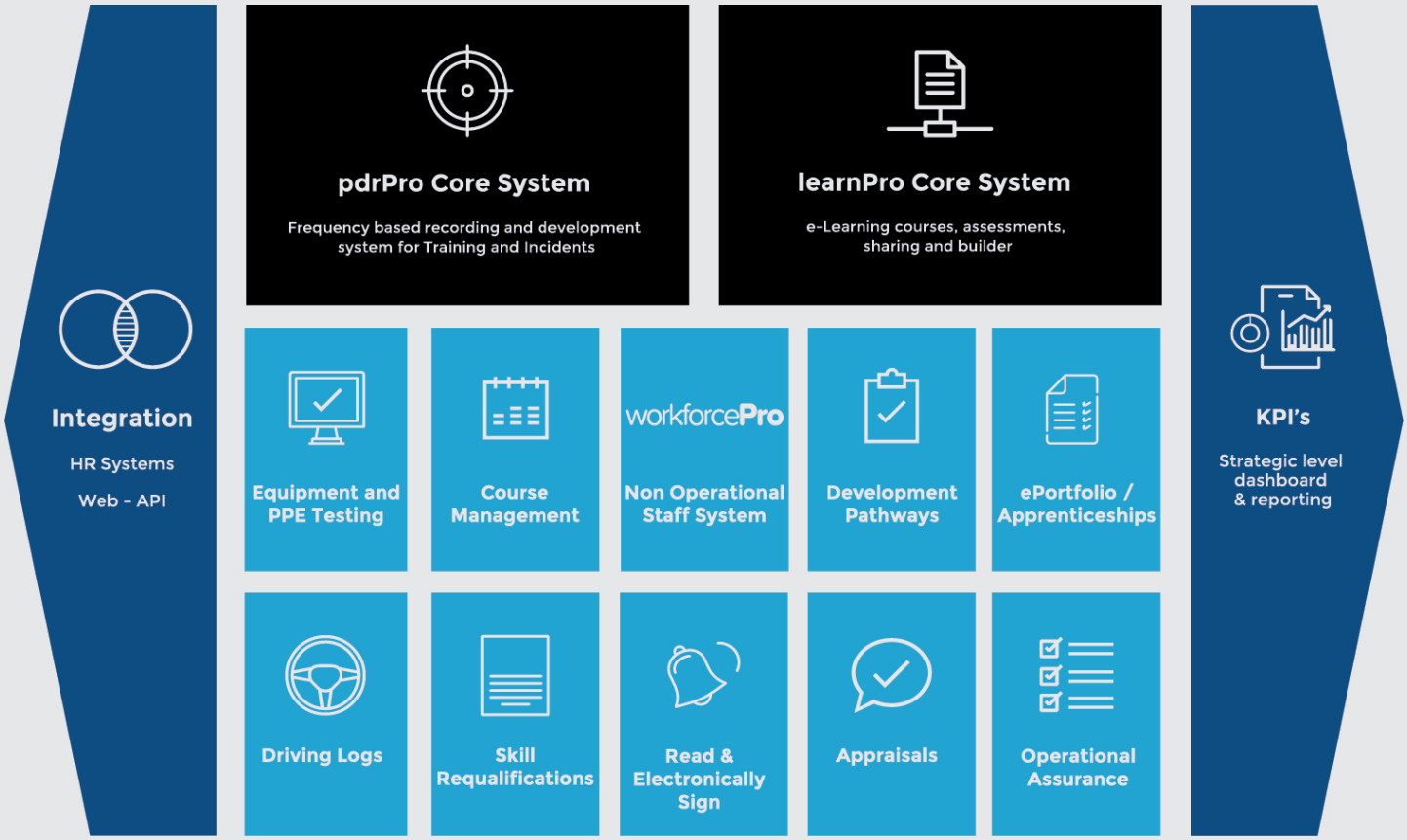
FireService

for Airports



Overview

eFireservice combines a recording system for legislative compliance to CAP699, a calendar based planner for ensuring timely completion and an Equipment Testing System specifically aimed at Airports.

Our non-operational system fully supports airport staff for everything from training recording to eLearning and development programmes.

The key optional modules are:
Training recording
Incident recording
Activity Planner
Equipment testing system
Development Pathways including apprentices
Reports and KPI's
eLearning system with assessments
Electronic Read and Sign

Our Core Maintenance of Competence Recording System

Records Frequency based Training and Incident Activities mapped to bespoke core skills aligned to industry standards. Supports recording of:

- User-defined practical and theoretical activities
- Prescribed activities using location and role-based calendars
- Personal additional skills/activities
- Non-prescribed training activities
- eLearning assessments (Fully integrated into calendars)
- Manager and trainer-led group training
- Individual training

Personnel Development:

- Supports manager and internal verifier evidence reviews
- Development plans
- Supports skill and role-based development to competent pathway

Personnel Management:

- Supports multiple line managers
- Hierarchical structure based on role

Role Support

- Multiple roles
- All operational roles and senior roles including RDS
- Control roles
- Non-operational roles

