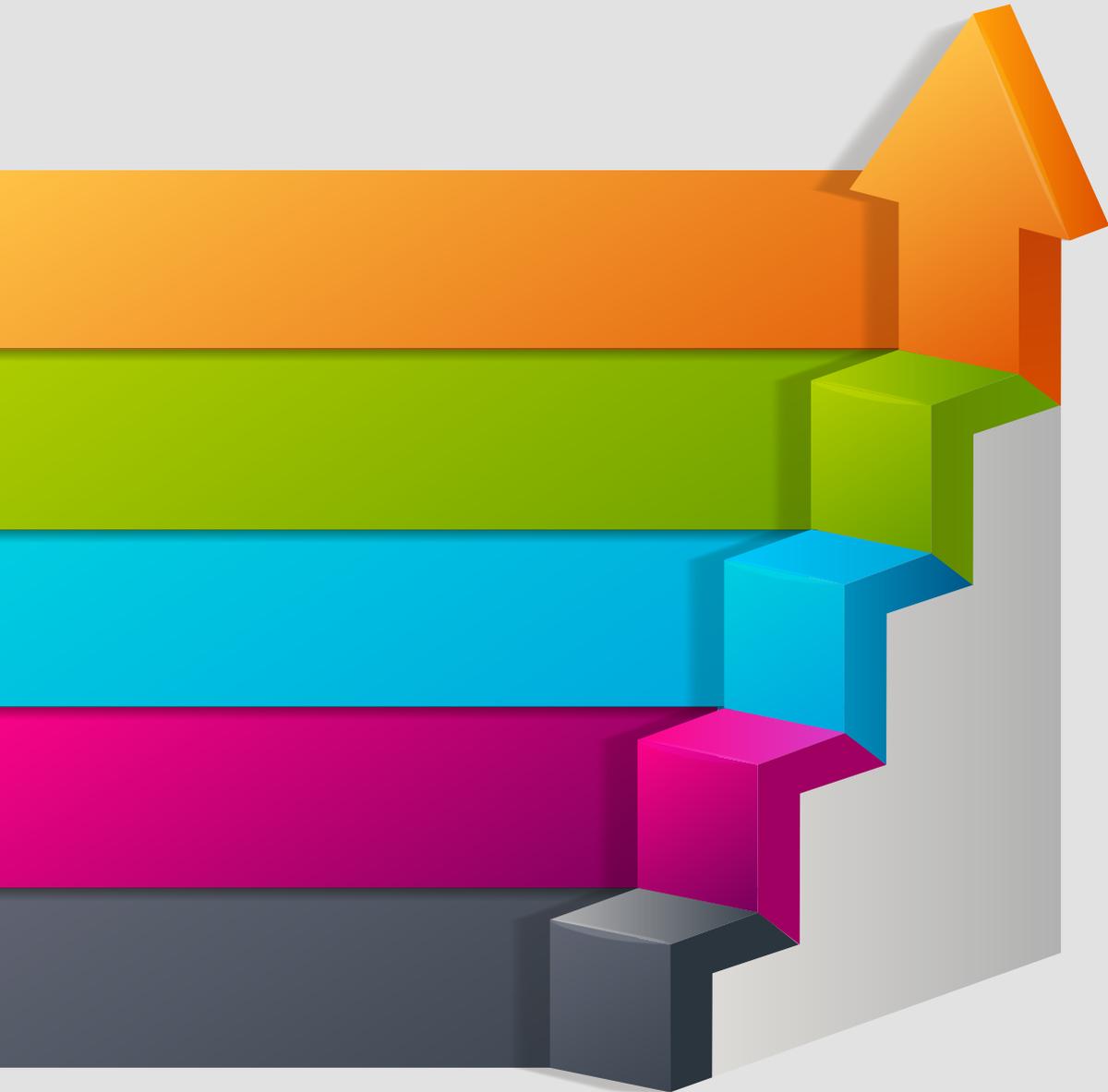


THE TOP 20 HIGHEST PERFORMING LEARNING PROVIDERS



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

In today's modern workplace, learners increasingly want access to relevant content wherever they are, whenever they need it, and in a format they can consume easily. Buyers of learning products and services need assurance that providers can deliver on their promises. And providers of learning solutions must anticipate and adapt to the changing demands of their customers, whilst retaining a competitive advantage in the learning market. So how do the best learning providers achieve success 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 organisations world-wide to help them build internal capability and deliver notable performance improvement. This is done through the LPI's accreditation service: a consultative framework that focuses on "Performance through Learning" - prioritising outcomes over delivery, homing in on the value, efficacy and business impact of learning, and aligning competencies with organisational strategy and goals.

