

THE TOP 30 HIGHEST PERFORMING LEARNING PROVIDERS

2020-21 EDITION



Every learning provider in this report has...



Proved that it provides its customers with the best learning solutions and services possible, according to specific best practice criteria



Committed to a rolling 12 month development plan to achieve continual performance improvement



Declared confidence at being measured and reviewed against the “new” and the “best practices” to prove its value



Had its personnel, materials, processes, performance and business integrity authenticated, validated and endorsed



Undergone an independent and rigorous annual accreditation process which examines every aspect of its involvement in learning services

FOREWORD

2020 has been a uniquely challenging year for learning providers. As the coronavirus pandemic forces the global workforce to isolate and work from home, the need for face-to-face training courses has dropped to practically zero, whilst the demand for virtual and live online solutions has surged. Many providers with a large portfolio of classroom training have struggled to adapt to the market; for those that have adapted, redundancies, windings-up and restructurings have eroded customer bases and confidence.

So while the future is never certain, what **is** guaranteed is that there will always be a need for learning in the workplace. Thus, the need for trusted, capable and agile learning providers is now more essential than ever. Providers that can weather the storm, adapt to changing business requirements, and reassuringly deliver on promises - whatever the situation - are to be cherished.

What is it, then, that makes certain learning providers resilient and successful in this tumultuous economy, year after year, where others fail?

Since 1995, the Learning and Performance Institute has consulted with, evaluated, and mentored thousands of global organisations to help them build internal capability and deliver notable performance improvement. This is done through the LPI's accreditation programme: a continuous consultative framework that prioritises outcomes over delivery, focuses on the value, efficacy and business impact of learning, and aligns competencies with organisational strategy and goals.

Organisations undergoing the accreditation programme have a clear roadmap by which to build their capability and adapt their strategy for continual success. They demonstrate a strong customer value proposition and have a corporate culture that instils confidence throughout sales and marketing, to delivery and after-sales support. They are passionate and committed to developing their staff, their products, their market reach, and their performance.

With this in mind, I am pleased to present the 30 highest-achieving accredited learning providers. Prospective and existing customers can be assured that these organisations will provide the highest quality of service and the best user experience, even in this difficult time. They are trusted business partners, acting always in the best interests of their clients and, as such, fully endorsed by the Learning and Performance Institute.



Edmund Monk

CEO

The Learning and Performance Institute

HOW THE RESULTS ARE CALCULATED

KPI Areas

Included in the 'Performance Through Learning' programme is an annual assessment, in which the LPI evaluates organisational efficacy using 8 key performance indicators (KPI's). Each KPI contains several sub-indicators and every one is individually assessed and scored against a reference framework.

- KPI 1.1 - Client Integrity
- KPI 1.2 - Corporate Integrity & CSR
- KPI 2.1 - Client Value Proposition
- KPI 3.1 - Marketing
- KPI 3.2 - Sales
- KPI 4.1 - Learning Consultancy
- KPI 4.2 - Live Learning
- KPI 4.3 - Online Learning
- KPI 4.4 - eLearning Content
- KPI 4.5 - Self-Study Content
- KPI 5.1 - Quality Management
- KPI 6.1 - Service/Product Roadmap
- KPI 7.1 - Qualifications/Accreditations
- KPI 7.2 - People Development
- KPI 8.1 - Business Stability

The results of this are fed into a formula that applies weightings to each KPI section to generate numbers representing Best Solution, Best Operational Management and Best Overall.

This eBook uses the figures from Best Overall* to generate the Top 30** highest performers.

*Data is correct as of 26th June 2020. Any changes to the data that occur after this date will be represented in next year's report.

**The providers are listed in alphabetical order.



Gold Standard

The Gold Standard logo indicates organisations who have met specific criteria in addition to exceeding the KPI threshold. For more information, refer to

<https://www.thelpi.org/accreditation/learning-provider/>

THE HIGHEST-PERFORMING

Learning Providers

2020-21 Edition

ACUMA SOLUTIONS LIMITED

Gold Standard

Years accredited: 19
Established: 1994
Number of employees: approx 1200

Acuma Solutions are part of the Saksoft Group and are an industry leader in the area of Digital Transformation. They recently won the award for 'Best Practices in Data Warehousing' at the 'Big Data and Analytics Awards'. Acuma offers strategic leadership, enterprise technologies, consulting and education services to organisations through a full range of market sectors to empower them in their Digital Transformation journey. This includes:

- Business Consulting and technology services around IM
- Web Application development services
- Support services and high quality, accredited training services
- Cloud-based services
- Testing services

As regards Education services, Acuma deliver training services of the highest quality which enable our customers to translate source theory into practical business benefits in the workplace quickly and effectively. Acuma have been awarded gold-standard accreditation by the LPI for the past 18+ years. Acuma specialise in Business Intelligence training covering all major vendor solutions including SAP BusinessObjects, Data Warehousing, Jaspersoft, Microsoft and Oracle. Acuma's courses are available either on a public schedule or as private courses held at a venue of the customer's choice. Their extensive experience provides them with the ability to tailor course content to meet specific customer needs or to create bespoke courses that precisely match a customer's use of their systems. Acuma provide consultancy-led training via consultant trainers who blend professional skills with knowledge gained through delivery in the workplace. Acuma's training courses combine course theory with hands-on experience to ensure practical skills support the theory learnt.



"Acuma are thrilled and honoured to be included in the LPI Top Learning Providers eBook for the third year running. Acuma have a firm belief that effective training empowers staff and unlocks the full potential of the system investment made by a company. Therefore, we are delighted to be able to reach out and assist further organisations by inclusion in this eBook."

Jonathan Eeley, Chief Commercial Officer

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Useful Links

[Acuma Service Portfolio](#)

[Acuma Training Services](#)

AFINITI CONSULTANTS

Years accredited: 16
Established: 2003
Number of employees: 51

Afiniti is a specialist Business Change consultancy based in the UK and operating globally. Supporting targeted sectors including rail and transport, oil and gas, pharmaceuticals, logistics, energy and utilities, and construction.

Founded in 2003, Afiniti draws on many years' experience in these industries as well as deep change expertise. Focusing on the people agenda of change, Afiniti delivers its services through five disciplines – Change Management, Learning, Project and Programme Management, and Communications & Engagement, all underpinned by their own in-house Creative Design studio.

Afiniti is all about making change stick, they operate with pride and pragmatism – putting their clients at the heart of everything they do.

They are experts in their field – change is all they do, and they do all change. Using a tailored mix of frameworks, toolkits and templates relevant for the change programme, Afiniti help their clients accelerate and embed change, so they can confidently measure and manage sought benefits.