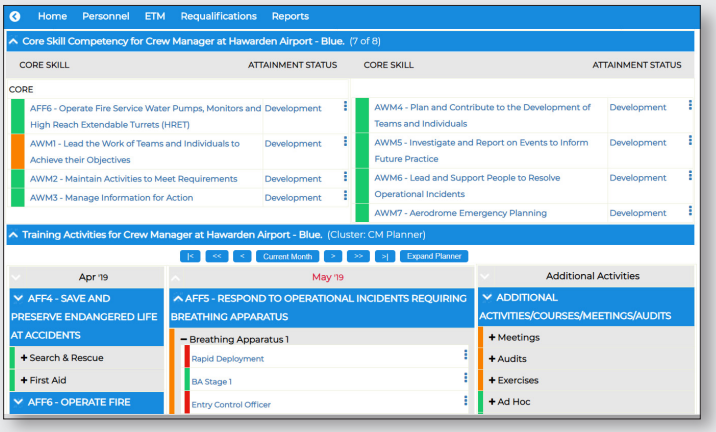
Reporting

- Comprehensive suite of reports
- Mobile friendly KPI graphs
- Core skills
- Answer the question who is and is not competent in BA (or any other core skill) instantly and drill down from brigade to person.

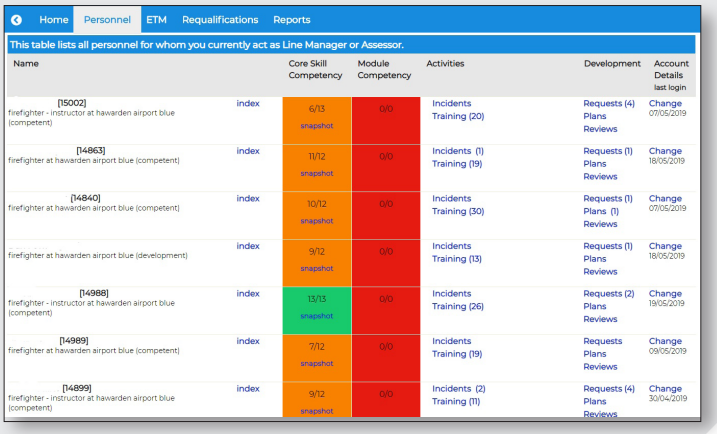
Data Integration

- Full documented web API allows data import and export
- Uses web token authentication

