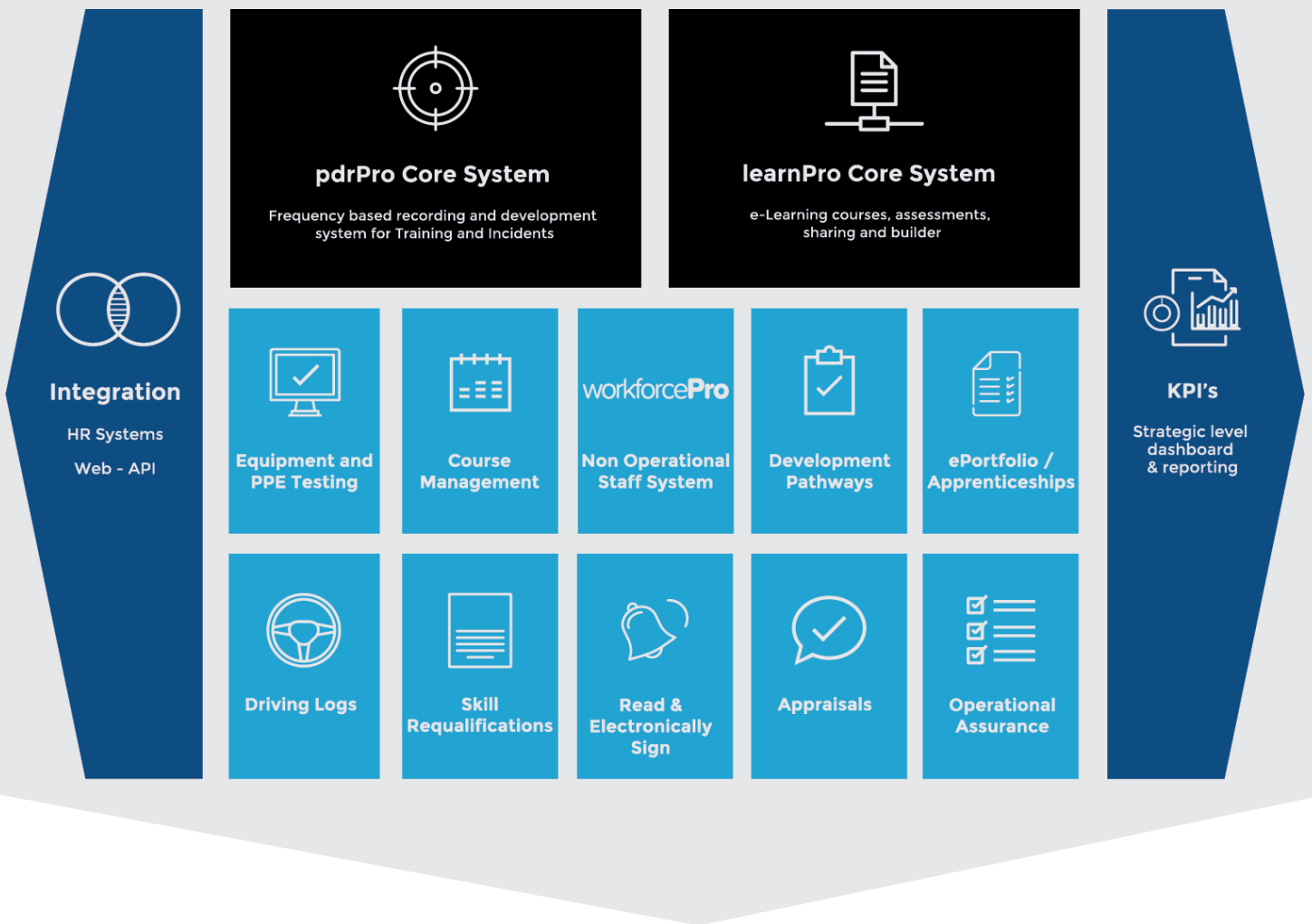




# FireService





## Overview

**eFireservice combines a recording system for legislative compliance, a calendar based planner for ensuring timely completion and an eLearning management system to deliver the online part of the content and assessments. Comprehensive reporting and KPI's are integral to the system.**

The system is fully customisable for the needs of operational and non operational staff.