Organisations that gain LPI accreditation 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. Accredited learning providers 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 highest-achieving learning providers currently undergoing the LPI "Performance Through Learning" programme, which results in their accreditation.

Prospective and existing customers can be assured that these 20 organisations will provide the highest quality of service and the best user experience. 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

Learning and Performance Institute

HOW THE RESULTS ARE CALCULATED

KPI Areas

During an accreditation assessment, 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*

The providers in this year's report are listed in alphabetical order.

*Data is correct as of 1st June 2018. Any changes to the data that occur after this date will be represented in next year's report.



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 TOP 20

The highest-performing
learning providers

ACUMA SOLUTIONS LIMITED

Gold Standard

Years accredited: 17
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 20 Learning Providers eBook. 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 LIMITED

Gold Standard

Years accredited: 14
Established: 2003
Number of employees: 30

Afiniti is a specialist Business Change consultancy based in the UK and operating globally. Supporting targeted sectors including rail, oil and gas, pharmaceuticals, logistics 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, PPM, 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've achieved LPI Gold Standard accreditation for 14 consecutive years, and this year with 100% KPI scores across a number of criteria including, Learning Consultancy, Self Study Content and People Development. We're immensely proud of our consistently high performance in the area of Learning and Performance and the continued recognition from the LPI, the globally-recognised quality mark for providers of learning products and services.

Nick Smith, Partner

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Useful Links

[What We Do](#)

[Recent Case Studies](#)

[Afiniti Insights Blog](#)

CAPGEMINI BUSINESS & TECHNOLOGY CONSULTING (BTC)

Years accredited: 12

Established: 1967

Number of employees: approx 190,000

Established in 1967 and with more than 190,000 people and a presence in 40 countries Capgemini is a global leader in consulting, technology and outsourcing services. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organisation, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Capgemini has a passion for education and training. It has been helping clients to enable their technology-enabled transformation aspirations for more than 30 years and as a profession training service certified by the Learning and Performance Institute, it believes the secret of its success lies with its ability to provide innovative training solutions that give users the confidence and the competence that they need to embrace new ways of working and new technologies. Capgemini believes that this is the differentiator that helps organisations achieve their transformation ambitions and the maximum return on their investments. Irrespective of whether organisations need help educating individuals or wish to reach out to disparate groups spread across countries of continents, Capgemini has the expertise and the desire to enable success.



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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Useful Links

[The Collaborative Business Experience™](#)

[Capgemini named a Leader in Gartner's Magic Quadrant for Data and Analytics Service](#)

[Rightshore®](#)

CAPITA CCS (COMMUNICATIONS AND CONTROL SOLUTIONS)

Years accredited: 7

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

Number of employees: 203

Gold Standard

Capita Communication and Control Solutions (CCS) 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 behaviours 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 CCS customer base is 90% of UK police forces, 85% UK Fire and Rescue Services, 100% Ambulance trusts plus national public safety agencies such as British Transport police, Civil Nuclear Constabulary, Maritime Coastguard Agency and Highways England. Capita CCS also have command and control systems internationally in locations as far away as Tasmania and Australia.

Within the CCS 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 CCS 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 20 status which is testament to the passion, quality and commitment of our trainers.

George Greig, Business Director

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Useful Links

[Organisation Profile](#)

CITI LIMITED

Years accredited: 1
Established: 1992
Number of employees: 15 + partner network

CITI's mission is to truly make a difference to an organisation's ability to deliver and embed change. We are a renowned centre of expertise and a single destination for organisations wanting to develop and enhance their project, programme and portfolio management capability to deliver change more effectively.

Clients work with us because our focus is on creating and enhancing the capability in their organisation to manage projects, programmes and strategic change effectively. CITI transfers skills, knowledge and expertise in ways that are effective in, and align with, their culture, their practices and their business.

