learnPro

LEARNPRO LMS FOR PUBLIC SECTOR ORGANISATIONS & COMMUNITIES

Service Definition



LearnPro GROUP

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 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 to 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

A globally expanding Partner able to offer a broad range of solutions and specialist content

A range of solution price points and options that suit different organisation needs, scales and budgets

One single provider for a range of key solution types that play a critical role in fire and emergency services

A global reach and customer network through direct and channel presence



Simple pricing and implementation, giving you peace of mind on the total cost of ownership

Pride in our LPG subject matter expert status across the fire and emergency services sectors

A community approach to development, focused on what our customers tell us they need

A commitment to keeping pace with regulatory-driven changes that ensure our solutions continue to work for you

LearnPro Group Solutions

- Our connected LearnPro Group Ecosystem



learnPro LMS Track Record

With over 300,000 active users on our learnPro LMS cloud software, we boast over 20 years of experience serving the public sector, third sector, and health services.

- We've built long-lasting customer relationships by prioritising working with our clients and their users to tailor our software offerings to their evolving needs, with our team remaining at the forefront of industry trends by actively participating in national and global events.



Sample Customers

Below are some sample customers across health, social care, charities and communities. We serve **over 1 million** users in total!

- Gloucestershire Council
- NHS Lothian
- NHS Lanarkshire
- Sense Scotland
- South Ayrshire Council
- NHS Ayrshire & Arran
- Meallmore Ltd
- NHS Dumfries & Galloway
- Capability Scotland
- Scottish Action for Mental Health
- NHS Borders
- Healthcare Improvement Scotland
- Highland Hospice
- Hansel
- Cosgrove Care
- CHAS
- Ark Housing Association Ltd
- Trust Housing Association



learnPro LMS

Streamline your public sector training with learnPro LMS:

- learnPro LMS is a powerful and easy-to-use platform that can help you improve the efficiency and effectiveness of your public sector and health training programmes. With its wide range of features and optional applications, learnPro LMS can be customised to meet the specific needs of your organisation.



Key Features

- **Learning Management System:** revalidation, assessment, data analytics scorecard, reporting
- **Course Booking System:** approvable classroom booking, master courses, scheduling, evaluations, customisable alerts
- **Personal Development Recording:** maintenance/development against standards with planners
- **eLearning Authoring Tools:** Collaborative, version-controlled distribution, instant deployment
- **Shared Catalogue:** Easily rebranded and customisable shared courses
- **SteamV** rate adaptive video streaming and encoding
- **Platforms No-Code App Authoring:** forms, video, documents, decision trees
- **Learning Record Store:** xAPI transfers of data between multiple LMSs
- **Real-time eLearning distribution** to any LMS

Key Benefits

- **Significant savings on time and cost** for creating courses based on best practice and compliance standards through the use of existing content
- **Access and visibility:** Access courses and view your core and role mandatory compliance
- **Comprehensive reporting** on eLearning, face-to-face and external learning in one place
- **Record manager-approvable** evidence and progress against standards
- **Easy-to-use authoring tool** to edit/share content online, directly publishing to LMSs
- **Create tailored learning pathways** using any content type
- **Sync** user details, leavers, and passes with data from other systems



