

Service Definition



About Our Products

learnPro

learnPro LMS enables your organisation to create, deliver and evaluate engaging learning content. You can assess and track individual and team progress, manage compliance, and share best learning practices. It also provides teams with a shared library of valuable pre-built and peer-generated content.

pdrPro

pdrPro is the UK's market-leading platform for competence management for Fire and Rescue Services. It is the only solution that integrates training, incident recording, course management, appraisals, development pathways, and equipment testing to ensure compliance. (Integrates with learnPro).

XVR[®]

Our immersive XVR virtual reality simulation training platform enhances the competence and expertise of your personnel and enables content sharing with peer organisations. Learners can apply training theory, rehearse, and embed critical decision-making in a simulated, safe, interactive environment led by expert instructors.

firewatch

Created in partnership with the Fire & Rescue community, our FireWatch specialist ERP suite can connect prevention, resource planning, and response to reveal the complete picture of FRS operations. It integrates accurate, real-time data across FRS departments for full visibility and greater efficiencies.

prevent+ protect

Prevent + Protect provides an integrated job management platform for prevention, protection, operational risk, and hydrants to streamline team workloads. It offers case, CRM, and task management and delivers a connected data repository for jobs, premises, contacts, and organisation details. (Integrates with FireWatch).

redkite

Redkite's leading ARFF training, competency, and asset management systems support airport, military, and industrial Fire & Rescue in the UK and Middle East. With a long history of excellence in aviation, clients include all major UK and large global airports, such as Heathrow and King Khalid International.



About Our Products



PHA is a health, fitness, and wellbeing management platform. It enables FRS staff to assess, generate personalised reports, and conduct trend analysis, and supports proactive health promotion, data-driven decisions, and time-saving workflows to enhance workforce resilience and operational safety.



AMS is a cloud-based platform designed for fire and rescue services to centralise incident debriefs, track actions, and analyse trends. It streamlines operational assurance, enabling real-time access, task assignment, and evidence management that improve efficiency, support training decisions, and services.



About LearnPro Group

We have supported our emergency services, public safety and infrastructure users for over 25 years, providing industry-specific off-the-shelf software aligned with national standards.

Our users have, and always will, shape our products.

The LearnPro Group Way is based on our strong peer-to-peer network, extensive industry expertise, our long-term product investments and our collaborative approach.

400k

Frontline Emergency
Services professionals
supported worldwide
per year

400

Organisations
served across our
global portfolio

90+%

Satisfaction rates
for client survey
responders

1.7m

Professionals
served in total
around the world

ISO

Our solutions are
developed to
internationally
recognised ISO
standards

The Right Technology Partner



ProHealth Analytics

ProHealth Analytics (PHA) is a fire & rescue software solution from Ignis, now part of the LearnPro Group.

It is a secure, cloud-based assessment and reporting platform designed to help Occupational Health and wellbeing teams collect consistent data, produce clear reports, and track outcomes over time.



Sample Ignis Customers

- Manchester Fire & Rescue Service
- Lancashire Fire & Rescue Service
- Humberside Fire & Rescue Service
- Cleveland Fire & Rescue Service
- North Yorkshire Fire & Rescue Service
- Leicestershire Fire & Rescue Service



Key Features

- Configurable assessment templates for fitness, medical, and health surveillance workflows
- Structured data capture ensuring consistent measurements, outcomes, and clinical notes
- Role-based access controls enforcing least-privilege permissions across all users securely
- Fit for duty indicators supporting operational readiness decision-making across services
- Real-time reporting with secure individual and aggregated management views dashboards
- Full audit trails tracking data creation, updates, and user access
- UK-hosted AWS infrastructure with multi-tenant logical data separation and resilience
- Encryption at rest and transit meeting UK GDPR security requirements
- API access enabling integration with HR, BI, and reporting systems
- Remote browser-based access requiring no on-premise infrastructure deployment or installation



Key Benefits

- Conduct health and fitness assessments faster using standardised digital workflows
- Support confident fit for duty decisions with consistent assessment outcomes
- Reduce administrative burden through automated reporting and secure data management
- Improve compliance with fire service health surveillance standards and policies
- Maintain accurate, auditable staff health records accessible to authorised users
- Enable remote access for clinicians and advisors across multiple locations
- Enhance data security through UK hosting, encryption, and role-based permissions
- Improve operational readiness by identifying health and fitness risks early
- Streamline onboarding with configurable templates, roles, and guided training support
- Integrate occupational health data with existing HR and business systems