"We are delighted to again be recognised by the LPI as one of the top 30 highest performing learning providers. Afiniti strives to align to industry best practice at every opportunity, ensuring our clients receive the highest standard of learning facilitation – get true value – and make change stick"

Corrina Jorgensen, Managing Partner

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Useful Links

[What We Do](#)

[Recent Case Studies](#)

[Afiniti Insights](#)

APPETITE FOR BUSINESS

Gold Standard

Years accredited: 8
Established: 2016
Number of employees: 9 + Associate network

Appetite for Business is a specialist Microsoft 365 Change Consultancy based in the UK and operating globally. Our core focus is supporting organisations and individuals to improve their workforce effectiveness and achieve tangible business benefit from their investment made in Microsoft 365. This is achieved through the delivery of effective learning change management programmes and provisioning of blended learning solutions including video based learning aimed at preparing the organisation for significant change and improving overall employee performance.

Our industry experience covers oil and gas, rail, construction, Pharma, Financial and Education.

The aim has always been to simplify systems and make them really work for clients and their needs. We work with many different private and public sector organisations helping them solve their many different technology challenges. Our breadth of service, experience and specialist support provides customers with the solutions that are right for them. We recognise that processes, software and technology are only part of the solution. To make real business change happen, the human element is key and this is one of our defining business values as a business. It's helped us to create results and sustainable learning for customers we are super proud of. We can help accelerate the adoption of Microsoft 365 and associated apps and reduce the burden on an organisation by outsourcing support, development, digital business process.

Appetite for Business has received the prestigious Gold Accreditation from the Learning and Performance Institute for 8 continuous years. Appetite for Business have also won numerous awards in recognition of the work we have done for our customers.



"I am delighted that Appetite for Business has been recognised for the second time in the LPI's Top Learning Providers. I'm hugely proud of the collaboration between Appetite for Business and our customers and the success we realise for them. As a team it is our vision and values to provide a consistently high quality and results focused experience. To be recognised by the LPI, an institute who recognises learning and development achievement globally is fantastic and testament to the exceptional standard from the entire team."

Sheryl Newman, Founder and CEO

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Useful Links

<https://appetiteforbusiness.com/office365hacks>

 <https://www.brightwavegroup.com/>
 <https://www.linkedin.com/company/brightwave-ltd>



BRIGHTWAVE

Years accredited: 8
Established: 2000
Number of employees: 51-100

Brightwave Group is a digital education agency that provides next generation learning solutions, products, and services. It focusses on custom solutions and innovative products that takes a fresh approach to the technological and cultural future of learning.

The company provides custom solutions, media rich resources, next generation products, and campaign and consultancy services. They also offer blended learning campaigns, learning analytics and evaluation, community management; and engagement services.

Brightwave Group was founded by Charles Gould in 2000 and is headquartered in Brighton, East Sussex.

Brightwave's creative consultants are proven award-winners in driving successful transformation. We work in collaborative partnership with Fortune 500 clients to generate behavioural change, boost performance and create value at all levels of the organisation.

Brightwave clients include: the BBC, British Airways, 3M, Diageo, Centrica, Coca-Cola, Bupa Health and Wellbeing UK, Lloyds Banking Group, BT, PwC, Sky, KPMG and Canon, as well as public and third sector organisations like: The NHS, City of Edinburgh Council, Clyde Valley Councils, The Scottish Parliament, National Trust and UNISON.

Brightwave Group is part of Capita plc.

Key Contacts

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Useful Links

<https://www.brightwavegroup.com/case-studies/>

CAPGEMINI BUSINESS & TECHNOLOGY CONSULTING (BTC)

Years accredited: 14

Established: 1967

Number of employees: approx 190,000

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organisations to realise their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion.

People matter, results count.

We prepare and support organisations, their leadership and their people for the transition into the digital age, focusing on different stakeholder groups as well as a conducive organisational setup and culture – enabled by a new approach to change management.

<https://www.capgemini.com/gb-en/service/invent/people-and-change/>

The Collaborative Business Experience™ is a set of collaboration tools and methodologies designed to give organisations the freedom to transform and overcome resistance to change.

<https://www.capgemini.com/operating-model/the-collaborative-business-experience/>



"Speaking on behalf of the Capgemini leadership team I want to give huge congratulations to the team. I am incredibly proud of the achievements of the training team and this award gives just recognition to the expertise, the efforts and successes that the team has had with our clients in helping them achieve their transformational aspirations over many years. Very well done everyone."

Colin Smith, Training Capability Sponsor

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CAPITA SECURE SOLUTIONS AND SERVICES

Years accredited: 9

Established: 1977 (as Fortek), acquired by Capita in 2012

Number of employees: 536

Capita Secure Solutions and Services (SSS) is the UK's leading provider of innovative, secure, resilient products and services for the emergency services, critical responders and national infrastructure providers.

Our unique portfolio of capabilities is built on over 30 years' experience delivering and supporting mission-critical, secure solutions and continues to develop with ongoing investment, innovation and integration. Our values, the way we conduct ourselves and the behaviour's we adopt, underpin the success of our business. They shape who we are as an organisation and they help set us apart from our competitors.

Capita SSS customer base is 94% of UK police forces, 60% UK Fire and Rescue Services, and 100% UK Ambulance trusts. Capita SSS also manages command and control systems in Australia, US, SE Asia, North Africa and Middle East as well as the UK national systems for MoD Police, Civil Nuclear, Coastguard, British Transport and Highways England.

Within the Capita SSS training team all individuals are experts in scoping requirements and are involved in both the end to end product life cycle and the implementation to customers. This allows Capita SSS trainers to understand the core business requirements of customers in order to deliver outstanding training to those operating the systems in the emergency control rooms.



"As a market leading supplier of mission critical systems to the Emergency Services market, Capita is acutely aware of the importance of high-calibre training. Our Training Team deliver to the highest standard, reflecting and underpinning our world class products. We are immensely proud of attaining LPI Top 30 status which is testament to the passion, quality and commitment of our trainers."

Bryan Lawrence, Project Management Director

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Useful Links

<https://www.capita.com/expertise/industry-specific-services/public-safety>

CIRCUS STREET

Years accredited: 1

Established: 2009

Number of employees: 98

Circus Street works with the world's largest brands to build and develop their digital capabilities across their organisation at pace and scale with our engaging and effective online learning programs. They aim to create a global digital business language through modern education that is relevant in a world of continuous change. Their online learning programs create a common digital business language among all employees to allow companies to deliver better business outcomes. Account management teams work closely with clients to build lesson plans, workshops that can plug-in to current learning academies and work across functions, at scale. They also deliver engagement communication plans, and meet their clients business objectives in multi-year programs. Circus Street's diverse content library is applicable to all departments and levels of employees. They recently won awards for their Video Training and Use of Animation at the Communicator Awards and American Business Awards. Their course curriculum holds 91 lessons across 44 different subject areas, including;

- Digital Transformation
- Ad Verification
- eCommerce
- Content Marketing
- Big Data
- Agile
- Sales Analytics
- Leadership

They have carefully developed a new set of lessons to cater for new learning needs, these 'Spotlights' deliver practical and focused learning at the moment of need. Clients are assured that all content is up to date, as a dedicated in-house content and production team continually reviews, updates and creates new lessons.