A development pathways module manages all aspects of personnel in development including apprentices.

Support modules includes, Course Management, Skills Requalifications, Operational Assurance, Equipment Testing, Electronic Read and Sign, and Appraisals all specifically designed for FRS's.

# 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
- e-Learning 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

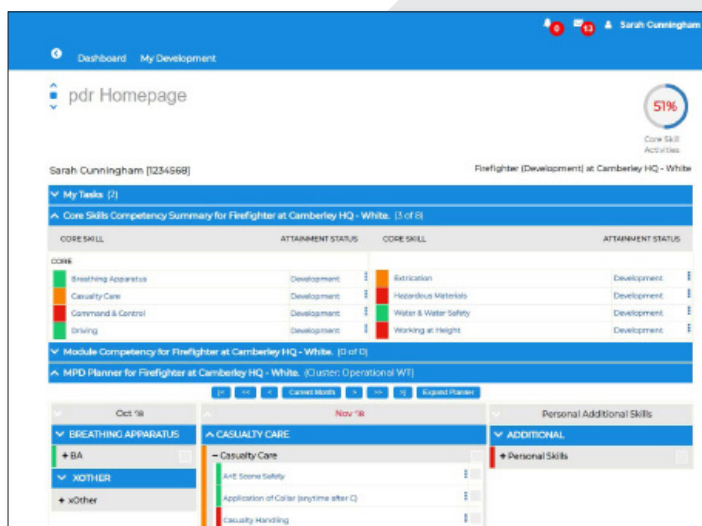
## Reporting

- 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.

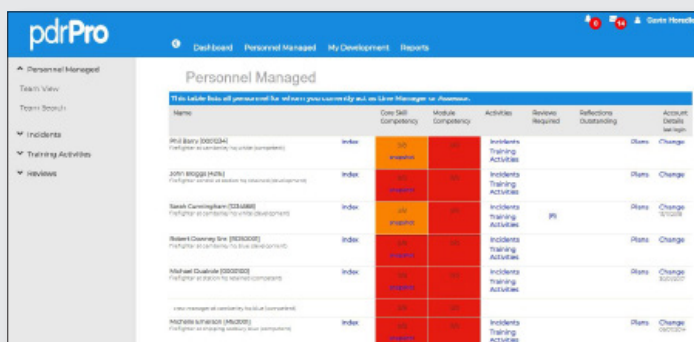
## Data Integration

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

Firefighter Homepage



Personnel Managed Page



# Non-Operational Staff

FRS's have many Green Book staff who need most of the features in pdrPro and learnPro. The system has a simplified system aimed at personnel with less training and development needs which allows easy access to training, development, e-Learning and messages.

**workforcePro** Home Personnel Managed 4 Reports Sign Out

**Joe Bloggs (ID:123456)**  
Senior Support Services/Health & Safety Officer (Camberley - Waste)

### Mandatory Activities

Overall Progress 20%

MANAGING INFORMATION

- Managing Information
- Managing Information

SAFEGUARDING

- Safety
- Equality
- Diversity
- Inclusivity
- Safety at Work

VIEW ALL

### New Messages

You have 2 unread messages

click here to read...

VIEW ALL

### Read & Sign

You have 1 unread notification to read and sign

click here to read...

VIEW ALL

### Courses

You have 1 new nomination

MON Jul 15 9:30 AM  
SafeGuarding

Upcoming

WED Jun 19 9:30 AM  
Managing Information  
MON Jun 24 10:30 AM  
Equality, Diversity & Inclusivity

### Development

Overall Progress 41%

Level 3 - Safety Officer

### Appraisals

You have 1 Pre Appraisal Questionnaire to complete

click here to complete...