We believe there is no one way; no 'right' way to create capability – to us each client is different. And so to deliver what clients need – sustainable and beneficial change – over the past 26 years we have developed specialised approaches and techniques that facilitate personal capability development; support the implementation of organisational practices; and focus on the delivery of value from investments made in change initiatives.

In essence, we develop the capability and talent available to organisations to deliver and embed change effectively, which in turn, improves their ability to compete and thrive.



We are delighted to be recognised as a top 20 Learning Provider by the leading professional body in our field: the Learning and Performance Institute. Supporting learning and development and, more specifically, the application of that learning in the workplace has been CITI's passion for the past 26 years.

Jane Nichols, COO

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Useful Links

[Learn about our consultancy services](#)

[Find out about CITI Courses](#)

[Understand how we develop capability](#)

CLS PERFORMANCE SOLUTIONS LTD

Gold Standard

Years accredited: 7
Established: 1966
Number of employees: 3500 globally

CLS Performance Solutions (a GP Strategies Company, acquired in September 2017) specialises in End User Adoption and Human Performance Improvement programmes for organisations implementing ERP software solutions. CLS helps organisations improve their workforce effectiveness and achieve tangible business benefit from their investment made in enterprise software applications. This is achieved through the delivery of effective change management and provision of blended learning solutions aimed at preparing the organisation for the change and improve overall employee performance. Our VISION is a world where business excellence makes possibilities achievable, and Our MISSION is to enable people and businesses to perform at their highest potential. As part of GP Strategies, CLS can offer a wide range of services, including, Digital Transformation, gamification, senior leadership programmes, and support global managed learning service programmes. However, CLS key service Offerings comprise:

Organisational Change Management

- Project Team Effectiveness
- Communications Strategy
- Stakeholder Engagement
- Leadership Alignment
- Impact Assessment
- Business Readiness

Our Blended Learning Strategy Service includes:

- Analysis
- Training Delivery
- Development
- Design
- Sustainment
- Performance Support

CLS industry sector experience covers Manufacturing, Automotive, FMCG, Oil & Gas, Finance & Banking, Pharmaceutical, and Retail.



We are delighted that CLS Performance Solutions – a GP Strategies Company” has been included in the UK Top 20 Training Companies. This inclusion demonstrates the value that CLS brings to the training industry and its clients, through the provision of innovative blended learning solutions

Jeff Durand, Vice President

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Useful Links

[Our Awards](#)

[Resources](#)

DIGITS INDUSTRIES LTD

Years accredited: 1
Established: 1993
Number of employees: 20

Digits are an eLearning company providing 'Brilliantly Simple' digital learning solutions, tailored to meet the individual training demands of each business. Founded in 1993 by Colin Bull, Digits use their years of expertise in learning development to create dynamic digital and mobile learning content across a range of subjects.

Their award-winning Learning Management System (LMS), glo™ learn, allows blended learning to be delivered for all aspects of training, from inducting new starters, refresher and compliance training, to Continual Professional Development. Offering more than just off-the-shelf learning, Digits' renowned 'Visual Learning Journeys' can be included using glo™ learn. These provide the ability to guide users through a visual pathway of learning. Engaging and motivating individuals with a truly unique, gamified experience, by incorporating features such as leader boards, widgets and badges.

Amongst their greatest achievements, Digits have won the Silver Award at the UK Digital Experience Awards for transforming B&Q's induction process and are proud to be an accredited Learning Technologies Provider.

Celebrating their 25th anniversary this year, Digits have had the honour of working with many household names over the years, including Coca-Cola, Domino's and Renault, on a variety of digital learning projects. Successfully implementing their LMS to improve the efficiency and design of the learning process. Striving to always create the finest quality solutions for clients, Digits pride themselves on working as a trusted partner with businesses and look forward to more exciting eLearning collaborations in the future.



We're honoured to be recognised in the top 20 Learning Providers List. We've had the opportunity to work with so many amazing clients, delivering some truly inspired digital learning solutions, in an industry we have seen grow and flourish during our last 25 years".."