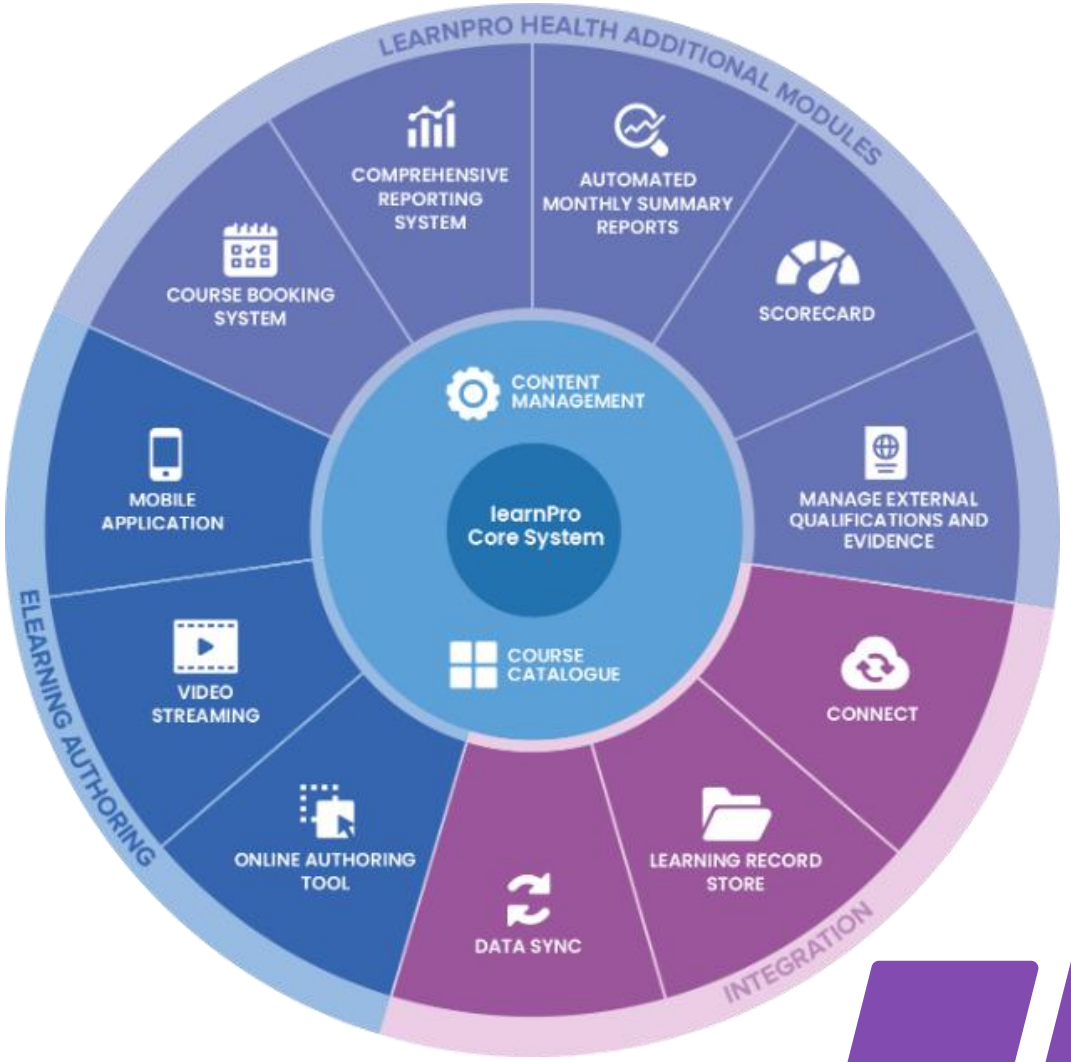
LearnPro LMS Modules

- Read about our learnPro LMS Modules in more detail

Service Components

learnPro Service Components are made up of:

- Our Core System
- Integration
- E-Learning Authoring
- Additional Modules



Core System

Imagine a world where your training content is organised, accessible, and ready to deploy at a moment's notice. learnPro LMS makes this a reality with a centralised course management system that's the heart of your training success. Upload and manage everything in one place: Courses, modules, resources, videos, and audio – all at your fingertips.

Boost compliance with effortless tracking and a library of ready-made courses. We're trusted by over 800 Public Sector, Health, and Third Sector organisations to manage staff training!



Core System

- **Effortless Compliance Tracking:** Automated progress tracking for easy, audit-ready compliance—saving time and resources.
- **Ready-to-Use Course Library:** Access an extensive library of high-quality, mandatory courses from industry specialists and shared customer content—no development hassle.
- **Tailor-Made Training:** Customise and rebrand courses with the authoring tool add-on to fit your organisation's culture and procedures.
- **Stay Current:** Automated alerts and revalidation management keep your workforce up to date.
- **Simple Version Control:** Manage updates, track changes, and revert easily within a user-friendly system.
- **Full Transparency:** Detailed audit logs ensure accountability for all content modifications.
- **Media Management:** Upload and store images, videos, and audio in a dedicated library.
- **Comprehensive Course Coverage:** Includes mandatory topics (Moving & Handling, Fire Safety, Health & Safety, First Aid, Child & Adult Protection), clinical and industry-specific content, plus CPD courses for management and professional development.