### Document Library

You have 1 up issued document

1. Risk Assessment.pdf  
Issue date: MON Apr 3 9:30 AM  
Revision 1.62

# 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.

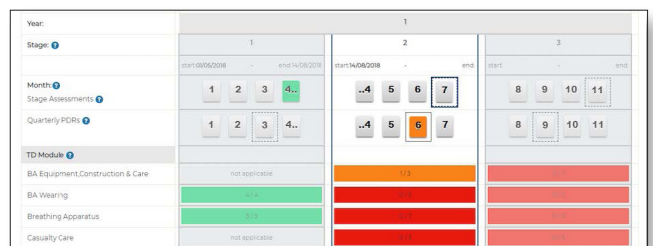
An advanced module for apprentices. Templates are available for many common pathways which can be copied and modified. Activities needed to complete a stage can be managed, signed off and sampled by an IV. Information can be uploaded to the system as documents videos and audio. Links and attachments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



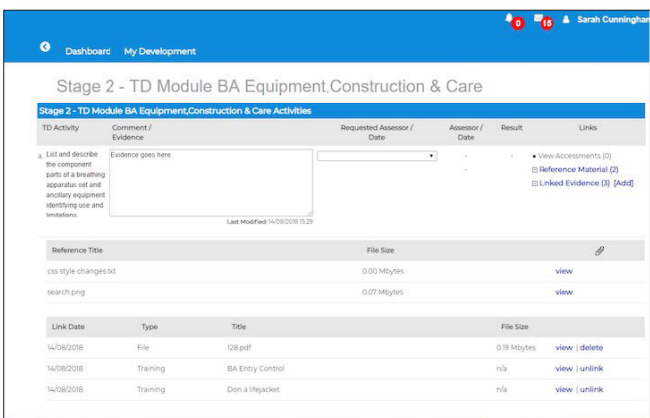
Progress on your pathways are summarised on your home page



Each pathway has a summary



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



Centralised reporting allows you to manage the whole service

Scope: Brigade: Fire Station: Watch: All Due in X Days: 30  
 Period Specified: 20/11/2018 - 20/11/2018  
 Ordered by: Role  
 Description: This report displays summary information for all currently active development programmes by role, with the option to drill down to view the detail. Created: 20/11/2018

Summary								
Role	Active Programmes	Pending TD Assessment Requests	Overdue TD Assessment Requests	Pending Stage Assessments	Overdue Stage Assessments	Pending Quarterly Reviews	Overdue Reviews	
Firefighter	7	40	7	0	0	27	21	
Crew Commander	8	8	0	0	0	23	19	
Watch Commander	2	0	0	0	0	2	2	
Station Commander	0	0	0	0	0	1	1	
Group Commander	0	0	0	0	0	0	0	
Area Commander	1	1	1	0	0	5	5	
Brigade Commander	0	0	0	0	0	0	0	

7 Active Programmes						
Role	Name	Location(s)	Programme	Start Date	Duration	Managers(s)
FF	Andrew Smith [AS]	Camberley Fire Station - Green	WTF Firefighter Development	10/09/2018	2m 10d	William James Sml...
FF	Andrew Smith [AS]	Camberley Fire Station - Green	Initial Incident Commander	12/03/2018	8m 0d	David Stuart Sto...
FF	Andrew Smith [AS]	Camberley Fire Station - Green	Emergency Response Driving Development	10/09/2018	2m 10d	Simon Paul Bell...
FF	Barry Gove [BG]	Camberley Fire Station - Green, Farnborough Fire Station - Retained	WTF Firefighter Development	10/09/2018	2m 10d	Simon Paul Bell...
FF	Simon Sloss [SS]	Camberley Fire Station Green, Farnham Fire Station - Retained	Emergency Response Driving Development	18/06/2018	5m 2d	Barry James May...
FF	Raymond Mays [RM]	Camberley Fire Station - Red	WTF Firefighter Development	10/09/2018	2m 10d	Jason Norbert Sm...
FF	David Burns [DB]	Camberley Fire Station - Blue	WTF Firefighter Development	10/09/2018	2m 10d	Norman Stanley F...



# Requalifications

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

The screenshot shows a dashboard for Sarah Cunningham, a Firefighter (Development) at Camberley HQ - White. It features a 'Skill Requalifications' section with a table of skills and their assessment dates. A sidebar on the right lists 'Skill Requalifications' tasks, including 'Manages skill requalification process', '3 Tier certification process' (Operators, Operator Assessors, Assess Assessors), 'Supports certificate / assessment upload', and 'Integrated into CMS system'. Progress indicators show 24% for Pathway Activities and 65% for Core Skill Activities.