Firefighter Homepage

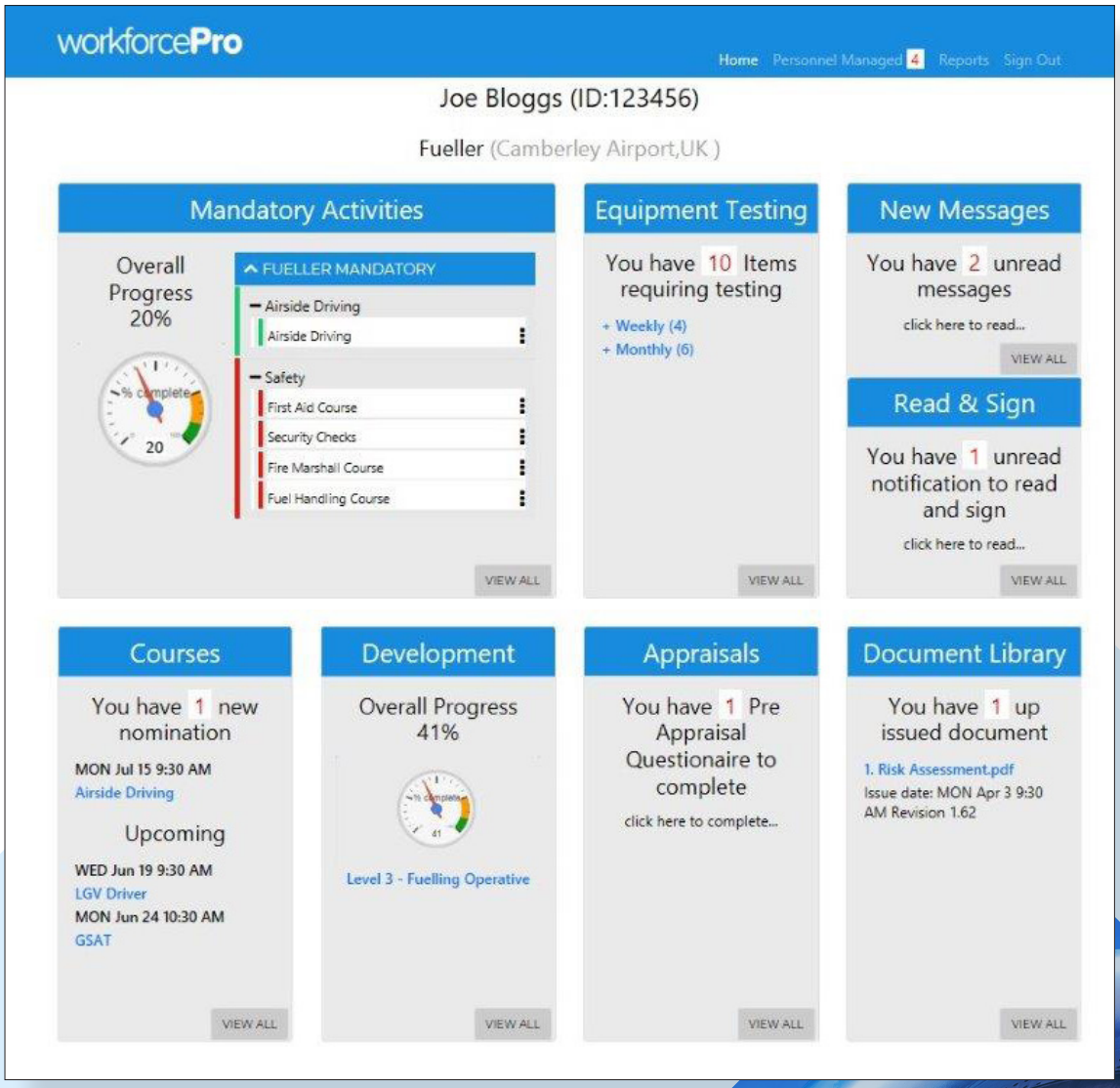


Manager Page



Non-Operational Staff

Airports have many types of staff from Security to Refueling operators. The system has a simplified system aimed at personnel with less training and development needs which allows easy access to training, development, eLearning and messages.



Electronic Read and Sign

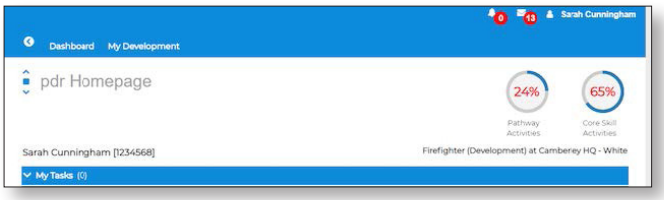
Ensure that notices such as urgent safety and alerts are read and electronically signed. They can be sent to individuals, groups, roles and locations. Reporting gives you an exception report on who hasn't signed off a particular notice. Urgent notices can be highlighted as they must be read before a user logs in (or limit to x logins before must be read).

Development Pathways

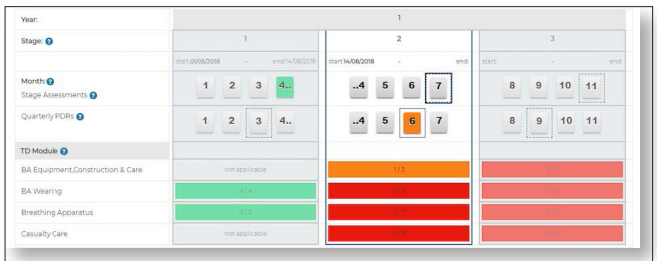
Manage the development to competence process of all roles with full centralised reporting.

An advanced module for apprentices. Templates are available for many common pathways which can be copied and modified. Activities needed to complete a stage can be managed, signed off and sampled by an IV. Information can be uploaded to the system as documents videos and audio. Links and attachments can be uploaded that will be needed as part of the pathway.

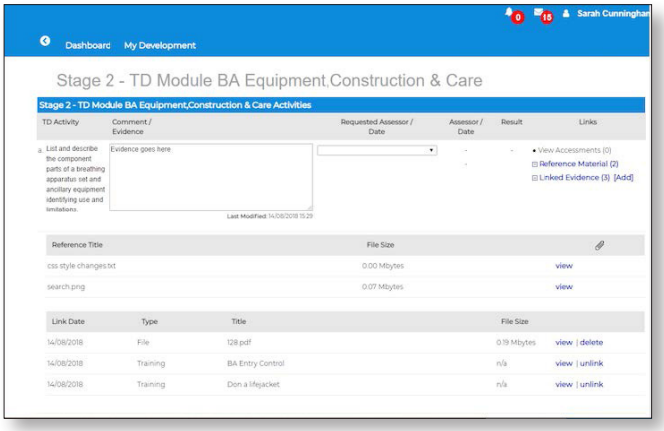
Progress on your pathways are summarised on your home page



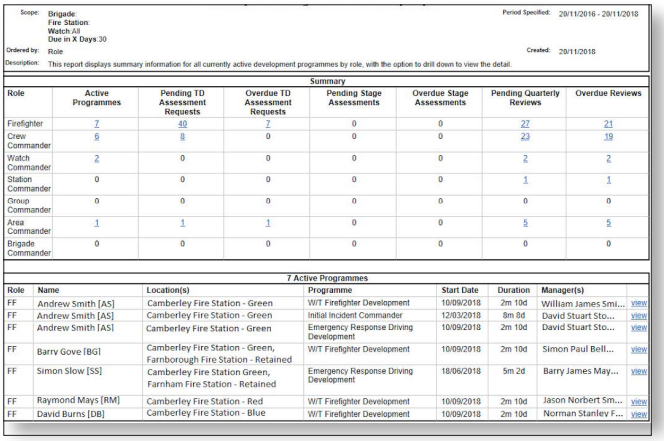
Each pathway has a summary



It's easy to record and view modules, evidence, attachments and reference material