"We are honoured to be recognised as a top 30 learning provider in our first year of accreditation with the LPI. This really does show the hard work all of our teams put in to ensuring our clients receive outstanding learning programs that drive real change."

Richard Townsend, co-founder and CEO

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Useful Links

Client Testimonials

<https://www.circusstreet.com/success-stories/>

Browse our courses

<https://www.circusstreet.com/courses/>

CITI

Years accredited: 4
Established: 1993
Number of employees: 10 + Associate network

CITI is a niche Consultancy that works within technical and behavioural Change and project, programme and portfolio management (PPM). For 35 years we have been recognised as a thought leader, challenger, enabler and partner of choice for delivering valuable change within organisations and communities. We enable and support organisations and leaders to deliver valuable change through effective decision making and PPM to create and influence an ethical sustainable future.

We are already proud to be a committed member of the global quest for a more ethical and sustainable future. Projects that enable change play a huge part in the world and no matter whether we are supporting people with infrastructure, construction, defence, regulatory, communication, technology or service delivery projects, CITI's vision and mission is to be socially conscious and is committed in transforming industry, innovation and infrastructure project delivery. The CITI vision is to be involved in meaningful work, with sustainable project delivery and so we are signed up to the "Project Managers Declare" movement. This commits us to supporting clients, partners and our own organisation to plan, design and deliver projects that have a positive impact on the world around us.

We have an extensive track record both domestic and globally with experience in public, private and third sector organisations. As a single destination for clients who want to improve and develop their organisational capability in order to deliver successful change, CITI works collaboratively to really understand the needs of the organisation, its culture, vision, values and strategic objectives.



"We are delighted to be recognised within the LPI's top 30 Learning Providers. CITI is passionate about supporting organisations with strategic and leadership thinking, capability assessment and development and with the embedding of learning. CITI is proud to be a committed member of the global quest for a more ethical and sustainable future and continues to be a deliberately developmental organisation."

Kay Sanders, CEO

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Useful Links

<https://www.citi.co.uk/project-management-services/organisational-capability-development>
CITI builds capability and talent available to deliver change

<https://www.citi.co.uk/case-studies/capability-development-with-the-cayman-islands-government>
Capability Development with the Cayman Island Government

<https://www.citi.co.uk/about/corporate-capability-development> - Corporate Capability Development.



www.dpgplc.co.uk



<https://www.linkedin.com/company/development-processes-group-plc/>



DPG

Years accredited: 1

Established: 1991

Number of employees: 55

DPG is committed to accelerating the performance of organisation and individuals through innovative and award-winning learning solutions. As a leading provider of Learning & Development and Human Resources across all sectors they provide a full suite of services, including:

- CIPD Qualifications
- LPI Certifications and Accreditations
- Apprenticeships
- ILM Qualifications
- Kirkpatrick Four Levels® Evaluation Certification Programs

DPG is a company you can confidently partner with, they offer both open and in-house programmes that help you bridge the gaps between Learning and Development, Business Impact, and Performance. DPG regularly work with the UK's leading and forward-thinking organisations. They find DPG's agile and performance driven approach ensures a best in class experience for all and tangible results.



"Being recognised by the LPI as a Top 30 learning provider is a fantastic reward for the hard work and dedication of the whole DPG team. Everyone has a passion to deliver first class customer service that's backed up with the best Learning and Performance Improvement solutions. We're all looking forward helping even more organisations this year with 100% online solutions."

Robert Wagner, Director

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Useful Links

Join DPG's award-winning Community

<https://community.dpgplc.co.uk>

Visit DPG's website

<https://www.dpgplc.co.uk>

Access HR Go!—LPI Accredited

<https://community.dpgplc.co.uk/hr-go>

ELECTRA LEARNING

Years accredited: 1
Established: 1997
Number of employees: 26

A leading IT change management and learning specialist, Electra supports its clients globally, working with them to fully embrace new technologies in a rapidly changing digital world. For more than 20 years the company has been helping develop informed and supported client employees who in turn deliver real and measurable results. Based in Aberdeen, Scotland and Calgary, Canada, Electra makes learning valuable and relevant, while putting people at the heart of everything it does. The business provides an end-to-end IT change service, from consultancy and training to eLearning development and Learning Management System hosting, achieving success through a real sense of teamwork and a passion for quality. In bridging the gap between individuals and technology in a positive and engaging manner, Electra acts as a trusted partner who inspires and guides, while helping businesses transform. Electra focuses on three main business areas with the overarching aim of improving performance and efficiencies while reducing costs. These are:

- Change management and training for O365
- Enterprise Resource Planning (ERP) change management and training for IBM Maximo and SAP
- eLearning & Learning Management System (LMS)

An expert in its field, Electra works across a number of industries including oil and gas, construction, manufacturing, healthcare and transportation. It is a Microsoft 365 training partner and has a team of IBM Maximo qualified trainers and coaches.



"Our team works incredibly hard to ensure our clients feel confident in their use of technology, while also reaping the benefits of digital change. The fact that we've become known for our friendly, enthusiastic and adaptable approach is testament to those efforts, and I'm incredibly proud of everyone who has played a part in Electra gaining top 30 recognition."

Donna McWilliams, Managing Director

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Useful Links

[Electra Website](#)

[Electra Case Studies](#)

[Electra News](#)

EMPHASIS TRAINING LTD

Years accredited: 3
Established: 1998
Number of employees: 25

Emphasis are business-writing specialists. They give companies and individuals around the world the skills and confidence to succeed by transforming their written communication.

They design and deliver business-writing training and consultancy that deliver real results.

Since 1998, Emphasis have helped nearly 60,000 people from 6,000 organisations. They've worked with blue-chip companies, government departments, consultancies, law firms, universities, charities, accounting firms, pharmaceutical companies – in fact, anywhere that effective communication plays a vital role.

Emphasis have an evidence-based approach to learning that is unlike any other. It begins with taking the time to understand the values, challenges and goals of the organisation through close consultation. Then they apply their unique diagnostic tools to analyse each individual's written communication. This meticulous analysis of writing strengths and weaknesses is one of their keys to ensuring every programme achieves maximum impact.

