

CLASS

Professional

ParaPass – Service definition document

The ParaPass app is a vast, user-friendly digital platform that includes tools and information to support paramedic learning and development. ParaPass is available as a web app (parapass.co.uk). It can also be downloaded on Apple and Android devices.

JRCALC Plus Key Features

- **Over 2,000 multiple choice questions on the JRCALC Guidelines, covering the full breadth of paramedic practice, from vulnerable patient groups to obstetrics to trauma.**
- **Standby CPD: evidence-based discussions on a wealth of anatomy, physiology, pathology and pharmacology topics. Recently published articles include CPR-induced consciousness, accidental hypothermia and falls in older people. A new issue is published every month. Click [HERE](#) to view recent issues.**
- **Case scenarios on pre-hospital practice, covering a range of topics including overdose, paediatrics, pain management, head injury and sepsis.**
- **Quizzes are arranged in multiple ways, including broken down by JRCALC guideline, to facilitate specialised learning.**
- **Self-assessment questions, to support reflective practice.**
- **CPD certificates, so you can evidence your learning.**
- **The contributors provide a breadth of experience and perspectives, working on the road, in primary care and healthcare education.**
- **Works offline so if you don't have any signal, it's no problem.**
- **Available as a website so you can learn at home or on station.**
- **Access all available content during your subscription period. New content will continue to be released and made available to anyone who has a current subscription.**

A ParaPass 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 quizzes for their users, the amount of quizzes a user has done as well as when users last accessed the app, among other things. For more information regarding Trust Assistant please get in touch.

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 ParaPass 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: ParaPass can be deployed in 3 environments, iOS, Android, Web. 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 ParaPass can currently run on are iOS 12 and Android 5 (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. The sub-processors for ParaPass are Salesforce, Amazon Web Services and Spanning. These are all located in the UK and Ireland.