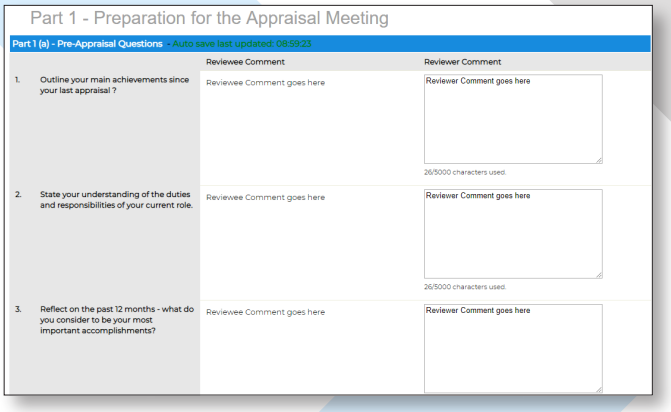
Centralised reporting allow you to manage the whole service



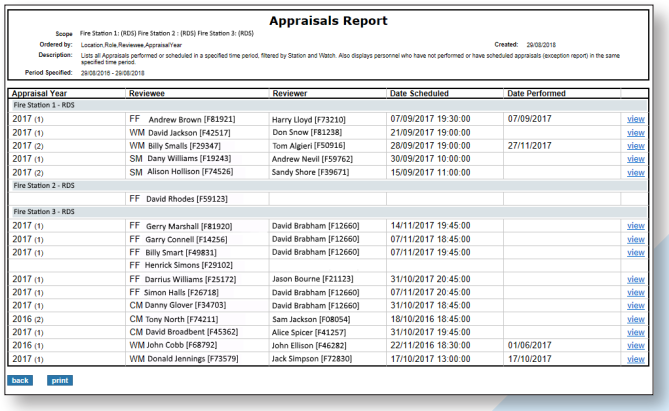
Appraisals

An integrated system designed specifically for FRS's . A 4 stage process with creation, pre-appraisal questionnaire, scheduling, perform.

Bulk Assign Appraisal



Appraisals Report



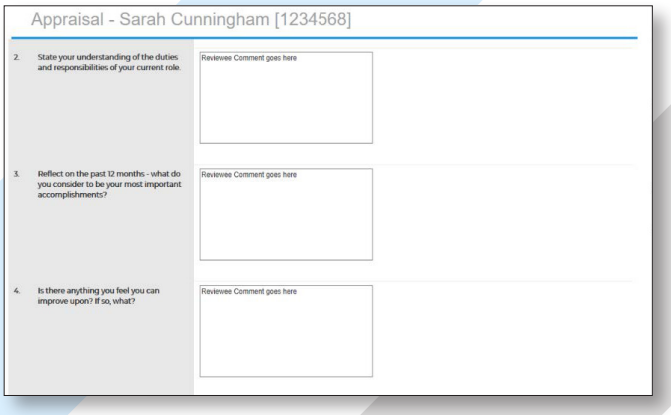
Appraisals Report

Scope: Fire Station 1: (RDS) Fire Station 2 : (RDS) Fire Station 3: (RDS)
Ordered by: Location,Role,Reviewee,AppraisalYear
Created: 29/08/2018
Description: Lists all Appraisals performed or scheduled in a specified time period, filtered by Station and Watch. Also displays personnel who have not performed or have scheduled appraisals (exception report) in the same specified time period.
Period Specified: 29/08/2018 - 29/08/2018

Appraisal Year	Reviewee	Reviewer	Date Scheduled	Date Performed	
Fire Station 1 - RDS					
2017 (1)	FF Andrew Brown [F81921]	Harry Lloyd [F73210]	07/09/2017 19:30:00	07/09/2017	view
2017 (1)	WM David Jackson [F42517]	Don Snow [F81238]	21/09/2017 19:00:00		view
2017 (2)	WM Billy Smalls [F29347]	Tom Algieri [F50916]	28/09/2017 19:00:00	27/11/2017	view
2017 (1)	SM Dany Williams [F19243]	Andrew Nevil [F59762]	30/09/2017 10:00:00		view
2017 (2)	SM Alison Hollison [F74526]	Sandy Shore [F39671]	15/09/2017 11:00:00		view
Fire Station 2 - RDS					
	FF David Rhodes [F59123]				
Fire Station 3 - RDS					
2017 (1)	FF Gerry Marshall [F81920]	David Brabham [F12660]	14/11/2017 19:45:00		view
2017 (1)	FF Garry Connell [F14256]	David Brabham [F12660]	07/11/2017 18:45:00		view
2017 (1)	FF Billy Smart [F49831]	David Brabham [F12660]	07/11/2017 19:45:00		view
	FF Henrick Simons [F29102]				
2017 (1)	FF Darrius Williams [F25172]	Jason Bourne [F21123]	31/10/2017 20:45:00		view
2017 (1)	FF Simon Halls [F26718]	David Brabham [F12660]	07/11/2017 20:45:00		view
2017 (1)	CM Danny Glover [F34703]	David Brabham [F12660]	31/10/2017 18:45:00		view
2016 (2)	CM Tony North [F74211]	Sam Jackson [F08054]	18/10/2016 18:45:00		view
2017 (1)	CM David Broadbent [F45362]	Alice Spicer [F41257]	31/10/2017 19:45:00		view
2016 (1)	WM John Cobb [F68792]	John Ellison [F46282]	22/11/2016 18:30:00	01/06/2017	view
2017 (1)	WM Donald Jennings [F73579]	Jack Simpson [F72830]	17/10/2017 13:00:00	17/10/2017	view