They tailor each programme to the individuals and to the organisation, using real-life documents to create examples and exercises. This guarantees the training will be relevant to participants' daily work and the learning points immediately applicable. A writing-skills helpdesk, follow-up content and additional coaching cement the learning and ensure long-lasting change.

Thanks to this training, Emphasis' clients have won multi-million-pound bids, reduced customer complaints, increased positive press coverage, and saved time and money previously lost to editing employees' writing. This is a skill that can improve everything an organisation does – from employee engagement to the bottom line. And it's a skill that can be learned.



"I'm once again immensely proud of my team for all the hard work and dedication that have enabled us to achieve our top provider status for the third year running. We've now helped almost 60,000 people down the years and they're still our inspiration. Enabling them to achieve the results they deserve through better written communication continues to be its own reward."

Rob Ashton, Founder and CEO

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Useful Links

[View our case studies](#)

[Browse our courses for companies](#)

[Book a course for an individual](#)

FUSE UNIVERSAL

Years accredited: 5
Established: 2008
Number of employees: 125

Fuse Universal recognises learning is intrinsic and believes it shouldn't be control-based. It is pushing forward the boundaries of market expectations with its future-fit learning platform designed to connect learners and democratise learning. Through intuitive learning experiences, the Fuse learning platform enables learning leaders to empower their people and create superior outcomes measured by vastly improved business performance.

Self-directed and free to pursue their own learning experience inside Fuse, learners share knowledge, connect with internal experts, and consume formal learning plans. This combination of communication, knowledge and expertise provides the environment learners need to push past their own boundaries of performance.

The Fuse Way is learning unbound. Fuse partners with over 150 progressive organisations, including Merck, Grundfos, Hilti, Cancer Research UK, and Avon to empower their people and accelerate performance on the Fuse learning platform.

Fuse continues to advance its position by growing a global team of talent and reshaping the definition of a learning platform.



"We're delighted that the LPI continues to recognise Fuse's contributions in our mission to democratise learning. We strive to find new and effective ways to connect business performance with learner engagement across the entire organisation."

Steve Dineen, CEO

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Useful Links

How Suffolk Construction brought their entire workforce back using a video-first learning approach - <https://www.youtube.com/watch?v=yW9eGWymezw&t=7s>

[How the Learning Leaders at Alliance Residential Created a Social Learning Experience to Drive Over 90% Learner Engagement](#)

[The genie is out of the bottle - Covid-19 has changed corporate learning forever](#)

HAPPY LTD

Years accredited: 23
Established: 1987
Number of employees: 25

Gold Standard

Happy is leading a movement to create happy, empowered and productive workplaces. Their vision is to create organisations that people feel proud to work for – where staff feel trusted, confident with their IT software, and have the skills to succeed in their roles. Their vision is for your people to find joy in at least 80% of their work.

Originally set up as Happy Computers by founder Henry Stewart in 1987, Happy was established to make learning new IT software an enjoyable experience and to discover how to create a truly great place to work. Happy's goal hasn't changed. They offer a range of solutions including consultancy services to support your organisation to create a happy and engaged workplace. In addition, Happy offers IT, leadership and personal development programmes and is an approved provider of apprenticeship schemes.

Happy has been recognised for its values-focused culture as well as the quality of its services. Happy has received the prestigious Gold Accreditation from the Learning and Performance Institute for 22 straight years – and is the only learning provider in the UK to have achieved this.

More recently, Happy was honoured with the Employer Brand and Values Award at the 2019 Business Culture Awards and has been recognised by WorldBlu as a Freedom-Centered Workplace for five years.

Happy has helped thousands of organisations to create happy and productive workplaces. Some of our success stories include Pfizer, the Teenage Cancer Trust, Nottingham University Hospital and Abel and Cole.



"I am delighted that Happy has been recognised for the third consecutive year in the LPI's Top Learning Providers. We are dedicated to giving customer delight and providing high quality experiences to our clients, so it is fantastic to see this recognised again by the Institute."

Henry Stewart, Founder and Chief Happiness Officer

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Useful Links

[Read our case studies](#)

[Our awards and media coverage](#)

[Download the Happy Manifesto](#)

HEMSLEY FRASER GROUP

Years accredited: 2

Established: 1992

Number of employees: 180

Hemsley Fraser create, deliver and manage learning experiences that engage individuals, teams and the workforce. From their roots as a UK training company, they've been empowering talent for three decades, evolving their business into a global turn-key learning solutions partner, consultancy firm and award-winning provider. For the past decade, they've been consistently ranked as one of the top 20 companies in the world for their leadership solutions, digital learning content, and training outsourcing. Experts in their field, they are passionate about the transformative effect that learning can have to make working life better and business more effective. Clients choose to partner with them for three reasons; innovation, flexibility and great design. Hemsley Fraser's goals are simple:

- A passion for innovation in learning
- Unparalleled flexibility and pace
- Expertly-curated, beautifully-designed learning content

Hemsley Fraser have a unique position in the market supported by their blend of learning content, technology, services and consultancy. Their wide range of products and service capabilities allow them to create bespoke experiences at a considerable pace. For those looking to make a big impact in a short period, Hemsley Fraser provide Learning as a Service – Subscription-based, it brings together content, platform and services to create enterprise workforce development solutions that fit an organisation's needs perfectly. Suitable for those who want to:

- Move beyond outdated eLearning & LMS approaches
- Get high-levels of learning content engagement across employees (50%+)
- Utilise a multi-channel approach to learning delivery
- Create a self-service learning culture
- Create a truly transformative experience



"We are delighted to once again be recognised as a top provider. Our working world has undergone considerable and unforeseen change, and the HF team takes great pride in helping to solve new demands. Our innovative 'Learning as a Service' model has enabled us to quickly deploy powerful and engaging development experiences, meeting client needs during these unprecedented times."

Todd Turner, CEO

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Useful Links

[Top 20 Leadership Training Company](#)

[Top 20 Training Outsourcing Company](#)

Learning as a Service

<https://www.hemsleyfraser.co.uk/learning-as-a-service>

ICS LEARN

Years accredited: 1
Established: 1989
Number of employees: 83

ICS Learn are an award-winning online learning organisation that provides globally recognised qualifications. Their mission is to equip professionals and organisations with the skills they need to achieve success. As the world's most experienced distance learning provider, they've been pioneers in flexible distance learning for more than 130 years, and their qualifications have been accredited by leading professional bodies like the CIPD for more than 30 years. They have 22,000 current students across 100+ countries, predominantly in the UK and the Middle East, and they're trusted to develop talent at major global organisations such as Marriott, Santander, the Gulf Monetary Council, and the NHS.