Colin Bull, Managing Director / Owner

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Useful Links

[glo™ learn LMS information page](#)

[What Visual Learning Journeys offer](#)

[Our case studies](#)



www.writing-skills.com

www.linkedin.com/company/emphasis-training-ltd



EMPHASIS TRAINING LTD

Years accredited: 1

Established: 1998

Number of employees: 25

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

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

Since starting out in 1998, Emphasis have helped more than 50,000 people from over 5,000 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 key role.

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

They tailor the learning itself to the individual and the organisation, using real-life documents to create examples and exercises. This guarantees the training will be relevant to participants' daily work. A writing-skills helpdesk, regular writing-advice updates 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 immensely proud of my team for all the hard work and dedication that have enabled us to achieve our top-20 status. But every one of the 50,000 people we've helped down the years has been a critical part of that success. 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: 3

Established: 2008

Number of employees: 150

Fuse Universal has a passionate belief for revolutionising the way the world learns. Its unique offering is transforming how businesses are able to engage and educate their workforce, placing importance on designing next generation learning experiences.

Having developed the most advanced learning technology on the market, Fuse has helped more than 100 clients globally to increase business performance through significantly improving learner engagement.

Recently voted by Europe's #1 Independent Analysts Fosway as a Core Leader in the [Fosway 9 Grid for Learning Systems](#), Fuse is trusted by progressive global brands including Merck, EY, InterContinental Hotels Group, The Prince's Trust, Spotify and Vodafone along with many others ranging from mid-size enterprises to Fortune 500 companies. Fuse does this by:

1. Gathering internal and external knowledge and making it all accessible through a superior consumer-grade user experience
2. Combining a suite of social video and messaging tools with highly relevant, bite size content that are a pleasure to consume
3. Developing a culture of continuous learning
4. Underpinning everything with learner analytics and data
5. Transforming L&D skillsets
6. Modernising the organisation content strategy

As the leading provider of next-generation learning Fuse will continue to advance its work around areas such as machine learning, AR, behaviour economics and learning sciences to stay at the forefront of the market and enable increased business performance.



It's a huge privilege to be included in the top 20 learning providers and to be recognised by the LPI. As a challenger brand, we are grateful that LPI recognise Fuse for the evolution we believe we are bringing to the marketplace. We are excited about the digital transformation that L&D is currently going through and our place at the heart of it.

Steve Dineen, CEO

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Useful Links

[Mobile Learning - Vodafone Case study](#)

[Carpentright's Journey into Next Generation Unified Learning & Comms](#)

GROUP M

Years accredited: 2

Established: 2013

Number of employees: approx 2500

GroupM University is the internal L&D function for GroupM, providing external service and offerings to the group's agencies (and their clients) that sit under the umbrella of GroupM.

It serves both GroupM talent and its operating companies, aiming to set the best practice L&D standards for the Group. GroupM University is a resource that all employees have access to at any time to secure both online and classroom based learning on a vast array of subjects including foundational media and business skills, professional/personal development and management and leadership.

GroupM University aims to be a thriving centre of learning excellence that provides exceptional experiences and opportunities for its people, its stakeholders, its operating companies and their clients. Through innovation, collaboration and listening to the needs of their people, GroupM University strives to exceed expectations and develop the best and the brightest talent.

GroupM University delivers a complete blended learning suite that includes classroom; online video and eLearning modules; toolkits and factsheets; advice and consultancy. It partners with media and professional industry bodies as well as technology providers and works with the organisation's own talented experts across all the operating agencies, enabling them to share their passion, knowledge and expertise. GroupM University received recognition for the success of its Learning at Work Week 2017 campaign from The Campaign For Learning as winner of an 'Impact Award for Inspiring Curiosity and Creativity'.



We are so pleased to be recognised by the LPI as one of the top 20 learning providers. Our people are our most important asset and we are fully committed to investing in development initiatives to further drive their successes and the success of our business.

Emy Rumble-Mettle, Director of Talent & Development

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Useful Links

[Learning at Work Week Award](#)

HAPPY LTD

Years accredited: 21
Established: 1987
Number of employees: 25

Gold Standard

Happy's mission is to help you discover and fulfil your potential in order to create happy, productive and successful workplaces. Using a combination of classroom and online learning, they make learning fun. The Happy Computers division helps people improve productivity in software such as MS Office and Google Docs. Post-course research has found that attending a one day course at Happy results in a gain of 32 minutes a day from the new skills; Happy People aims to transform organisational culture to create happy, productive workplaces.