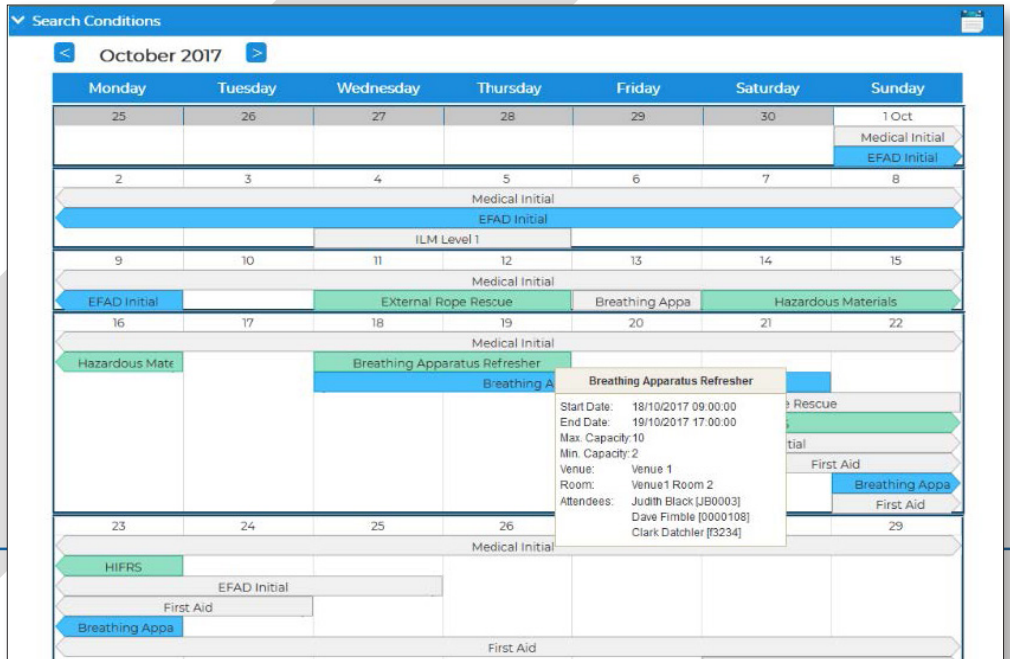
back print

Pre-appraisal Questionnaire



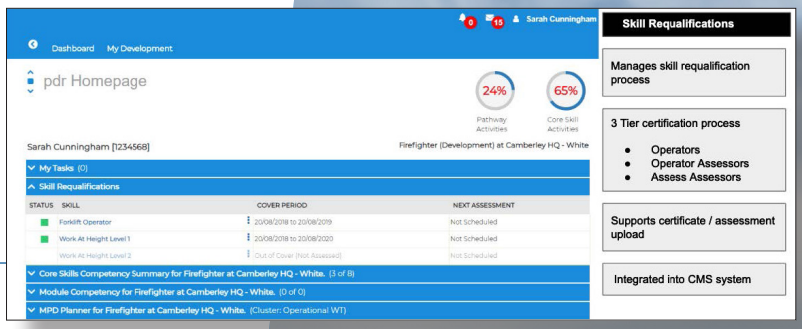
Course Management

Centralised training can be managed from nomination to post course follow up. A calendar based system gives easy access to information on course and the ability to nominate individuals for an available slot. Fully integrated into pdrPro, CMS courses are simply another element on the planner. Reports allow you to maximise your training resources and minimise "no shows"



Requalification's

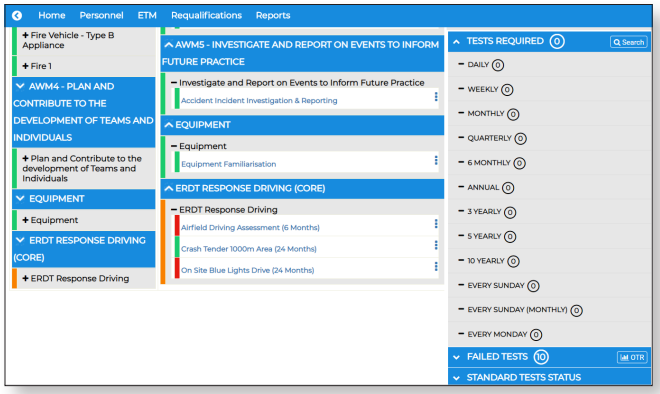
Managing the process of skills qualification and requalification's for operators and instructors. Integrated with Course Management allowing you to complete a course and the qualification to be automatically recorded.