- ICS Learn's Online Qualifications
- CIPD Human Resources and L&D
- AAT Accountancy and Bookkeeping
- CIPS Procurement and Supply
- CIM Marketing
- PRINCE2® Project Management
- ILM Leadership and Management
- CMI Leadership and Management (coming soon)
- AQA/Pearson Edexcel GCSEs and A Levels

Every ICS Learn course is designed to be 100% online, allowing learners to work from home, from their office, or even from their commute – anywhere with an internet connection. Plus, learners have complete control over their schedule, making it easy to shape their qualification around their personal and professional life. ICS Learn are proud to be rated 4.8/5 on Trustpilot from more than 5000 independent student reviews.



"We're delighted to be included in the LPI's list of top learning providers. Achieving 100% in every assessment category is a testament to the dedication of our team and to our relentless focus on helping our students achieve their learning goals. We're excited to be working with LPI to ensure that we keep providing a truly world-class professional education programme."

Colin Kennedy, CEO

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Margaret McLuckie

Head of Curriculum Delivery
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Useful Links

Online Courses

<https://www.icslearn.co.uk/>

Business Training

<https://www.icslearn.co.uk/business/>

Case Studies

<https://www.icslearn.co.uk/blog/?tag=Case%20Studies>

 <https://imparta.com>
 www.linkedin.com/company/imparta



IMPARTA LTD

Years accredited: 8
Established: 1997
Number of employees: 70

Imparta improves its clients' business performance in the areas of Sales and Service using highly practical researched approaches and an integrated solution that goes well beyond simple training interventions.

Imparta's 3D Advantage Sales Change Process combines assessment, training, coaching, application tools and impact measurement, using leading-edge technologies to create sustainable performance improvement.

Imparta has the capability to deliver worldwide programs in multiple languages with local knowledge and experience. Delivery of the Virtual Sales Academy to a global audience positioned Imparta as a leading blended learning provider and innovator in sales training, and the recent launch of the innovative 3D Advantage Sales Curriculum reinforces this position. Imparta's global client base includes Cisco, Trelleborg, Telefónica, Dassault Systems and WPP.



"The training industry needs clear standards so that clients know their investment in training will deliver business impact, not just a 'feel-good' effect that is soon forgotten. The LPI's robust accreditation process is a vital service to businesses everywhere, and all of us at Imparta are honoured to be recognised as one of the LPI's top-performing Learning Providers."

Richard Barkey, CEO and Founder

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Rachel Steras
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Useful Links

Awards - <https://imparta.com/about/awards/>

Client Success Stories - <https://imparta.com/clients/client-success-stories/>

Business-Critical Interventions - <https://imparta.com/business-critical-interventions/>

JISC TRAINING

Years accredited: 9
Established: 1993 (2012 as Jisc)
Number of employees: 550

Jisc is the UK's expert member organisation for digital technology and digital resources in higher education, further education, skills and research. Their vision is to make the UK the most digitally advanced education and research nation in the world.

Jisc plays a pivotal role in the development, adoption and use of technology by UK universities and colleges. They support the use of technology to improve learning, teaching, the student experience and institutional efficiency, as well as more powerful research.

At the heart of Jisc's support is Janet – the UK's world-class National Research and Education Network (NREN). Owned, managed and operated by Jisc, Janet comprises a secure, state-of-the-art network infrastructure spanning all four nations of the UK.

Jisc has training professionals and subject specialists driven towards enabling organisations to inspire staff and achieve more from their investment in digital technologies. Jisc training areas include cloud, connectivity, cyber security, developing digital skills, library support, safeguarding and trust and identity.



Jisc has drawn on expertise across the sector to develop a training offer that is accredited by the Learning and Performance Institute and meets the ever-changing needs of the community. Through the continuous dedication to meeting sector needs in training, we are very pleased to be positioned in the top learning providers.

Tim Kidd, Executive Director

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Useful Links

[Training offerings](#)



www.newhorizons.com.sa



www.linkedin.com/company/new-horizons-computer-learning-centers/



NEW HORIZONS SAUDI ARABIA

Years accredited: 1

Established: 1993

Number of employees: 4,500

New Horizons Saudi is the IT, Management Development and Leadership training arm for Alkhaleej Training & Education Co.

Alkhaleej Training and Education (Alkhaleej) was established in 1993 and have been continually working on conveying the international experiences with a domestic vision to the local market. Alkhaleej is a public stock company with presence in more than 20 training centers, professional call center services and a chain of international schools in addition to University preparatory programs and other vocational training projects.

Alkhaleej is a leading company in training and education fields with highly qualified teams of employees exceeding 4,500 employees who work according to a unified framework to achieve company goals. Alkhaleej aims at offering training and educational solutions to all their clients, investing in the educational and professional development fields and work with their partners, private and government sectors to develop local and regional communities to enable local societies to grow and to prosper their economies and style of living. Alkhaleej believes education is key for reaching the Kingdom of Saudi Arabia's goals and 2030 vision.



"On behalf of New Horizons Saudi Arabia team and Alkhaleej Training & Education Co., I'd like to first say that we are proud of this achievement and honored to be recognized among the top learning providers by the Learning & Performance Institute. With our high KPI scores across Service/Product Road Map, Client Value Proposition, Business Integrity, Quality Management, Delivery Capability and People Development, we sincerely appreciate this recognition and will continue to work hard to help individuals and businesses transform their performance with relevant and innovative solutions that meet their needs."

Khaled Aldryaan, VP-Franchise & Development

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Useful Links

www.newhorizons.com.sa

www.Alkhaleej.com.sa

 www.newhorizons.com
 www.linkedin.com/company/new-horizons-computer-learning-centers/



NEW HORIZONS CORPORATE

Years accredited: 2
Established: 1982
Number of employees: 1 500

For more than 35 years, New Horizons Computer Learning Centers has provided leading edge technology and business training for millions of students across the globe. Today, New Horizons serves businesses and students through 70 locations in North America and a franchise network that covers 35 countries in six continents – making it both the world’s largest independent training company and a trusted local partner wherever you are.

New Horizons is committed to providing measurable and indispensable return on training investment for individuals seeking to improve their work performance, career opportunities or to keep pace with modern technology skills as well as for businesses needing a reliable training partner to upskill and reskill their talent teams.

Local and corporate training locations provide programs that are constantly updated, real-time and instructor-led, either in-person or through New Horizons Online LIVE course and certification catalog. New Horizons is also a leader in developing customized, corporate technology training for business partners with unique or complex training and education needs.

Among their industry distinctions, New Horizons is certified as a Microsoft Partner with a Gold Learning competency, Cisco Partner for Learning Solutions, CompTIA Authorized Platinum Partner, and a VMware Authorized Training Center.



