



CERTUS TECHNOLOGY
A s s o c i a t e s L i m i t e d

TACTIC

Training, Competency and Workforce Management

G-Cloud 15 Service Definition
Document

Lot 2b: Software as a Service (SaaS)

Introduction

This document supplements the information submitted on the Digital Marketplace for G-Cloud 15 for TACTIC for Training, Competency and Workforce Management (TC&WM). It provides an overview of the platform's core functionality, its features and benefits.

TACTIC is a software service which constantly evolves to meet the needs of the users. . For the latest detail of the features and functions visit www.certus-tech.com

Company Overview

Solutions that transform the healthcare landscape

Certus is at the forefront of the life sciences and healthcare industry in the UK, developing solutions to support clinicians, healthcare professionals and healthcare providers to improve patient care, their outcomes, and operational efficiencies.

What we do

Using our expertise in software development, data management, modelling, and analytics, alongside our technical platforms, we support you in developing and delivering solutions for clinical research, quality assurance, and healthcare operations.

Who we work with

We work across the life sciences sector, research institutions, and the NHS, enabling end-to-end solutions for more effective patient care.

TACTIC Capability Statement

Training, Competency and Workforce Management.

Executive Overview

TACTIC is a modular digital platform that enables healthcare services to manage, assess, and develop their workforce using a competency-based model. TACTIC treats workforce competence as a first-class organisational asset that can be measured, governed, and strategically planned.

TACTIC is proven in pathology and diagnostic services, where workforce competence, traceability, and regulatory compliance are mission-critical. By integrating training, competency verification, and workforce management into a single platform, TACTIC replaces fragmented spreadsheets, documents, and local systems with a single auditable source of truth.

A key differentiator is TACTIC's ability to support forward workforce planning. Using probabilistic forecasting, the platform identifies future competency gaps and organisational risk across multi-year time horizons, enabling services to anticipate and mitigate capability constraints before they impact delivery.

While applicable across a wide range of workforces, TACTIC is specifically designed to meet the rigorous operational and governance requirements of NHS diagnostic services and pathology networks. The platform directly supports document management, regulatory assurance, and ISO 15189 compliance by providing traceable evidence of workforce competence and organisational capability.

TACTIC support for the NHS passport system provides certainty over the identity of NHS staff as and when they move between NHS organisations. Providing staff with portable, trusted training electronic portfolios that can be shared seamlessly across different teams and NHS organisations, when coupled with the NHS passport will reduce administrative burdens. Accelerate onboarding and avoid unnecessary repetition of training and competency assessments. An integration of TACTIC with the NHS passport system is a planned future development.

The TACTIC TC&WM SaaS is available for pathology and diagnostic services. The service can also be configured to support other healthcare services where workforce competence, traceability, and regulatory compliance are mission-critical. This can be delivered under G Cloud 15 Lots 3. Further details are available in G Cloud 15 Lot 3 (Cloud Support) and at www.certus-tech.com

Core Capabilities

1. Integrated Training and Competency Management

TACTIC provides an integrated platform for the development, delivery, and governance of training and competency assessment programmes. The platform maintains a *competency matrix* which acts as a formal organisational model of workforce capability, linking individuals, roles, training resources, and scopes of practice within a single governed structure.

Training and competency resources—either developed in-house or drawn from shared libraries—are delivered through modular eLearning programmes and supervised eAssessments. All assessments are supported by secure online evidence storage and authorised through digital signatures, ensuring full traceability and audit readiness.

A wide range of content types supports self-directed learning, reducing reliance on senior staff for routine training delivery while maintaining robust oversight and quality assurance.

Training programmes can combine eLearning modules, external learning resources, and scheduled face-to-face events. Competency assessments are conducted on a rolling basis with graduated achievement levels, using standard methods such as direct observation, audit of work records, knowledge tests, and management review.

2. Workforce Scheduling and Rostering

The platform includes a staff scheduling and rostering facility designed to support routine workforce planning and service delivery. Managers can define roles, templated shifts, and staff availability. Rotas are populated to generate schedules that reflect operational coverage requirements.

All scheduling is competency-aware: assignments are validated in real time against the competency matrix, preventing staff from being scheduled outside

their authorised scope of practice and highlighting supervision requirements where on-the-job training or assessment is planned.

On-the-job training (OJT) and competency assessments are embedded directly within the schedules, allowing supervised activity, sign-off events, and capability development to be planned alongside normal service work. This ensures that professional development becomes a continuous, scheduled component of operational delivery rather than a parallel administrative process.

3. Workforce Capability Governance

TACTIC provides real-time visibility of workforce capability through intuitive competency dashboards, supporting both operational oversight and regulatory assurance. Managers can view staff against defined competency requirements, with clear RAG (Red, Amber, Green) status indicators reflecting current authorisation, progress, and reassessment schedules.

Drill-down views provide action-oriented detail at the level of individual competencies and assessment methods, including evidence records, assessor activity, and supervised practice status. Automated renewal and reassessment timetabling ensures that competency status remains current and defensible over time.

These capabilities directly support ISO 15189 and UKAS requirements by maintaining accessible, evidence-based records of all staff training, assessment, and authorisation history. Management teams gain a comprehensive view of organisational capability, including role history, competency coverage, and gap analysis, enabling informed decision-making, proactive risk management, and consistent quality standards across the service.