STATUS	SKILL	COVER PERIOD	NEXT ASSESSMENT
Green	Forklift Operator	2008/2018 to 2008/2019	Not Scheduled
Green	Work At Height Level 1	2008/2018 to 2008/2020	Not Scheduled
Green	Work At Height Level 2	(Out of Cover (Not Assessed))	Not Scheduled

# 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 screenshot shows the 'MPO Planner for Watch Manager at Camberley HQ - White'. It displays a calendar view for February and March 2019. A sidebar on the left lists categories like 'WATER & WATER SAFETY' and 'XOTHER'. The main area shows 'EQUIPMENT TESTING' with a list of tests: TWICE DAILY, DAILY, WEEKLY, MONTHLY, QUARTERLY, and ANNUAL. A 'FAILED TESTS STATUS' section is also visible.

## The test format

The screenshot shows the 'PERFORM EQUIPMENT TEST' form. It includes fields for 'PERFORMED' (Internal), 'TEST DATE' (15/03/2019), 'ENTERED BY' (Sarah Cunningham), and 'TEST PERIOD' (Monthly). The main content is titled 'Details of monthly test' and includes a small image of a firefighter. Below the image is a detailed text block explaining the testing requirements for breathing apparatus equipment, including references to 'Home Office Guidance Breathing Apparatus Command and Control procedures'. A 'TEST PROCEDURES' section lists specific steps for testing and inspection.

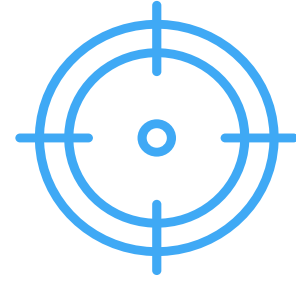
**TEST PROCEDURES**

- Breathing apparatus ancillary equipment shall undergo a monthly test and inspection, paying particular attention to any mechanical damage, cleanliness and correct operation of the equipment.
- The daily 'monthly' service of the breathing apparatus will include:
  - All personnel to wear PPE appropriate to the task and surrounding conditions.
  - Visual inspection of the complete BA set including all its ancillary equipment
  - A thorough clean of the complete BA set including all its ancillary equipment