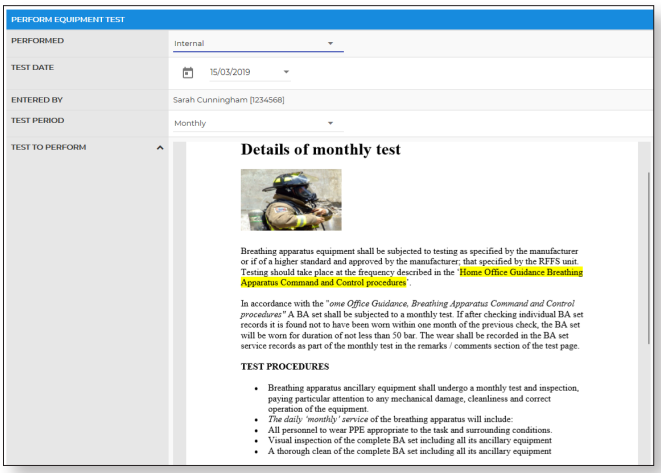
Equipment Testing

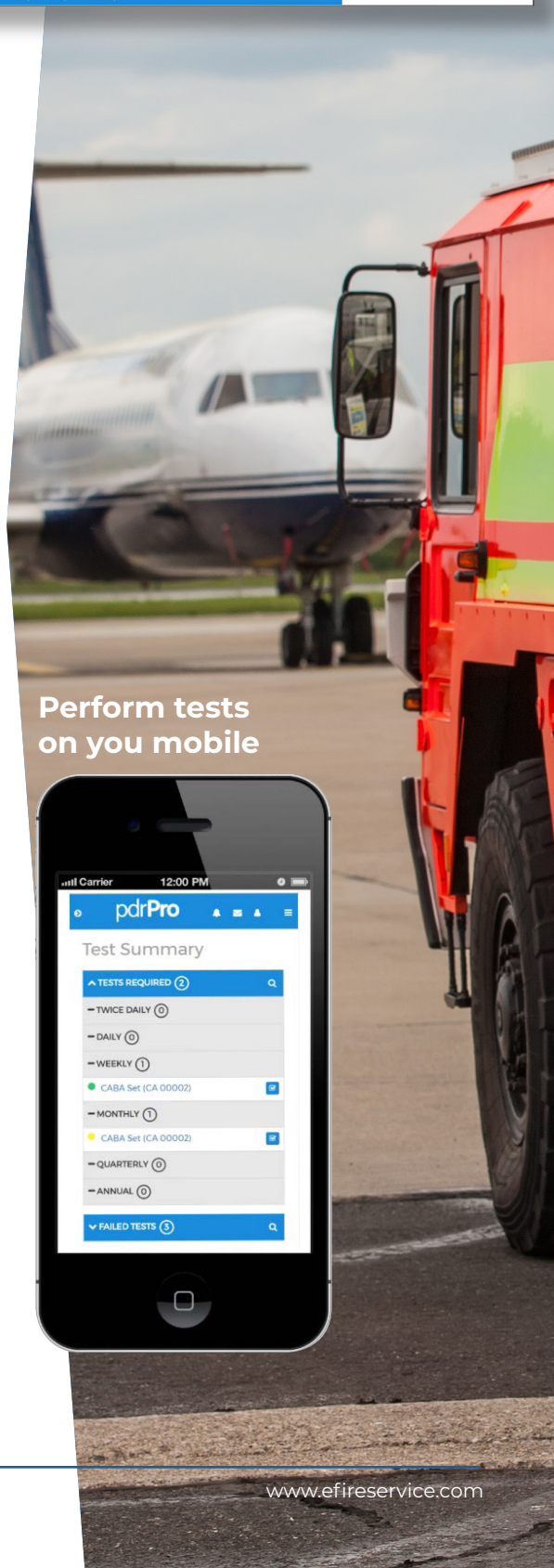
Frequency based equipment and PPE testing with comprehensive reporting. Integrated into training recording. Daily, weekly, monthly and yearly testing are automatically scheduled. Individuals in a watch have access to the testing schedule. Once someone starts a test the record is locked stopping multiple people attempting the same test. Tests can be recorded as training if required. Reports show all aspects of equipment testing such as off the run reports for a whole service.