"Imagine a workplace where people are energized and motivated by being in control of the work they do", explains founder Henry Stewart. "Imagine they are trusted and given freedom, within clear guidelines, to decide how to achieve their results. Imagine they are able to get the life balance they want. Imagine they are valued according to the work that they do, rather than the number of hours they spend at their desk. We can help you create that environment."

Happy also provides apprenticeships in software development and management: their web developer apprenticeship takes people from stacking shelves to long-term careers in coding. Happy has twice been rated the best learning provider in the UK, and been runner-up four times. It has also been rated the best company in the UK for customer service and one of the top 20 best workplaces for five successive years. Clients include UBS, C2C, National Audit Office, Novartis, RCGP, NHS, Hackney Council Government Digital Service and over 2,000 other organisations.



"I am delighted that Happy is included in the Top 20. The Institute holds providers to the highest standards and it is an honour to be recognised as one of the top quality learning providers in the UK."

Henry Stewart, Chief Happiness Officer

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Useful Links

[The Happy Workplace Leadership Programme](#)

[Improve your productivity in Excel](#)

[The Web Developer Apprenticeship](#)

IMPARTA LTD

Years accredited: 6
Established: 1997
Number of employees: 85

Imparta improves its clients' business performance in the areas of Sales, Sales through Service and Service using highly practical and researched approaches and an integrated solution that goes well beyond simple training interventions. Imparta's Capability Building[®] System combines assessment, training, coaching, application tools and impact measurement, using leading-edge technologies to create sustainable performance improvement.

With offices across Europe, the United States and Australia, Imparta has the capability to deliver face-to-face programs in multiple languages with local knowledge and experience. They are also a leading provider of blended learning and a pioneer in the field of business simulations, which powers their award-winning Virtual Sales Academy[®].

Imparta's global client base includes Intel, Cisco, Schindler, Trelleborg, Telefónica, Lonza and WPP.



"Imparta is thrilled to be included in the LPI's Top 20 Learning Providers list. The LPI is an organisation with which we have worked closely with for many years. It holds suppliers to high standards around the impact of their training approaches, and this mission is very close to my own heart. Imparta has invested millions of pounds and decades of work into our sales and service methodologies, learning approaches and the Capability Building System[®] that tie them all together. We greatly appreciate this recognition for our company and everyone that works so tirelessly to delight our clients."

Richard Barkey, CEO and Founder

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Useful Links

[Online global sales development with Cisco](#)

[Customer-centric sales training with Antalis](#)

[Imparta performs above average in LPI accreditation](#)



www.jisc.ac.uk

www.linkedin.com/company/jisc



JISC TRAINING

Years accredited: 7

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 20 of learning providers.

Tim Kidd, Executive Director

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Useful Links

[Training offerings](#)

NEWTYNE CONSULTANCY AND TRAINING LTD

Years accredited: 11

Established: 2004

Number of employees: 25 in house + 50 sub-contractors

Gold Standard

Newtyne is a specialist IT consultancy focused on data and business intelligence systems. We pride ourselves on being connected, consistent and committed - our three core values, underpinning everything we do. At Newtyne, we develop lasting relationships with our clients through a blend of industry expertise, exceptionally high standards and outstanding service delivery. We provide a professional, world-class service time and time again, and we adapt to the task at hand, offering a bespoke service to each of our clients.

Our training offering concentrates on the programming language of SAS. We are proud of our excellent track record in delivering high quality technical resources and education in a variety of sectors, including Financial Services, Pharma, Utilities, Local Government and Telecoms. Our Edinburgh based Newtyne 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 a range of services to support the Scottish SAS user community with Consultancy and Systems Integration, Training and Managed Services, Newtyne has gone on to become a much broader Business Intelligence Consultancy. Newtyne takes great pride in its long relationship with the LPI and has been a Gold Member for many years.