Core System

Boost your training game with these built-in features:

- Actionable Insights: Gain a clear view of training effectiveness with comprehensive reports and customisable dashboards. Track progress, identify trends, and make data-driven decisions for continuous improvement.
- Seamless Integration: SCORM compliance ensures your existing courseware integrates flawlessly with learnPro LMS. No need to rebuild, just upload and launch!
- Create Engaging Assessments: Craft realistic exam conditions with question bank randomisation, and assessment lockout features.



E-Authoring

In today's fast-paced world, keeping your workforce trained and engaged is crucial. learnPro LMS changes the game with its intuitive, built-in e-learning authoring tools.

- **Effortless Course Creation:** Build interactive courses without coding using a drag-and-drop interface, multimedia embedding, and LMS integration.
- **Rapid Development:** Cut development time and costs with learnPro's streamlined authoring tools, focusing on content instead of technical complexity.
- **Improved Engagement:** Create interactive experiences with quizzes, simulations, and branching scenarios to boost motivation and retention.



E-Learning Authoring

- Seamless Integration: Publish your courses directly within your LMS. No need for complex integrations or external platforms. Courses are readily available to your learners the moment you create them.
- Scalability for Any Need: Whether you need to train a small team or a large organisation, learnPro's authoring tools can handle it. Create courses of all sizes and complexities with ease.

Authoring Tool (LAB Advanced)

- LAB Advanced is your one-stop shop for creating responsive and accessible eLearning content. This powerful, yet easy-to-use, web-based authoring tool empowers users of all skill levels to design interactive courses that look great and function flawlessly across any device – desktops, tablets, and smartphones.

Video Streaming

- Never worry about compatibility again. Stream V encodes in multiple formats (MPEG-Dash, HLS, HTML5, MPEG4) to ensure seamless playback across all devices and browsers. Integrate seamlessly with LAB Advanced for effortless video embedding in your eLearning projects. Additional media links are also available for broader platform compatibility. Stream V: The all-in-one solution for flawless video delivery.



E-Learning Authoring

Mobile Application (Platforms)

- Platforms empowers you to create and distribute critical information and resources instantly through a native mobile app (Apple, Google, Windows) – no coding required! Support better decision-making, improve incident handling, and provide real-time guidance.
- Easy WYSIWYG editor allows anyone to create and update content.
- Assign specific information to different roles and needs with our robust LMS integration.
- Capture data, images, and automate tasks with smart forms.
- Native app ensures smooth access across devices – no app store hassle.
- Affordable licensing model simplifies budgeting.



Integration

Take full control of your training data with learnPro's powerful APIs and user-friendly tools.

Integrate seamlessly with your existing HR systems (or any other software) to automatically fetch and update learner information, including pass rates and new user accounts. No coding required!

Simplify data management with our intuitive applications. These customisable tools allow you to upload and download training data directly from your local machine, even if you're more comfortable using familiar spreadsheets like Excel.



Integration

Key features & benefits summary:

- Effortless Integration: Save time and eliminate manual data entry by seamlessly connecting learnPro to existing systems.
- Enhanced Efficiency: Gain real-time access to your training data and manage it with ease.
- Flexibility at Your Fingertips: Choose the method that best suits your needs, whether it's automated API integration or using our user-friendly console applications.

HR Synchronisation

With learnPro LMS integrations, you can say goodbye to tedious data management and hello to a more streamlined and efficient training experience.

- Effortless HR integration: Our secure web service API allows you to automatically send assessment results directly to your HR system, saving you valuable time and resources.

Integration

- Always Up-to-Date: learnPro LMS syncs role and location changes from your HR system to keep training aligned with workforce needs.
- Seamless Data Exchange: Two-way sync software on your server ensures accurate, error-free data flow between LMS and existing systems.
- Centralised Learning Hub: Consolidates all learning records from any source, eliminating silos and providing a complete training view.
- Effortless Compliance Reporting: Integrates LRS data with Scorecard and learning plans to track all activities, including external ones, for easy compliance.
- Actionable Insights: User-friendly reports and team/individual views highlight knowledge gaps and guide targeted training.