“New Horizons is pleased to again be named in the Learning and Performance Institute’s list of Top Learning Providers. We are dedicated to providing the highest quality authorized training programs around the globe, programs that help individuals build on their own competencies and that help companies upskill and develop talent among their employees.”

Shelley Morris, EVP and Chief Strategy Officer

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Useful Links

Our Unique Learning Approach:

<https://www.newhorizons.com/our-learning-approach/our-approach>

New Horizons Corporate Training Solutions:

<https://www.newhorizons.com/corporate-training/enterprise-solutions>

Online LIVE – instructor-led, real-time learning:

<https://www.newhorizons.com/our-learning-approach/online-live>

NEWTYNE CONSULTANCY AND TRAINING LTD

Years accredited: 13
Established: 2004
Number of employees: 100+

Gold Standard

Newtyne is a specialist IT consultancy focused on data and business intelligence systems. Newtyne develops lasting relationships with clients through a blend of industry expertise, exceptionally high standards and outstanding service delivery. The company vision revolves around supporting sound decision-making by empowering people to drive value through data analytics. Newtyne is committed to making information work, bridging the gap between the question and answer to the most demanding data challenges. An integral part of the organisation is the Academy, providing a resourcing solution for graduates and businesses through an accredited learning programme that develops skills, adding value to both learner and enterprise immediately.

The Edinburgh-based Training Centre has four dedicated training rooms and offerings include public courses, hosted courses, onsite courses, post course support, Training Needs Analysis, Skills Gap Analysis, mentoring, coaching, Certification Review, Lunch and Learn sessions, as well as tailored courses. Formed initially to provide support to the Scottish SAS user community with a blend of Consultancy and Systems Integration, Training and Managed Services, Newtyne has evolved in order to provide a much broader range of offerings.

Newtyne takes great pride in its long relationship with the LPI and has been a Gold Member for many years.



"Newtyne is delighted to be once again recognised and included in the LPI Top Learning Providers. Understanding our learners' needs and requirements, providing a high-quality service, combined with the professional expertise and skill of our instructors, is key to our success. As our Learning Solution expands to include both digital and blended opportunities, we look forward to building on our already solid foundation. Through our passion for creating engaging learner journeys where people can thrive and deliver their best work, we fully believe that talented people are the key to unlocking the potential of data"

Andrew Smith, Founder

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Useful Links

Learn...with Newtyne:

<https://www.newtyne.com/training/our-sas-courses>

Develop...with Newtyne:

<https://www.newtyne.com/academy>

Insight...with Newtyne:

<https://www.newtyne.com/about-us/news>



NIIT

Years accredited: 4
Established: 1981
Number of employees: 2600

Established in 1981, NIIT offers Managed Training Services to market-leading companies in 34 countries worldwide. NIIT's comprehensive suite of Managed Training Services includes bespoke curriculum design and content development, learning administration, learning delivery, strategic sourcing, learning technology, and advisory services. NIIT also offers specialised solutions including customer education, digital reality and gamification, application rollouts, talent pipeline as a service, content curation and learner engagement. With a prolific team of experienced learning professionals, NIIT is dedicated to helping customers increase the business value of learning and development. Built on the sound principles of 'Running Training like a Business', NIIT's Managed Training Services and best-in-class training processes enable customers to align business goals with L&D and demonstrably improve learning effectiveness and efficiency to create transformative business impact. NIIT helps L&D organizations transform their learning offer in six broad areas:

- Transform all legacy and new curricula into "great learning"
- Maximise Business Outcomes
- Reduce the amount of time learners spend in training
- Organise for value creation
- Leverage external expertise
- Provide the highest levels of customer satisfaction

NIIT has over fifty five Fortune and Global 500 managed training services customers across various industry sectors including banking, financial services, insurance, manufacturing, oil and gas, mining, retail, real estate, technology, telecom, aeronautics, life sciences, healthcare, professional services, social media platforms and non-profit organisations.



"We are honoured to have been featured as a Top Learning Provider by the Learning and Performance Institute. Our goal is to help our customers increase the business value of L&D by aligning learning with business goals to create transformative impact - both from an operational efficiency as well as a business outcome standpoint."

DJ Chadha, Executive VP & Global Head of Learning Operations Content and Delivery

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Useful Links

COVID-19 L&D Actionable Toolkits
<http://info.niit.com/covid-19>

50 awards in 2019 including 44 Brandon Hall Awards
<https://www.niit.com/en/learning-outsourcing/about-niit/awards-and-recognition>

Managed Training Services <https://www.niit.com/en/learning-outsourcing/managed-training-services>

OVERLAP

Years accredited: 2

Established: 1989

Number of employees: 200

Overlap is an international consultancy firm specialising in the implementation of business strategies through the performance and talent improvement of human teams.

With offices in Spain, Portugal, Mexico, Peru, Colombia and Brazil, Overlap is focused on Sales Efficiency, Customer Experience and Transformation, and its main solutions are:

- Creation, optimization and implementation of Sales and Management Models
- Development of Digital Transformation solutions
- Cultural Change Management
- Creation of bespoke Learning & Performance ecosystems

Overlap works with large organisations (Ibex 35, Fortune 500) in the Automotive, Energy and Industrial, Consumer Goods & Retail, Banking and Insurance, Information Technologies and Healthcare sectors with a high loyalty rate of 95%, and its investment in R&D achieves 7% of its income.



"The Overlap team thanks The Learning&Performance Institute for recognizing the excellence of our work materialized in the Learning solutions we contribute to in our industry. The teamwork that we carry out with our clients, together with the innovation that we incorporate into the projects, allows the transformation of the L&D departments and the optimization of the added value that they bring to their internal client."

Antonio Rubio, R&D Partner

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Useful Links

[Overlap's Trends Report 19-21](#)

[Corporate video](#)

[Grant for developing training technologies](#)

PHOENIX SOLUTIONS 4 ALL

Gold Standard

Years accredited: 6
Established: 2014
Number of employees: 2 + 15 Associates

Phoenix Solutions4all (Phoenix) specialises in assisting companies to enable their staff to become proficient and confident in their abilities by providing them top class IT and Soft-Skills training that can be fully tailored to their needs in UK, Europe and around the world. In these unprecedented challenging times Phoenix has managed to successfully adapt to their clients' "New Norm" of working by providing live fully interactive online learning solutions using the full range of delivery platforms. Methods of delivery include standard courses for group training, one-to-one sessions, IT surgeries, half-day bite-size sessions.