Equipment testing is on the home dashboard



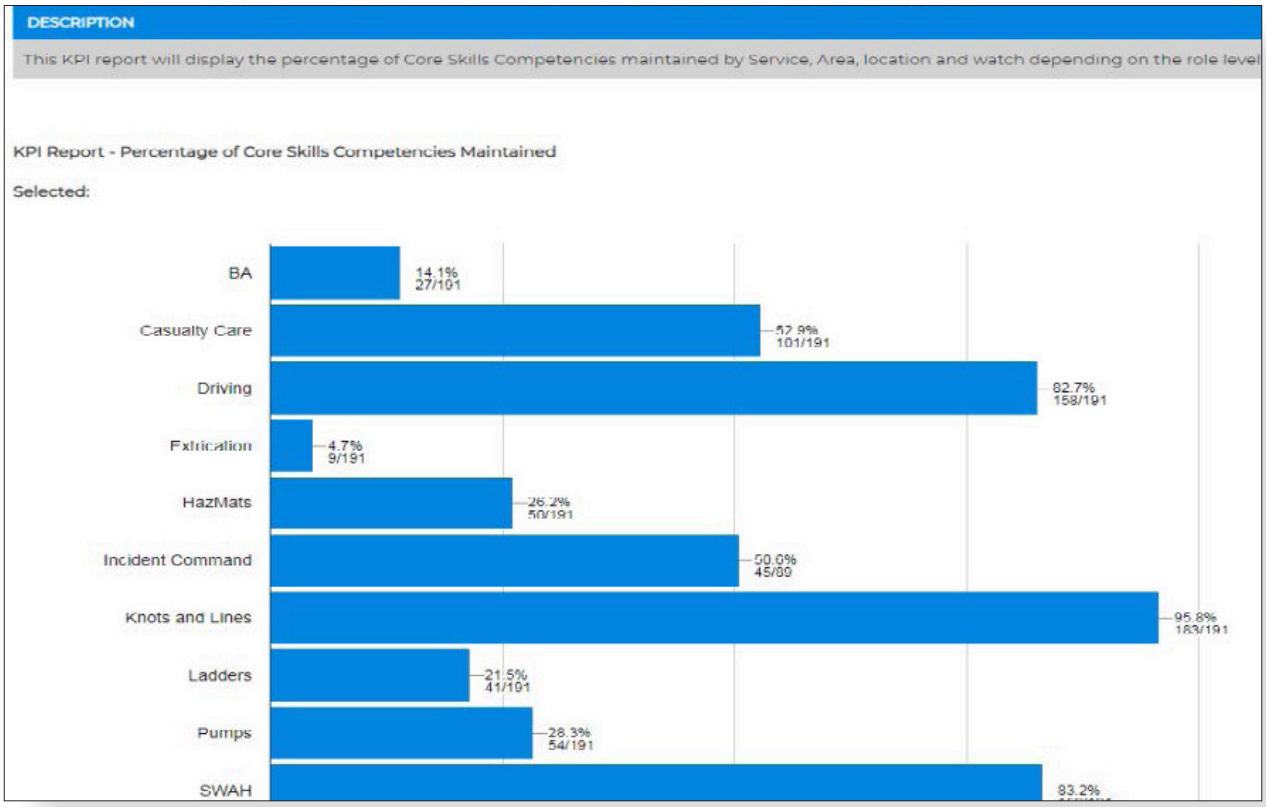
The test format





Key Performance Indicators (KPI's)

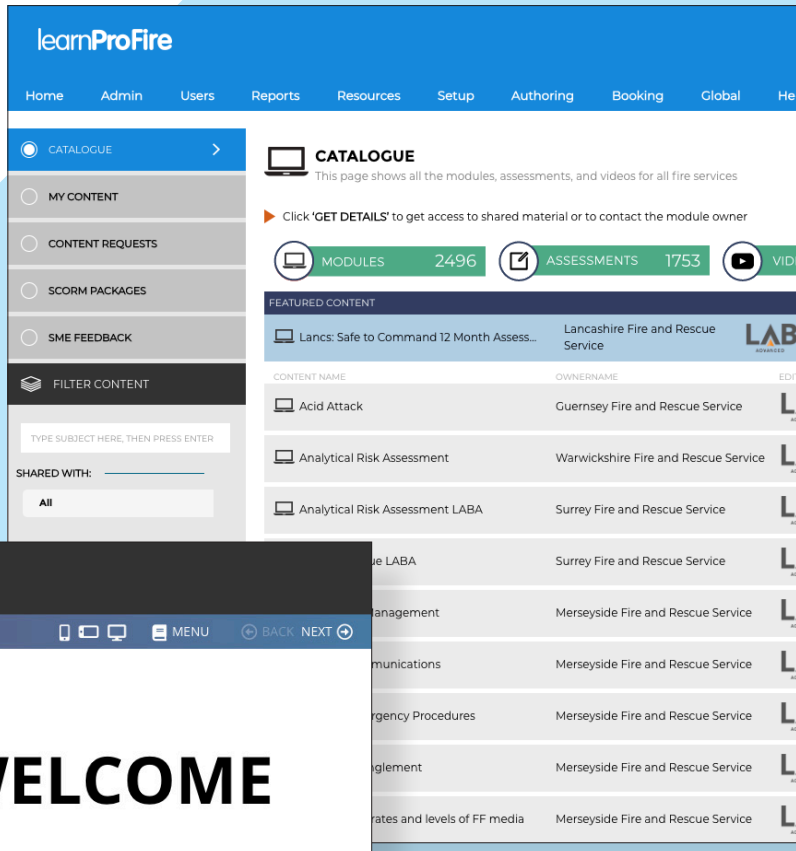
Aimed at senior management these graphical reports give an instant picture of Competency, Requalifications and e-Learning with the ability to drill down to personnel level. KPI's are a framework that gives us the structure to build further KPI's to your specific needs.