The Newtyne team is delighted to have been included in the Top 20 Learning Providers list. We pride ourselves on developing strong relationships, enabling us to understand the needs and address the requirements of our delegates. We are exceptionally proud of our excellent track record in delivering high quality training and learning focused solutions. Our highly skilled, industry experienced technical instructors provide delegates with bespoke and tailored courses, addressing talent development and building knowledge across a variety of sectors

Andrew I Smith, Founder

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Founder

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NIIT

Years accredited: 2
Established: 1981
Number of employees: 2342

NIIT offers Managed Training Services to market-leading companies in over 40 countries. NIIT's comprehensive suite of Managed Training Services includes bespoke curriculum design and content development, learning delivery, learning administration, strategic sourcing, learning technology, and advisory services. With a team of world class 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, reduce costs, realise measurable value, benefit from rock-solid operations, and increase business impact.

NIIT also offers specialised training solutions including digital learning transformation, customer education for technology and telecom companies, talent pipeline as a service, content curation and learner engagement, and application rollout services. NIIT's team of highly experienced Triple A gaming professionals in Sheffield, UK specialise in cutting-edge gamification, AR and VR solutions for learning.

Over three decades, NIIT has trained over 36 million learners across the globe. NIIT's goal is to form deep partnerships with clients and enable them to make transformative improvements in L&D effectiveness and efficiency through operational excellence and tangible results.



We are honoured to have been included in the LPI Top 20 Learning Providers eBook. Training is our only business and our passion. For the past 36 years, we have been dedicated to excellence in learning and development and it is our goal to help our customers run training like a business.

Sailesh Lalla, Executive Vice President, Business Development

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Useful Links

[Over 135 industry awards earned](#)

[Read about our case studies](#)

[Critical Mistake Analysis Methodology](#)



www.pitneybowes.com/uk
www.linkedin.com/company/pitney-bowes

pitney bowes



PITNEY BOWES SOFTWARE EUROPE LTD

Years accredited: 19
Established: 1920
Number of employees: approx 14,000

Gold Standard

Pitney Bowes is a global technology company most known for its postage meters and other mailing equipment and services, and with recent expansions, into global e-commerce, software, and other technologies.

Pitney Bowes provides customer engagement, customer information management, global e-commerce, location intelligence, and mailing and shipping services to approximately 1 million customers in about 100 countries around the world in 2016. The company is a certified "work-share partner" of the United States Postal Service, and helps the agency sort and process 15 billion pieces of mail annually. Pitney Bowes has also commissioned surveys related to international e-commerce.

Pitney Bowes 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 you are new to our solutions, an intermediate or advanced user, or simply want to become more productive - there is a course that will suit your business needs.

Pitney Bowes Software training courses cover our core applications and are tailored to your specific skill level - from beginner to advanced. Programmes are delivered at authorised training centres or at our offices. We can also create custom programmes to meet your specific training needs.



Pitney Bowes Confirm® is proud to celebrate 19 years of gold standard LPI accreditation and to be included in the Top 20 Learning Providers. 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.

Ho D Rhee, 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](#)

QA

Years accredited: 22

Established: 1985

Number of employees: 1,001 -5,000

QA is one of the largest learning services organisations in the UK, developing skills and capabilities for everyone from apprentices to business leaders. Headquartered in London, but with a nationwide network of state-of-the-art training centres, the QA Group is comprised of four fast-growing divisions: QA Learning, QA Apprenticeships, QA Consulting and QA Higher Education - all of which deliver innovative skills solutions to UK and international organisations. At QA Learning, we are proud to help people and businesses transform their performance through learning. Whether the need is for a full certification programme; or a complete end-to-end learning strategy, we offer a complete range of Solutions. Our award-winning teams of learning professionals are amongst the best in the world, each with extensive experience and a proven track record of delivering the skills that transform performance and ensure lasting benefits.

QA's Learning Strategy and Solutions

Courses and Certifications - QA develop critical skills through award winning courses and certifications across over 1500 technical, business and change management areas.

Talent Solutions - Innovative talent solutions to solve critical skills and capability gaps across the talent lifecycle - through apprentice and graduate programmes or technical consultants.

Business Transformation - A range of consultative led solutions to drive business change including: user adoption, managing risk and reputation and enabling digital.