ProHealth Analytics

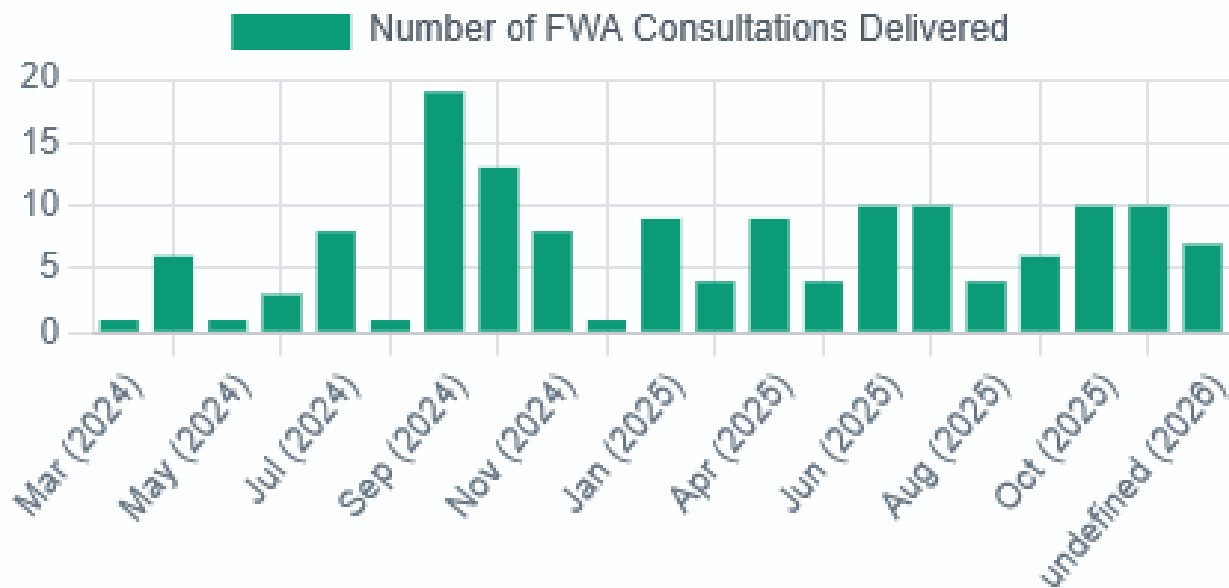
- [Read about the product in more detail](#)



Integrated Approach

PHA is composed of integrated components that support the full assessment lifecycle: user profile management, form and assessment configuration, secure data capture, report generation, analytics and export, and administration (roles/permissions). Together, these provide a consistent, audit-friendly approach to wellbeing assessment and reporting across the organisation.

Number of FWA Consultation Delivered



Configurable Assessments

The system supports configurable forms and assessments, structured user data capture (e.g., role/rank, demographics, identifiers), and analytics that help services evidence wellbeing activity, compliance and trends. PHA reduces admin burden by standardising collection and making reporting repeatable, reliable and audit-friendly.

NAME
6 Monthly Fitness Assessment
Late 6 Monthly Assessment
Fitness and Wellbeing Consultation
Gym Induction
Return to Work / Remedial Fitness Assessment
Legacy Fitness Assessment

Date of birth
Company type
Name
Surname
Reference
Sex
Rank
Duty
Station
District
Height
Watch
Sports and Welfare Contribution
Fitness and Wellbeing Referral

User selected: User 06

Assessment Date: 04-01-2026

Assessment Completed

You are now at the end of the assessment. Would you like to review your submitted information before final submission?

Previous

Submit

Review

Before beginning an assessment you must select a "User" first !

User 01

User 01

Now select an assessment you would like to proceed with !