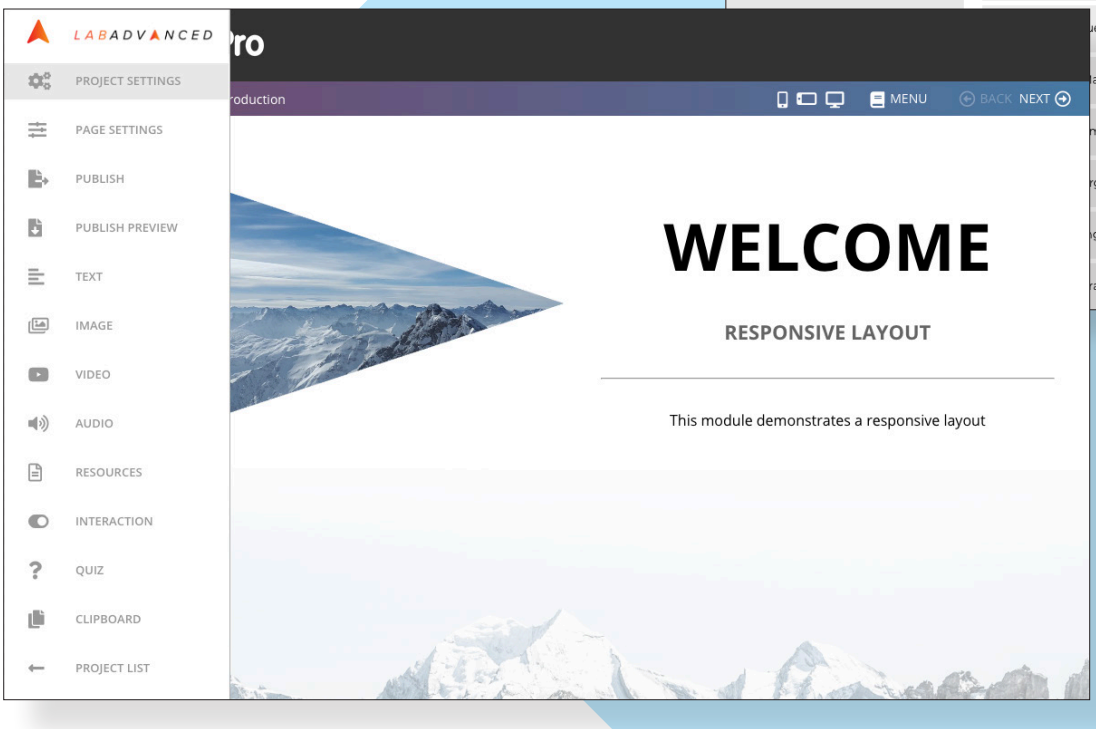
e-Learning: learnPro

A sophisticated Learning Management system designed to share course and assessments between FRS's. Advanced video manager to enable tablets, phones and slow networks to participate. The system can use any Scorm compliant authoring tool or its own online system Lab Advanced specifically designed for creating and sharing courses.

Sharing between services



Online Authoring



Core areas include:

1. **Learning Management System (LMS)**
   Delivering and managing eLearning resources for the Fire Service.

2. **eLearning Authoring Tools**
   Build immersive simulations and eLearning with multiple scoring options, create programs and pathways.

3. **Courses and Assessments**
   Shareable catalogue of eLearning courses and assessments from ICS, BA to Safety Critical GRA.

4. **National Course Sharing**
   Sharing area for regional and national groups to collaborate on the development and distribution of new content.

API

Our Application Programmer Interface can allow other systems to query the database to access data or integrate information from other systems. The API is a framework on top of which we build methods to return specific information.

Hosting

All of eFireservice System are provided as Software as a Service (SaaS) hosted on our highly available secure servers available to you via a web browser when you login over the internet. You can login via a PC, Tablet or Phone.

This means there are no servers to purchase, maintain, update, upgrade for performance reasons, backup or build disaster recovery systems, we do all of this within the service charge.

Your data is held securely and delivered via an encrypted connection. We backup your data at our data centre and additionally keep a Disaster Recovery system that syncs every hour live at our alternate hosting rack.

Support

Your system is supported by our engineers and hosting staff 24hrs a day 365 days per year.

We will know of any system problems immediately and our highly available system allow for server, disk and power supply problems without failing.

Support for your application is available via our support system and telephone to support your admin during business hours.

FireService

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