Integration

Connect

- Connect empowers you to distribute your eLearning content to any SCORM-compliant LMS. This opens doors to a vast audience of potential learners, maximising the impact of your training materials. This also provides:
- Streamlined User Access & Control: The intuitive Package Manager lets you control exactly who can access your modules. Set access limits and manage user permissions with ease, ensuring your content reaches the right people.
- Enhanced Security & Reporting: Connect creates a secure link to your eLearning content as per ISO 27001 protocols. Organisations leverage their existing LMS reporting tools, keeping all learner data within their secure systems.



Additional Ad-On Modules

Boost Efficiency, Streamline Processes, and Gain Deeper Insights with our Add-on Modules.



Add-On Modules

Course Booking System

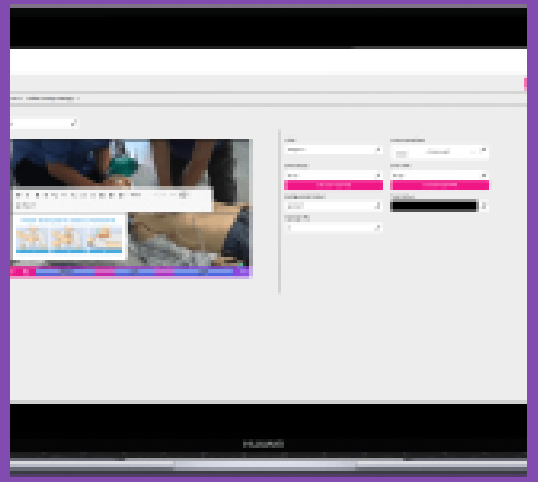
Our Course Booking System empowers users and managers to seamlessly book employees on courses. Customise class sizes, track approvals, manage attendance, and waitlists – all within your LMS.

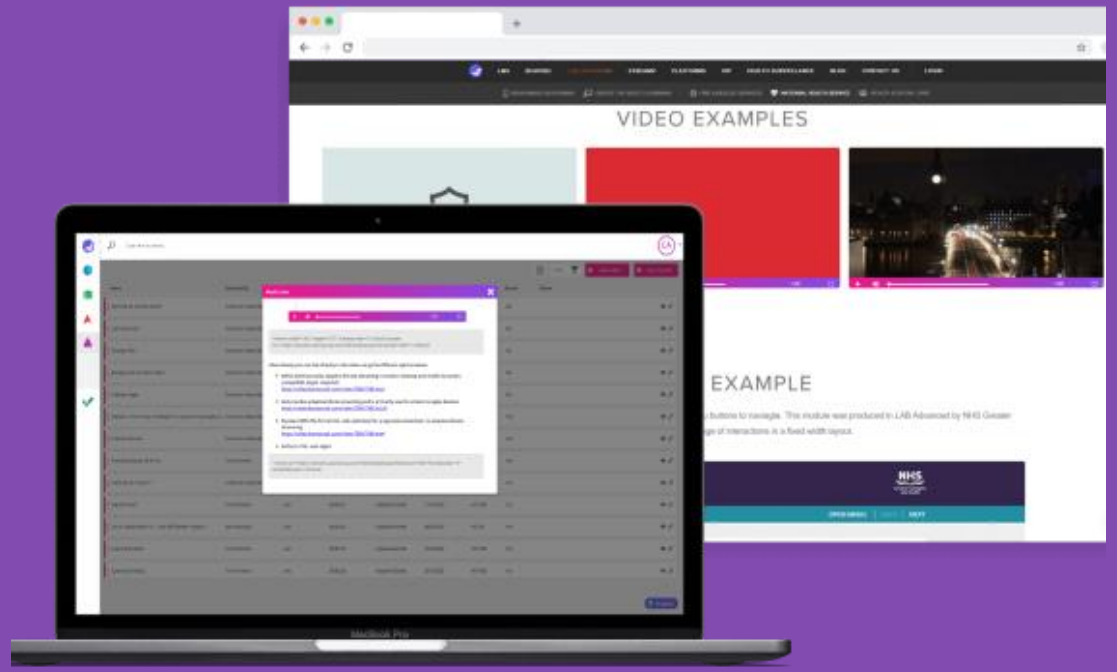
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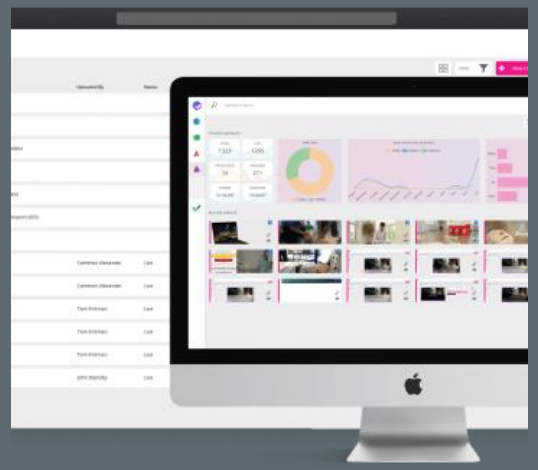


