



Trust Assistant/Enhanced Visual Dashboard – Service definition document

Trust Assistant is a reporting platform that gives quantitative data on user's usage on our apps (JRCALC Plus, Responder Plus, ParaPass and ParaFolio, including ParaFolio modules).

Trust Assistant access is included as part of an organisational subscription to our apps.

Enhanced Visual Dashboards provide bespoke, visually engaging insights tailored to your Trust's programme. Each dashboard delivers an in-depth view of user progress, performance metrics, compliance skills, certifications, and logged activities. Designed for simplicity and clarity, the dashboards turn complex data into an easy-to-understand layout suitable for board meetings, team discussions, or one-to-one reviews. They enable quick identification of knowledge gaps, evaluation of CPD quality, and highlight areas requiring additional training. Dashboards also support compliance tracking for both individuals and the overall program, with data easily exportable via CSV for sharing or reporting purposes.

Enhanced Visual Dashboards can be purchased at an extra cost. Please see Pricing document.

The system requirements are as follows: Trust Assistant and Enhanced Visual Dashboards are deployed on browsers. The Web version has been tested on the latest versions of Chrome, Safari, and Edge.

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.

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.