4. Workforce Forecasting and Organisational Risk Modelling

TACTIC is one of the few platforms that treats workforce capability as a dynamic system that can be formally modelled, simulated, and stress-tested over time. TACTIC's advanced workforce forecasting capability enables organisations to model the future evolution of their workforce and assess long-term service risk.

Using the current workforce record as the initial condition, the platform applies probabilistic simulation techniques to predict how staff are likely to progress through roles, career pathways, and competency states over time.

The forecasting engine combines agent-based and discrete event modelling with Monte Carlo simulation to generate statistically projections of workforce composition across multi-year time horizons. These models capture key dynamics such as recruitment, progression, role transitions, skill acquisition, and attrition, allowing services to explore the most likely future capability profiles under realistic operating conditions.

The same modelling framework is used to identify and quantify organisational risk, including the probability of critical staffing shortages, loss of key competencies, or emerging capability bottlenecks at specific grades, roles, or service levels.

TACTIC generates management intelligence covering historical workforce trends, the current operational position, and a range of plausible future scenarios. This supports evidence-based workforce planning, service redesign, and investment decisions.

Workforce models are available for diagnostic laboratories and endoscopy services, reflecting career structures and operational realities. Additional models for other services or professional groups can be developed and commissioned as required.

5: Contextual Document and Quality Management

TACTIC includes an integrated document management capability that provides the essential features required for quality management in regulated healthcare environments, including ISO 15189-compliant document control, versioning, review, and authorisation workflows.

Unlike traditional folder-centric document management systems, TACTIC structures quality documentation directly around the operational model of the service. Documents are indexed and linked to competencies, staff records, facilities, and equipment, allowing users to navigate quality information in the context in which it is applied.

For example, competency assessments can be explicitly linked to the relevant standard operating procedures (SOPs), creating a bidirectional relationship between training, authorisation, and controlled documentation. Similarly, documents relating to laboratory equipment or analysers—including SOPs, maintenance procedures, and validation records—are indexed directly against facility and asset records. While conventional folder-based navigation is

supported, users will typically access documentation by navigating to the relevant staff member, competency, or item of equipment.

This contextual approach significantly improves usability, reduces reliance on manual indexing, and supports more intuitive audit trails. It ensures that staff, assessors, and managers can quickly demonstrate not only that controlled documents exist, but that they are actively referenced and applied within training, assessment, and operational practice.

Document governance functions such as version control, approval, review cycles, and authorisation are applied consistently across both documents and other system entities, including competency assessments and training programmes. This enables a unified approach to quality management, where policies, procedures, training, and authorisation are governed within a single, coherent framework.

Business Outcomes and Organisational Impact

Strengthened Regulatory Assurance and Audit Readiness

TACTIC strengthens compliance with ISO 15189 and related regulatory frameworks by providing a single, coherent System-of-Record for workforce competence, training, and authorisation. Integrated competency governance, contextual document control, and audit-ready dashboards ensure that evidence of competence, supervision, and ongoing reassessment is continuously maintained rather than retrospectively assembled. This significantly reduces the operational burden of inspection preparation while improving transparency, traceability, and long-term data integrity.

Improved Operational Safety and Clinical Risk Control

By embedding competency validation directly into staff scheduling and operational workflows, TACTIC ensures that only appropriately authorised individuals are deployed to specific activities and scopes of practice. Automated checks, supervision indicators, and on-the-job assessment planning act as a continuous safety control, reducing the risk of inappropriate deployment and supporting safer, more reliable service delivery in high-risk diagnostic environments.

Increased Productivity and Reduced Administrative Burden

TACTIC replaces fragmented spreadsheets, local records, and manual tracking processes with integrated digital workflows. Self-directed learning, auto-assessed modules, and structured assessment pathways reduce reliance on senior staff for routine administrative and training tasks. At the same time, unified management of training, competency, documentation, and scheduling simplifies oversight and allows managers to focus on service delivery rather than compliance administration.

Proactive Capacity Planning and Workforce Sustainability

Through its workforce forecasting and organisational risk modelling capabilities, TACTIC enables services to move from reactive workforce management to proactive, evidence-based planning. Probabilistic forecasts of career progression, competency development, and attrition provide early visibility of emerging capability gaps and staffing risks. This supports informed investment in training, recruitment, and service redesign, helping organisations to build resilient, sustainable workforces aligned with future diagnostic demand.

Consistent Standards and Collaboration Across Networks

TACTIC supports collaboration and standardisation across NHS organisations and networks by enabling the controlled sharing of training content, competency frameworks, and quality documentation. Portable competency records and structured training portfolios support workforce mobility while maintaining governance and assurance. This enables services to adopt consistent standards, reduce duplication, and support regional service models without compromising local accountability.

Certus - Why Us?

Certus Technology combines two decades of business experience with a fresh, innovative approach to SaaS. We've developed, built, and operate TACTIC to help our customers succeed in an evolving digital landscape. Our end-to-end expertise ensures a perfect fit for your requirements, covering everything from initial engagement to full-scale deployment and dedicated support.

Certus - Contact Us

If you would like to learn more about TACTIC and how it would support your organisation to deliver a high-quality service please contact us at:

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