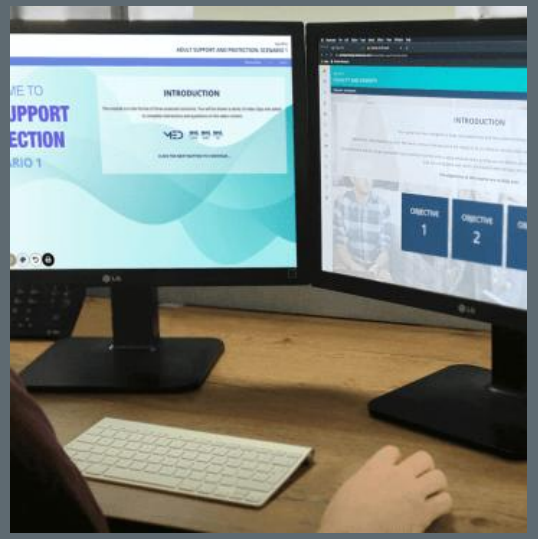


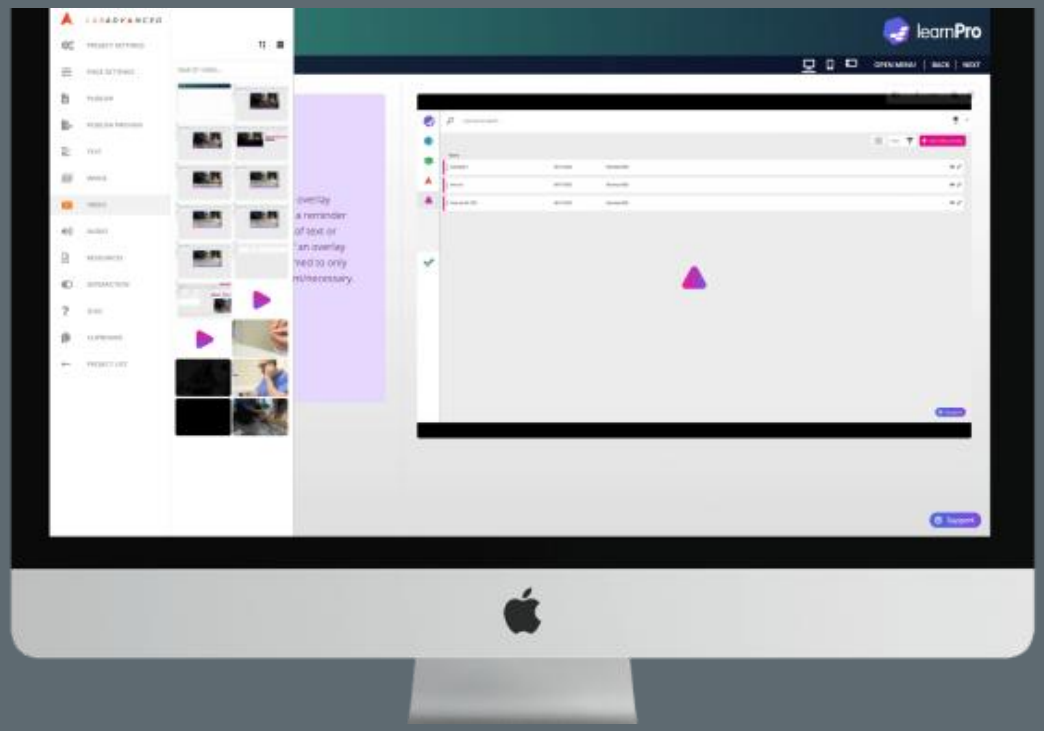


Screenshots

- Some sample screenshots from learnPro LMS





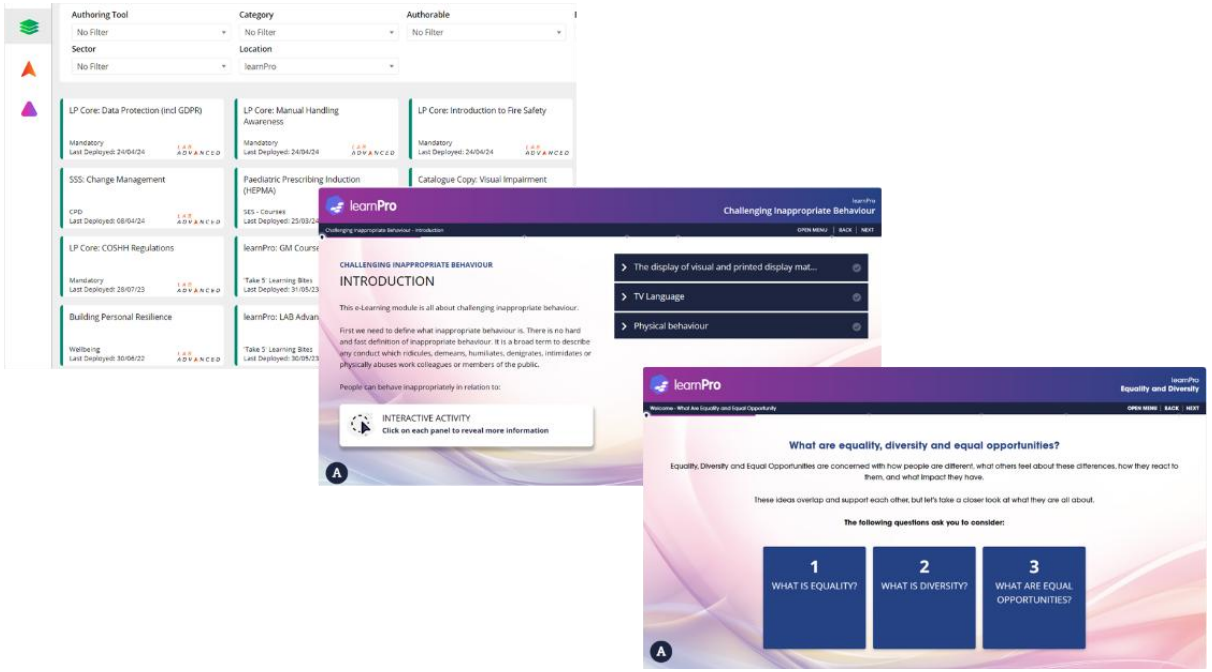


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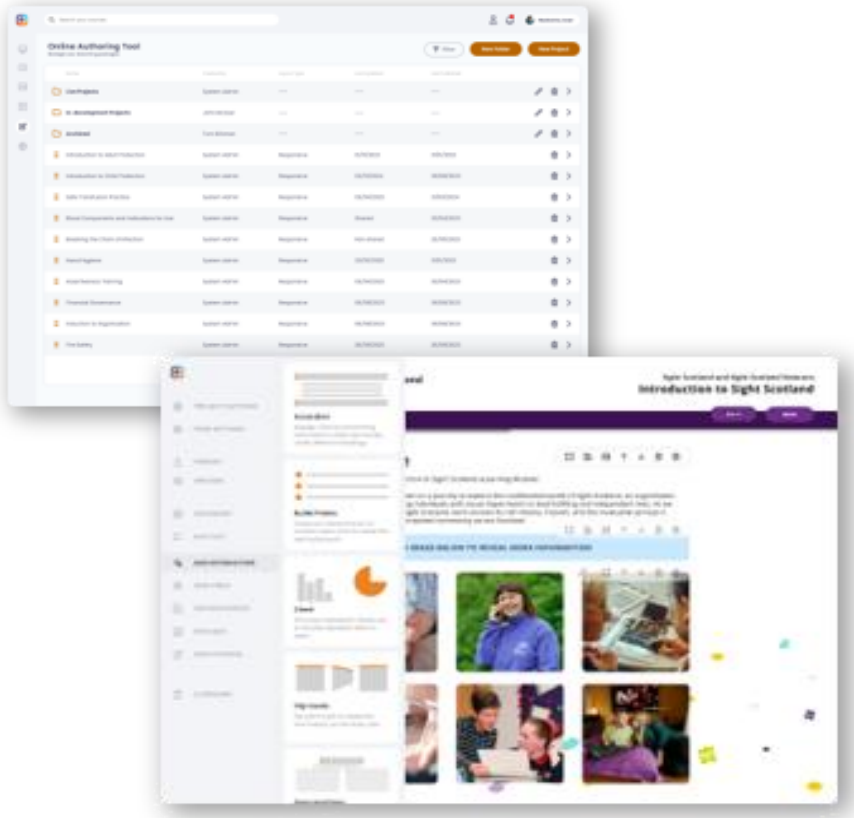
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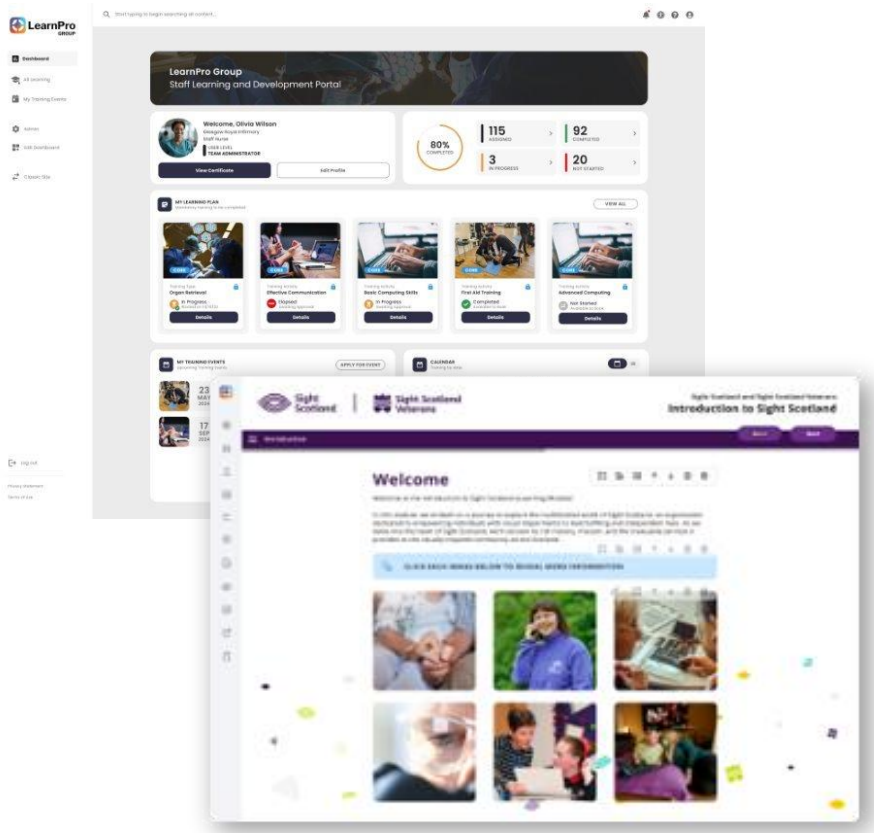
Screenshots





Screenshots





Effortless Onboarding

Every learnPro LMS purchase comes with a comprehensive onboarding programme to ensure a smooth and swift transition. Here's what you get:

Pre-boarding Collaboration: We'll work directly with your service team to co-create a customised action plan with a clear "Go Live" date. A dedicated Account Manager will configure the system to your exact requirements.

Seamless Data & Account Setup: We'll provide expert guidance to ensure your user data, accounts, and development plans are accurately set up from the start.

Inclusive Training: We offer comprehensive training on various features, including the LMS, LAB Advanced, Course Booking, and more. The specific training provided will be tailored to the features you choose during the scoping process.

Don't waste time navigating complex setups. Our onboarding programme gets you started quickly and efficiently, maximising the value of your learnPro LMS investment from day one.