Phoenix has recently added new courses such as Power Project, MS Dynamics, Azure, Financial Modelling. These are in addition to the portfolio of the existing courses including Microsoft (including Office 365 and SharePoint), Google, Adobe, Apple and Soft Skills training, including People Management, Presentation Skills, Insights Discovery workshops and many more. Phoenix also offers various bespoke application training to various clients. Phoenix clients consist of self-employed consultants, SME's and multinational blue-chip companies from Medical, Retail, Finance, Marketing, Education and Public sectors. Client satisfaction is at the heart of the Phoenix ethos. Phoenix works closely with clients; listens to their requirements; establishes the best solutions to deliver the training; shares the online post-course evaluations report with its clients; provides unlimited post-course support helping learners to put their newly acquired skills into practice. Phoenix takes great pride in its highly experienced and knowledgeable training facilitators. Their friendly, approachable and highly knowledgeable personalities help to create an atmosphere of conducive learning.



"We are proud to state that we have been recently awarded the Gold Standard accreditation for the fourth consecutive year which demonstrates our hard work and dedication to maintain the high standards required by the LPI. We are thrilled to be placed by LPI in the top highest performing Learning Providers for the consecutive second year. This will enable to build a sense of confidence and trust among our existing and prospective clients.

Maggie Czerwinska, Raj Rawat, Managing Directors

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Useful Links

[Phoenix IT and Soft Skills courses](#)

[Client testimonials](#)

[Our free resources](#)



<https://www.precisely.com/product/precisely-confirm/confirm>



<https://www.linkedin.com/company/preciselydata/>



CONFIRM - a solution from PRECISELY

Years accredited: 21 (previously Pitney Bowes)

Established: 1982

Number of employees: approx 100

Gold Standard

Confirm is an end-to-end infrastructure asset management solution from Precisely, transforming the way customers manage their assets, building an understanding of their condition, implementing leading IoT technology and providing the foundation for smart communities.

Confirm offers software training that enables trainees to liaise, leverage and learn in a comprehensive yet interactive environment focusing on a range of spatial and location intelligence applications. Whether new to our solutions, an intermediate or advanced user, or simply want to become more productive - there is a course that will suit every business need. Confirm software training is delivered in a variety of ways – from our Confirm Training on Demand Learning Management System offering online learning on demand across a range of devices, through blended learning tailored to the learners’ needs, to traditional classroom training delivered by our TPMA certified consultants.

Confirm has achieved gold standard accreditation for more than 20 years and is moving ahead into new areas of learning validation and excellence, including introducing learner certification, and assigning dedicated learning support consultants to provide ongoing leaning assistance.



“As a Gold Standard LPI accredited learning provider of more than 20 years standing, Confirm is proud to be included for the third year running in the Top Learning Providers list. It demonstrates our commitment to our clients to offer the highest quality of training, as we continually explore new and innovative training delivery methods and technologies.”

Hannah Winstanley, Senior Director, Professional Services

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Useful Links

[Confirm software aids Amey in maintaining UK public roads](#)

[City of Ballarat improves efficiency and cost savings with mobile asset management solution](#)

ROSETTA STONE

Years accredited: 2
Established: 1992
Number of employees: 1,000

Rosetta Stone Inc. is dedicated to changing people's lives through the power of language and literacy education. Their award-winning language learning solutions help more than 12,000 businesses drive positive learning outcomes for inspired learners around the world.

Their customers include global leaders across telecommunications, manufacturing, healthcare, financial services, and hospitality industries. Language solutions from Rosetta Stone reduce communication barriers that limit business expansion, employee happiness and retention, and productivity—and any other part of business that relies on clear, effective communication across departments, disciplines, cultures, and languages.

With their solution this all starts with CEFR-based assessments to personalise each employee's language learning experience. AI-enriched audio and video content, makes it even easier to customise the learning experience across mobile and web-based learning applications. Unlimited Live Tutoring from native speakers gives employees access to tutoring sessions 24/7 from virtually anywhere in the world.

Rosetta Stone's program helps every employee within an organisation communicate, collaborate, and engage with colleagues and customers. This ultimately results in significant strategic gains across the business—from reduced retention costs and improved productivity to minimised compliance risk and better customer experiences for all.



"I am delighted with the news that we are one of the highest-scoring Learning Providers amongst The Learning and Performance Institute network. This demonstrates that we are truly living our values which are to change people's lives through the power of language."

Harry Tubben, Head of Business Development Europe

Key Contacts

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Useful Links

[Customer success: Philip Morris International \(PMI\)](#)

[Flexible learning for flexible people](#)

[Making the case for language training](#)

 www.s-d-s.co.uk
 www.linkedin.com/company/shelton-development-services



SHELTON DEVELOPMENT SERVICES LTD

Years accredited: 14
Established: 1994
Number of employees: 32

Gold Standard

SDS are the market leaders in development viability software, and experts in planning and building social housing developments successfully.

For over 25 years, SDS has been providing the social housing sector with the latest in development software and consultancy services, with an emphasis on financial control and monitoring.

So whether you are a housing association, local authority, consultant or private developer, our expertise is at your disposal for every stage of the development process.



"It is an honour to be celebrated as one of the top 30 learning providers as we believe quality training is an investment which repays itself in many ways, but is particularly crucial when dealing with a sophisticated product offering. The success of our training programs is critical to enabling our customers to reap the benefit of our products. When they embed our tools into their business we see real change, not just for the organisation but the people in it. Working regularly with LPI enables SDS to ensure we always achieve and maintain, the highest standards."

Rob Shelton, Finance Director

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www.linkedin.com/in/katherine-chapman-ba-hons-tap-cert-amitol-mlpi-0994119/

Phil Shelton, CEO

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<https://www.linkedin.com/in/philipjshelton>

Useful Links

Weekly discussions with industry experts
<https://s-d-s.co.uk/weekly-webinars/>

Live online learning case study
<https://s-d-s.co.uk/cottsway-housing-association-elearning-case-study/>

Training Website
<https://s-d-s.co.uk/training/>

SKILLA

Years accredited: 2
Established: 1985
Number of employees: 45

Winner of over 15 awards including Le Fonti, skilla is an innovative, accredited provider of eLearning content solutions, with a portfolio of multinational clients and a fast-growing presence globally. Clients particularly value skilla for its distinctive heutagogical method, designed to facilitate self-determined and double-loop learning. Distilled bite-size content is accessed via 10 multimedia learning objects, stimulating multiple intelligences in the learner and enabling them to engage with the content in their style and sequence.

For over 20 years, skilla has collaborated with over 600 clients and partners to provide concise microlearning solutions in interpersonal and business-critical skills. skilla's aim is to enable individuals to become autonomous and lifelong learners who empower adaptive workforces, and to enable businesses to become learning organisations. skilla is a content specialist in the interpersonal, personal and digital transversal competencies globally recognised (OECD, WEF etc) as essential for workforces to survive and thrive amid change, complexity and ambiguity.