Driving Examination

Driving Examination

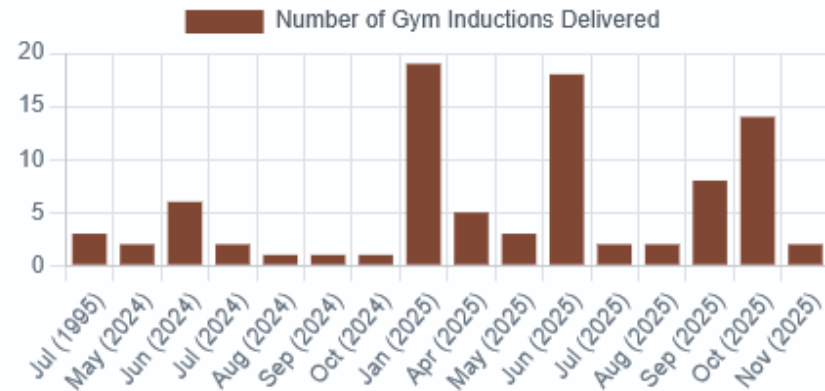
Start Assessment

Assessment Templates

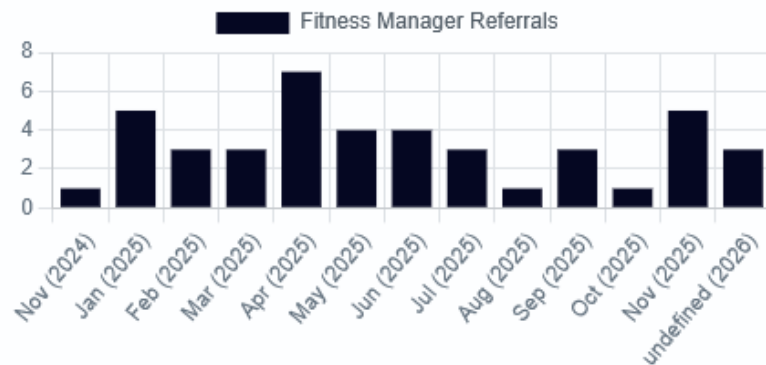
Create or select an assessment template, capture structured data during an appointment, and generate consistent reporting outputs. Standardised fields improve comparability across locations and time periods, supporting service-wide insight.



Number of Gym Induction Delivered



Occ Health Referral to Fitness Managers



Dashboard and Exports

Analyse wellbeing and screening activity through dashboards and exports. Filter by role/rank, department, station/watch and time period to understand workload, outcomes and trends, supporting targeted prevention and planning.

Sample Dashboard



Sample Dashboard

Manage Metrics and counters

2 - Who has been tested



Who has been tested

5

3 - Wholetime Duty



Wholetime Duty

1

4 - Not Tested Pass Fail



Not Tested Pass Fail

0

+

Add Metric



Sample Screenshot

PHA
PROHEALTH
SOLUTIONS

☰

Home

Company

Manage Dashboards

Hmi Reports

Assessments

Manage Forms

Attributes

Blocks

Formulas

Assessments

Reports

Users

Manage Users

Settings

ID	NAME	CODE	DESCRIPTION	DEFAULT	CREATED AT	ACTIONS
6	6 Monthly Fitness Assessment	6monthlyfitnessassessment		True	06-03-2024	
30	Late 6 Monthly Assessment	hfrs_late6monthly	This assessment is to be use	True	25-03-2024	
37	Fitness and Wellbeing Consultation	FWA_Consultation		True	03-04-2024	
53	Gym Induction	HFRS_gym_induction		True	14-05-2024	
54	Return to Work / Remedial Fitness Assessment	HFRS_RTW_remedial		True	14-05-2024	
65	Legacy Fitness Assessment	legacyfitnessassessment		True	07-06-2024	
67	NFST ON CALL	nfst_onscall		True	07-06-2024	
68	NFST FULL TIME	nfst_fulltime		True	07-06-2024	
86	Training Course Wk 1 Fitness Assessment	recruit_wk1	A form to complete followin	True	20-11-2024	
87	Training Course Final Week Fitness Assessment	recruit_Finalwk		True	20-11-2024	
93	TEst	test		True	13-12-2024	
96	Occ Health Referral to Fitness Managers (FMs to complete only)	OHA_referral_FM		True	21-01-2025	

Ignis Admin

Summary

- User profiles & structured demographics/identifiers
- Assessment templates & form builder configuration
- Appointment/assessment data capture
- Reporting outputs (repeatable, standardised)
- Dashboards, filters and trend views
- Administration (roles, permissions, configurations)
- API access for integrations (where required)



Further Technical & Security Details

- Onboarding, Offboarding, Support, Security and Technical Requirements

Effortless Onboarding

- Onboarding is delivered in phases: configuration of your environment, setup of user roles/permissions, and guided training to build internal super-users.
- Where required, initial data can be migrated via secure import methods, and the platform supports export of your data for retention and analytics.



Offboarding

- Offboarding supports secure return of data extracts and deletion/removal on request (subject to legal retention requirements).



Support

- Support is provided through a centralised Freshdesk ticketing model so requests are logged, tracked and managed transparently. We promote a knowledge-base-first approach to common queries, with escalation routes for bugs and critical issues, and published targets for response handling.
- The service is hosted on AWS with resilience measures such as backups, monitoring, and high-availability design, and user access is protected by multi-factor/2-factor authentication by default, supported by role-based permissions.



Security

Security is governed through a documented risk management framework aligned to UK best practice. Data is encrypted in transit (TLS 1.2+) and encrypted at rest, customer data is logically segregated, and security-critical activity is logged to support investigation and audit. We maintain an incident response policy and a vulnerability disclosure process, and on termination we can return customer data in a standard format and remove it from our systems on request (subject to legal retention requirements).



Technical Requirements

- Cloud delivered SaaS – no local installation required
- Modern web browser (Chrome, Edge, or equivalent) with JavaScript enabled
- HTTPS access outbound (TLS 1.2+); typical requirement is outbound TCP 443
- Ability to receive 2FA tokens via email (default authentication method)
- Optional: REST API access for integration/export, secured via authentication
- Optional: Secure file transfer (SFTP) can be used for bulk migration where required
- Recommended: nominated admins/super-users to manage permissions and templates



Contact Us

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