Effortless Onboarding

Fully Customise your e-Learning

- Granular Admin Levels: Define user roles and permissions for organisation, department, and team admins.
- Customisable Access: Control what users, managers, and admins can see and do (reporting, searching, assigning delegates, etc.).
- Content Security: Protect sensitive content with granular control over visibility and departmental ownership.
- Course Access Options: Choose how staff access courses – directly, by assignment, or as part of a programme.
- Event Booking Management: Set booking permissions for self-enrolment, manager approval, or admin scheduling.
- Branded White-labelled Learning: Create a unique learning environment with your own logo, banner, and colours.
- Simplified Management: Top-level admins can easily manage widgets, layouts, and overall LMS branding.

Offboarding

For offboarding and exporting data:

- Seamless Data Export: Get your team's training records out quickly and easily with multiple export options. Choose from CSV, XLSX, PDF, or our powerful API for a fully automated data transfer.
- No More Data Headaches: Need historical data even after an employee leaves? No problem! Retrieve complete training records on demand through our user-friendly support and ticketing system.



Support

learnPro offers a multi-channel support system to ensure you get the help you need, whenever you need it. Your system is supported by our engineers and hosting staff 24 hours a day, 365 days per year.

Email Support: Submit questions or concerns via email for a detailed response at your convenience with a dedicated Account Manager between the hours of 8:00 – 17:00 (Mon-Fri).

Callback Request: Speak directly with a learnPro representative for immediate assistance and troubleshooting via a dedicated helpdesk between the hours of 8:00 – 17:00 (Mon-Fri).

On-Site Support: learnPro offers on-site training or support, depending on your specific needs and package, at an additional cost.

Our response time is a maximum of 2-hours. All user support complies with industry-recognised accessibility -- WCAG 2.2 standard.



Security

Your data security is our priority.

- We're ISO 27001 certified, ensuring a rigorous information security framework protects your information. Any security concerns are promptly addressed by our dedicated security officer, who leads the investigation and implements corrective actions. Additionally, we maintain a centralised risk register to proactively identify and mitigate potential threats.



Security - Details

- We use strong encryption to protect your data during transfer and keep it securely stored in our data centre. For added peace of mind, we have a disaster recovery system that constantly backs up your data to a separate location. Only authorised personnel are granted access to your data, and they all undergo training on data security best practices. We also have robust security measures in place to safeguard your information, including:
- Endpoint and network protection: All our devices and systems are protected by advanced anti-malware and anti-ransomware software.
- Firewall and whitelisting: Firewalls act as a gatekeeper, filtering traffic and restricting unauthorised access. Whitelisting ensures only approved applications and websites can access your data.
- Secure BYOD access: If you use your own device for work, it will be placed on a separate network and can only access company data through a secure VPN.



Technical Requirements

LearnPro LMS has zero service constraints and works on all browsers.

- Our LMS is provided as Software as a Service (SaaS) hosted on our highly available secure servers, available to you via any web browser when you login over the internet.
- You can log in via a PC, Tablet or Phone.
- We are invested in IaaS and make use of the VMware vSphere ecosystem to accomplish this, virtualising all our servers at a software layer. This means we can get the most out of our hosting hardware whilst also gaining a critical advantage in providing high availability of services.
- Our production cluster is able to tolerate multiple different hardware failure scenarios whilst maintaining high levels of uptime (99.5%).
- We will know of any system problems immediately and our highly available system allows for server, disk and power supply problems without failure or disruption.



Technical Requirements

Hosting:

- We have 2 virtualised hosted servers mirroring each other, hosted at Datum UK, featuring:
- Nightly snapshot backups to the same rack with 14-day retention
- Replication of service to another rack in the DC with 30 min RPO
- Nightly web data and database backups in same rack and pushed offsite to secondary data centre in London, with 45-day retention period
- Replication of service to offsite secondary DC in London with 30 min RPO for DR
- Our provision is based on a national approach to avoid performance bottlenecks. Our cloud is a virtualisation environment to allow upgrade of key components to manage demand.
- Additional technical benefits of using our learnPro LMS includes:
- Penetration testing is carried out every 6-month (in-house)
- Storage logs are kept for at least 12 months



Technical Requirements

- Our software helps our customers address areas of improvement in their HMI reports by helping them record, track and report their service's compliance and competence data.
- We have a specific mobile application available, where authored content is responsive. We have a mobile-friendly user interface in development. Responsiveness and usability on mobile devices of third-party content you provide will depend on authoring tool used by the provider.



Contact Us

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learnPro