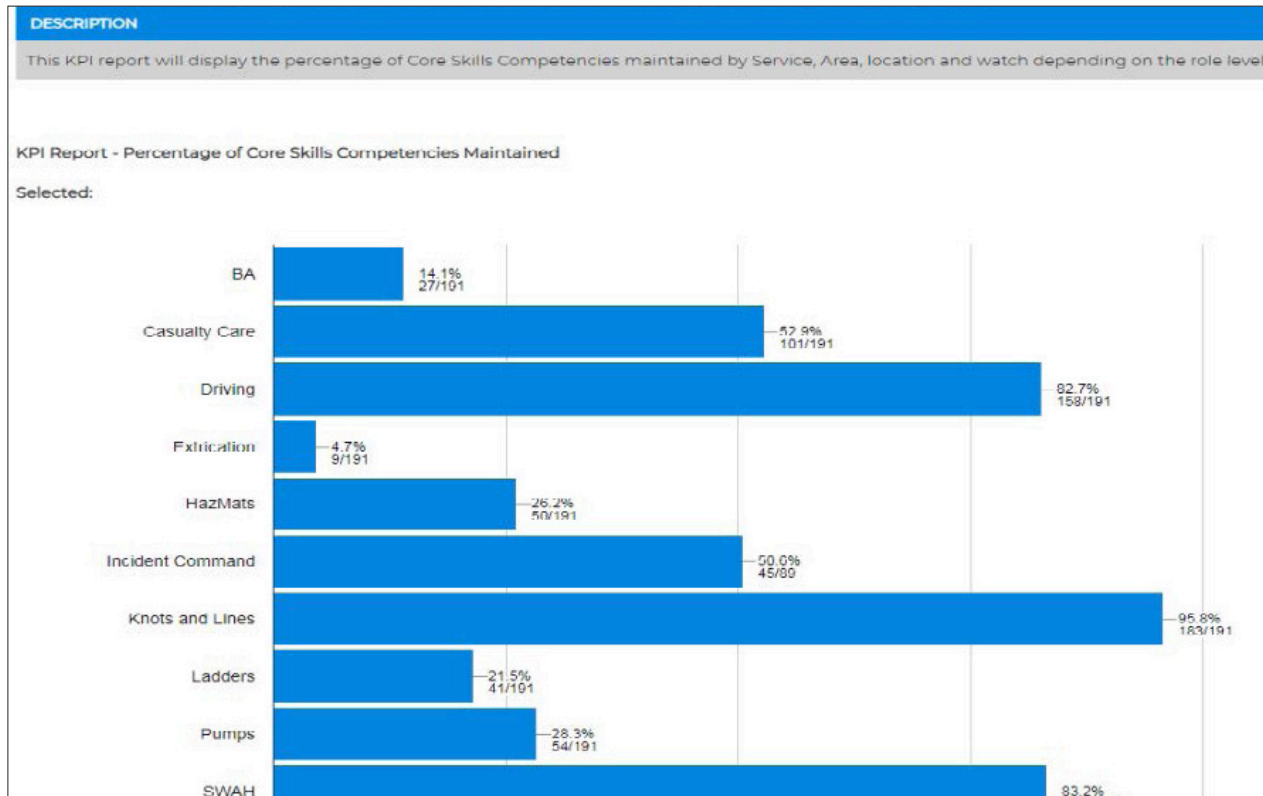
Perform tests on you mobile

The screenshot shows the pdrPro mobile app interface. It displays a 'Test Summary' screen with a list of tests: TWICE DAILY, DAILY, WEEKLY, MONTHLY, QUARTERLY, and ANNUAL. A 'FAILED TESTS' section is also visible at the bottom.

# Key Performance Indicators (KPI's)



Aimed at senior management these graphical reports give an instant picture of Competency, Requalification's 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

The screenshot shows the learnProFire web application. The top navigation bar includes Home, Admin, Users, Reports, Resources, Setup, Authoring, Booking, Global, and Help. The main content area is titled 'CATALOGUE' and displays a list of modules, assessments, and videos. A sidebar on the left allows filtering content by categories like MY CONTENT, CONTENT REQUESTS, SCORM PACKAGES, and SME FEEDBACK. The main content area shows a table of featured content with columns for Content Name, Owner Name, and Edit In. The table lists various modules such as 'Acid Attack', 'Analytical Risk Assessment', and 'Analytical Risk Assessment LABA', each associated with a specific fire and rescue service.

CONTENT NAME	OWNERNAME	EDIT IN
Acid Attack	Guernsey Fire and Rescue Service	LAB ADVANCED
Analytical Risk Assessment	Warwickshire Fire and Rescue Service	LAB ADVANCED
Analytical Risk Assessment LABA	Surrey Fire and Rescue Service	LAB ADVANCED
...	...	...

## Online Authoring

The screenshot shows the LAB ADVANCED Pro authoring tool interface. The left sidebar contains a menu with options: PROJECT SETTINGS, PAGE SETTINGS, PUBLISH, PUBLISH PREVIEW, TEXT, IMAGE, VIDEO, AUDIO, RESOURCES, INTERACTION, QUIZ, CLIPBOARD, and PROJECT LIST. The main workspace displays a 'WELCOME RESPONSIVE LAYOUT' slide with a mountain background and the text 'This module demonstrates a responsive layout'. The interface includes a top navigation bar with icons for mobile, tablet, and desktop views, and a 'MENU' button.

## 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

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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

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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.

# How we are optimised for FRS's

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- Multiple roles supported (eg RDS crew manager, wholetime firefighter)
- Acting up supported
- Firefighters can have multiple managers
- Everything is mapped to the NOS
- NOGS are available online
- Sharing of courses
- Assessments, training, incidents all consolidated into one dashboard
- IV's supported
- Development plans and reviews integrated into all areas

# Why do services purchase pdrPro and learnPro

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1. To ensure legislative compliance in recording and reporting in all aspects of Training and Incidents
2. A comprehensive set of FRS modules that all integrate together
3. To have the most cost-effective Learning Management System, sharing courses between services
4. Integration between all aspect of the system allowing one dashboard and set of reports that pull together all of the data

# 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.



eFireservice Ltd  
Cody Technology Park  
Farnborough  
GU14 0LX

[www.efireservice.com](http://www.efireservice.com)