Key skilla solutions:

- **Multimedia courses** – over 250 concise, easily absorbed courses, available in different languages, accessible anytime, from any device. The key skills & behaviours modern organisations need to flourish in the digital age.
- **Learning Paths** - tailored training packages (comprising 15-21 courses), predefined or bespoke. Engaging learning journeys on a given theme providing structured, interactive route through relevant skills. e.g. Future Proof Skills, Leadership, Interactive Induction.
- **Learning Cards** in an interactive Mobile App – co-created content, quizzes, gamification and leader boards, on themes such as digital transformation, remote working, leadership; entirely accessible on the go.



"We are delighted to receive this recognition from the LPI as one of the top-rated learning providers in 2020. Franco Amicucci, the founder of the company over 20 years ago, is especially proud of this benchmark on our international journey. It recognises that we are passionate about fostering learning agility in people and organisations and co-creating beautiful learning solutions."

Federico Amicucci, Managing Partner

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Useful Links

[Introductory video](#) on the skilla method

[Exploring eLearning](#) - skilla's interactive eLearning conference, a digital edition for 2020

[Essential Transversal Competencies](#) - White Paper identifying 7 essential competencies for the 21st Century

 <https://www.sysdoc.com/>
 <https://www.linkedin.com/company/sysdoc>



SYSDOC

Years accredited: 3
Established: 1990
Number of employees: 100

Sysdoc works with organisations to transform their businesses and to build the skills and capabilities essential for the future of work. Applying their 35-year track record in process simplification, innovative learning, change management, and user experience, Sysdoc leads organisations through digitally driven transformation and enables people to work in simpler, smarter ways.

Capabilities:

Strategy and Leadership
Organisation Transformation
Transformational Change
Process Excellence
People and Culture
Learning Innovation
Digital Experience
User Experience
Intelligent Data

Learning Innovation Services:

Blended Learning Programmes
Digital Learning
Capability Development
Learning Performance Analytics
Game-Based Learning

Aviation Heritage

Sysdoc was founded on aviation principles such as end-to-end processes, experiential learning, and an emphasis on human factors. Sysdoc applies these principles to ensure programs are delivered with aviation accuracy. These principles are embedded in how Sysdoc works, through their Flight Path methodology and Flight Path change tool.



To be named as one of the top performing learning providers in the country is an amazing endorsement for our innovative approach to learning. Our commitment to deliver future ways of working has enabled us to work collaboratively with our customers to create some truly pioneering, technology-enabled learning solutions for our clients. It's a real honour for Sysdoc to be celebrated as part of this prestigious group of industry professionals."

Andrew Darwin, Practice Director, Learning Innovation

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Useful Links

Case Studies

<https://www.sysdoc.com/case-studies>

Learning Innovation Services

<https://www.sysdoc.com/what-we-do/learning-innovation>

Sysdoc Digital Learning Hub

<https://www.sysdoc.com/digital-learning-hub>

WORKING TRANSITIONS

Years accredited: 1
Established: 1993
Number of employees: 150

Working Transitions support the number one enabler of organisational change - people. Our extensive expertise, developed over 27 years, has enabled over 1,000 clients to achieve their organisational change goals – and we have supported 750,000 individuals to adjust and thrive through the challenges and opportunities of change.

We develop, implement and deliver insightful, engaging, immersive and innovative learning solutions - focused on developing skills and behaviours that drive success.

Through consultation and collaboration with our clients, key industry thought leaders and our coaching team, our ever-evolving solutions support the issues affecting organisations right now. Our programmes are developed by industry leading experts - people with real world skills that can pull on tried and tested practical experiences coupled with models and frameworks to support understanding and knowledge.

Working Transitions support public and private sector clients from a wide range of industries and sectors. Our learning services provide tangible solutions for leaders, managers and teams and include:

- Leading through change
- Mental health awareness
- Managing challenging and sensitive conversations
- Building Personal Resilience
- Career transition topics including CV writing, interview techniques social media and networking, job campaigning and dealing with change



"Working Transitions are thrilled and honoured to be included in the LPI top 30 learning providers eBook. Being approved as an accredited learning provider and recognised as a top performer confirms our commitment and dedication to quality in all that we do and to our core company values. We thrive on making a difference for our clients and supporting them to achieve their desired transition."

Caroline Moore, Operations Director

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ZONAL RETAIL DATA SYSTEMS

Years accredited: 9

Established: 1979

Number of employees: 650

Zonal was established in 1979, when the McLean Family identified the need for a solution to manage and control fraud in their hotel near Edinburgh. The solution, the first EPoS system on the market was invented by the late Ralph McLean. In 1997 Ralph handed the reigns over to his Son, Stuart, who together with Ralph's widow, chairman Blanche McLean, has driven the company to being the UK's premier and largest hospitality technology company. Celebrating 40 years in business in November, Zonal has transformed from a small Scottish business into a company that employs circa 650 people whilst still maintaining their proud family ethos and culture. With a strong team of skilled and passionate individuals paired with a truly unique partnership approach to business, Zonal has built an agile system tailored to fit the demanding and diverse requirements of the hospitality industry. The impressive Aztec product range is now used in thousands of businesses, such as Greene King, Stonegate Pub Company, Virgin Trains, John Lewis and Pizza Express.

Zonal has exceeded even its own expectations with dominant market shares in several of the hospitality segments they service. This is against a very competitive landscape of multi nationals and local competitors. Zonal continuously develop products and solutions that manage all the intricacies associated with hospitality. As consumer adoption of new technologies and demands change, they make sure they stay ahead of the curve with innovative technologies.



"We are proud and delighted to be listed again as one of the LPI's Top Learning Providers. This recognition is a testament of the hard work and dedication of the training team who are committed to understanding our customer learning needs and providing the best solutions and exceptional service to them. This global recognition offers assurance that we are delivering best practice and operating at the highest possible industry standards as audited by the LPI."

Craig Hamill, Head of Learning & Development

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Useful Links

[Zonal makes Scotland's top 100 private companies](#)

[Zonal accreditation](#)

[Zonal wins family business award](#)

ABOUT THE LEARNING AND PERFORMANCE INSTITUTE

The Learning and Performance Institute (LPI) is the leading authority on workplace Learning & Development and continues to expand its reach globally.

With a comprehensive portfolio including membership, certification, accreditation, events, awards, networks and consulting, our mission is to provide practical solutions for business performance improvement through effective learning. Our unique focus is on *learning efficacy*; the demonstrable impact of learning on individual and organisational performance.

About LPI accreditation

Achieving accreditation via the LPI 'Performance Through Learning' programme gives providers of learning products, technologies, services and facilities a globally-recognised quality status. Accreditation continuously raises both learning standards and performance outcomes.

www.thelpi.org