Managed Learning Services - QA provide Managed Services that support and enable HR, L&D and Procurement to improve the efficiency and effectiveness of learning.

QA's Specialties - Digital transformation, leadership, cloud, project management, cyber security, and IT training.



QA is absolutely delighted to feature in the LPI's Training Top 20. This year, QA has invested more time, money and expertise in ensuring we understand customers' issues, and in delivering relevant and innovative learning solutions - and we are proud to continue to help people and businesses transform their performance through learning.

Giles Smith, Enterprise Sales Director

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Useful Links

[QA's Learning Strategy and Solutions](#)

[QA's Clients and Case Studies](#)

[QA's awards from independent organisations](#)



www.ricoh.co.uk

www.linkedin.com/company/ricoh-uk

RICOH

imagine. change.

RICOH UK

Years accredited: 8

Incorporated: 1936

Number of employees: 2,000 (97,000 worldwide)

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, commercial and industrial printing, digital cameras, and industrial systems. Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2017, Ricoh Group had worldwide sales of 2,028 billion yen (approx. 18.2 billion USD).

- We inspire workstyle innovation by creating a work environment that enhances collaboration, creativity, and productivity.
- We empower people by unlocking their full potential and allowing them to develop their own workstyles.
- We streamline processes by focusing on how information flows through an organisation, where people need it to be, and how it is governed.
- We simplify technology by ensuring it meets the needs of the changing workforce and the business.
- We optimise workspace by analysing the workplace to ensure it is properly utilised and equipped to meet the needs of people.

Key clients for Ricoh include Vodafone, Nationwide, The British Library and CBI

For learning services in particular clients include Royal Mail, M2 and Capital Solutions.



We're delighted to be included in the LPI Top 20 Learning Providers; at Ricoh we've made a real commitment to our Learning Services not only internally, but externally so that our customers can benefit from our experience. We've developed a state of the art Learning Academy, as well as numerous training programmes from leadership to apprenticeships with a real focus on our people and it's fantastic to be working in close partnership with the LPI.

Rebekah Wallis, Director – People & CR

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Useful Links

[Princess Royal Training Award - Excellent Leadership learning and culture](#)

[Ricoh UK Case Studies](#)

[Ricoh Insights – essential knowledge for transformation](#)



www.s-d-s.co.uk

www.linkedin.com/company/shelton-development-services



SHELTON DEVELOPMENT SERVICES LTD

Years accredited: 11

Established: 1994

Number of employees: 28

Gold Standard

Celebrating our 25th year as the market leaders in viability software and experts in planning and building social housing developments successfully.

For 25 years, SDS has been providing the 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 20 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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Useful Links

[SDS celebrates 25th year](#)

[SDS launch e-learning](#)

[Accredited learning provider gold standard](#)

[SDS adopt HACT standard](#)

ZONAL RETAIL DATA SYSTEMS

Years accredited: 7

Established: 1979

Number of employees: 520

Gold Standard

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. Over the last 39 years Zonal has transformed from a small Scottish business into a company that employs circa 520 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 of up to 80% in several of the hospitality segments they service. This is against a very competitive landscape of multi nationals and local competitors. In the last year their turnover has grown by 20.5% with Zonal solutions being installed into 1,800 new UK sites. Zonal continuously develop products and solutions that manage all the intricacies associated with serving food and drinks out of home. As consumer adoption of new technologies and demands change, they make sure they stay ahead of the curve with innovative technologies such as their fourth generation product set.



We are thrilled to be acknowledged as one of the top 20 learning providers based on the results of the KPI's within the LPI accreditation. At Zonal we invest and place the utmost importance on offering the highest quality training to new and current customers so this is a huge honour.

Craig Hamill, Head of Learning & Development

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Useful Links

[Scottish based tech innovator Zonal has been crowned Supreme Champions at the sixth annual Family Business of the Year Awards \(FBOTY\).](#)

[Zonal provided bespoke training and worked closely with Stonegate Pub Company to ensure a smooth transition](#)

[Zonal is a top 500 best performing Scottish company](#)

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

LPI accreditation is the globally-recognised quality mark for providers of learning products, technologies, services and facilities. Accreditation continuously raises both learning standards and performance outcomes.

www.thelpi.org

