & virtual) to be tracked in my learning record across the NCPL programmes
Learner (User)	I want my learning assignment and completion to be tracked/recorded over the course of my career
Learner (User)	I need to be able to see items I have completed to support my CPD/learning
Learner (User)/Line Manager/Trainer/Administrator	I want to be able to see a record of course outcome details; pass, fail, attend, attempts, and test scores. This is to include quantitative (for example % completion score) and qualitative (for example grading awarded) results.
Learner (User)/Mentor/Coach/Line Manager	I want to track & record end-to-end mentoring activities
Line Manager	I expect to be able to be able to see the learning record of all I manage
Line Manager	I expect to be able to see the progress of all I manage across courses/programmes/pathways
Line Manager	I want visibility of competencies completed by my officers participating in the various NCPL programmes

In addition to the features and functionality described above we would like the new platform to deliver against these other requirements:

## Usability, compatibility, and accessibility

- The platform must be multi-device and multi-device compatible, including up to 4 years old.
- Customisable to reflect College branding
- Platform should be tested and work with the following assistive technologies across Chrome, Firefox, Safari, and MS Edge browsers (where applicable),
  - JAWS (desktop screen reader)
  - NVDA (desktop screen reader)
  - Dragon (speech recognition)
  - Windows Magnifier or Apple Zoom (screen magnifiers)
  - VoiceOver (iOS only) (mobile screen reader)
  - TalkBack (mobile screen reader)
- An option to have the ability to use the Welsh language
- Would be required to meet the [Web Content Accessibility Guidelines \(WCAG\) 2.1 \(w3.org\)](#) design principles prior to any User Acceptance Testing
- Evidence of accessibility shall be carried out independently through an audit and test
- Accessibility statement which confirms platform meets the WCAG 2.1AA requirements. Here is a link to a **sample accessibility statement** (for a fictional public sector website) - GOV.UK (www.gov.uk) to show what is required

## Technology, security, and hosting

- This system is going to be handling OFFICIAL SENSITIVE data
- Uses Multi-Factor Authentication (MFA) for administration users in line with government guidance
- Meets following security assurance standards:
  - Cyber Essential plus and/or ISO27001 and/ or SOC2/3 accreditation
- The supplier will be required to evidence meeting Secure by Design principles **Cyber security design principles - NCSC.GOV.UK**
- The supplier must agree to work towards the following over the life of the agreement:
  - NPIRMT Candidate Control Set for Suppliers
  - OWASP Testing
- Meets all requirements under UK data protection legislation (GDPR, DPA 2018) and the standards required by the College including wider information law compliance such as freedom of information and transparency
- Data stored/platform hosted in UK or European Economic Area

- CHECK Green Light ITHC completed annually on platform, or permission for the College to do this (may include testing the hosting environment). All findings must be made available to the College with a summary of what hasn't been fixed
- There is an audit of data access, amendment, deletion, and export
- System is stable and there are fall back and recovery processes in place
- System protects authentication information against misuse or compromise
- Data is securely held and managed in line with protocols
- All staff who have access to the system vetted at. NPPV2 for non-privileged users and NPPV3 for privileged users
- Solution complies with NCSC14 Cloud Security Principles

## Incident management, support, and maintenance

- Documented life cycle management processes for the platform must be in place
- Prompt resolution of incident and service requests in accordance with ITIL Service Management best practices
- Database of fixes and known errors
- Clearly defined process for managing incidents and problems
- Clearly defined maintenance process
- Comprehensive fall back and recovery processes are in place to reduce disruption to the system

## Product and service management

- Supplier to perform application and platform management of the system in line with contractual obligations
- Supplier to provide tools for defect logging and project communications
- Supplier to provide critical applications support
- Supplier meets our agreed resolution times for incidents and problems
- Supplier signs up to our Service Management Agreement
- Supplier provides College with access to system back-ups
- Supplier to provide, configure, deploy, and manage the cloud hosting platform
- Supplier to monitor hosting
- Supplier to have a disaster recovery plan in place
- Supplier to ensure appropriately qualified staff are available for service management

## Request for Information Questionnaire

Please provide answers to the following questions and return your response to the following email address by the response deadline on the front cover of this document

**CPU.Tenders@college.police.uk**

Response – General Questions
Please provide a brief introduction to your company:
Please provide the name of the solution you offer:
Is this your solution or do you provide a third-party solution? If third party, who is the original provider?
When delivering your solution, do you provide this independently or in partnership or collaboration with another organisation?
What would a typical timeframe be for the end-to-end implementation of your solution and what would the project phases look like?
What would be the cost of implementing your solution? (Please include one off/annual licensing/per user costs based on approximately 500k users annually)
Can you provide any references or case studies evidencing the use of your solution? (Please provide links or documents if possible)

Further to the functionality requirements we have detailed in this document, are there any other features or functionality that we have not listed that you believe may be of value to the College? (Please provide an overview of why these features or functionality should be built into our final specification)	
Please provide any feedback on the specification we have provided:	
Does your organisation sit on any Public Sector Frameworks that would be accessible to the College and would be suitable for Procuring this type of requirement? If so, please can you provide the detail of the Framework below.	
Using the table below please identify if the system you offer provides the required functionality. Please also provide further information about how your proposed solution meets this requirement.	
<b>System Users - (Page 8)</b>	<b>Does your solution provide this functionality?</b>
<b>User Access – (Page 9)</b>	<b>Does your solution provide this functionality?</b>

<b>System Functionality – Admin (Page 12)</b>	<b>Does your solution provide this functionality?</b>
<b>System Functionality – Content (Page 14)</b>	<b>Does your solution provide this functionality?</b>
<b>System Functionality – Notifications (Page 18)</b>	<b>Does your solution provide this functionality?</b>
<b>System Functionality – Personalisation (Page 20)</b>	<b>Does your solution provide this functionality?</b>

<b>System Functionality – Workflow (Page 21)</b>	<b>Does your solution provide this functionality?</b>
<b>System Functionality – Social Learning and Collaboration (Page 22)</b>	<b>Does your solution provide this functionality?</b>
<b>Management Information and Data (Page 23)</b>	<b>Does your solution provide this functionality?</b>
<b>Usability, compatibility, and accessibility - (Page 26)</b>	<b>Does your solution provide this functionality?</b>
<b>Technology, security, and hosting – (Page 26)</b>	<b>Does your solution</b>

	provide this functionality?
<b>Incident management, support, and maintenance – (Page 27)</b>	<b>Does your solution provide this functionality?</b>
<b>Product and service management – (Page 27)</b>	<b>Does your solution provide this functionality?</b>