

CLASS

Professional

Responder Plus – Service definition document

Responder Plus provides reference and reassurance for responders by giving access to the relevant national JRCALC guidelines for their role. The app also hosts the full content of First Responder Care Essentials. Responder Plus can be developed to host local guidelines and clinical notices. Responder Plus is available as a web app (responderplus.co.uk). It can also be downloaded on Apple and Android devices.

Responder Plus Key Features

- Photographs to illustrate clinical skills and equipment handling
- Anatomical diagrams to aid understanding
- Reference to the latest legislation, guidance and policy
- Updates published in real time as new guidance is issued
- Bookmark important guidelines and medicines
- A quick look view which highlights the most important algorithms, diagrams and tables

A Responder Plus group subscription comes with access to our Trust Assistant reporting platform. This platform is web-based and is specifically designed for organisations to review their user's usage of the app. Trust Assistant can report on the most viewed guidelines for their users, which users have acknowledged which PGDs as well as when users last accessed the app, among other things. For more information regarding Trust Assistant please get in touch.

There is the option to purchase a bespoke version of Responder Plus which allows local guidance and clinical notices to be shared with users.

Our Customer Support team are available 9 a.m. to 5 p.m., Monday to Friday. Our Customer Support team also support organisations with managing user lists and guidelines/PGD permissions.

Our Technical Development team continues to ensure Responder is kept up-to-date with app store requirements and ensures the app is suitable for all new versions of iOS and Android devices.

The system requirements are as follows: Responder can be deployed in 4 environments, iOS, Android, Web and Windows Desktop. IOS distribution is controlled via Apple App Store, Android via Google Play store. The Web version has been tested on the latest versions of Chrome, Safari,

and Edge. The lowest versions Responder can currently run on are iOS 15.6 and Android 10 (as of October 2025). Our team aim to maintain the app to run on at least 2 or 3 of older versions.

For details of the JRCALC apps update workflow please see our website:

<https://www.classprofessional.co.uk/terms-of-use/apps-release-testing/>

Our business continuity plan is available upon request. This includes details of how we offer a static HTML back-up site to all customers in case of an app failure. The sub-processors for Responder Plus are Salesforce, Amazon Web Services and Spanning. These are all located in the UK and Ireland.