



Service Definition

Institution of Fire Engineers

Recognised Training

Supplier: TripleAconsult Ltd trading as Triple A Solutions

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Institution of Fire Engineers (IFE) Recognised Training

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1. Introduction

Triple A Solutions' Institutions of Fire Engineers (IFE) recognised training provides structured, online training on Personal Emergency Evacuation Plans (PEEPs) and Person-centred Fire Risk Assessment (PcFRA), accredited by the Institution of Fire Engineers (IFE).

The training focuses on residential buildings, supporting UK public sector and housing providers to understand and apply legal duties in a clear and practical way. Triple A Solutions has been named Most Trusted PEEPs Training Provider 2025 by the Corporate Vision Awards.

2. What the Service Does

The service provides:

- IFE-accredited PEEP and PcFRA training.
- Courses focused on residential and higher-risk residential buildings.
- Online learning accessible on desktop, tablet and mobile devices.
- Learning designed to support evidence of competency and compliance.
- IFE CPD certificates on successful completion of relevant courses.

A Training Overview (PDF) is available to buyers, setting out course content and learning pathways.



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3. Who it's for

This service is for:

- Local authorities, housing associations and social housing providers.
- Fire safety, building safety and compliance teams.
- Managers responsible for staff competency, assurance and regulatory compliance.

The service supports organisations that must demonstrate suitable and sufficient training under fire safety and building safety legislation.

The service is not intended for highly classified environments requiring accreditation beyond standard public-sector cloud controls.

4. How the service is delivered

The service is delivered online as a managed Software-as-a-Service (SaaS) learning service. No on-premise infrastructure or software installation is required.

Learners access training through a web browser using an internet connection. Courses are self-paced, allowing training to be completed around operational demands.

5. Training management, analytics and reporting

Managers have access to training analytics and reporting to:

- Track learner progress and course completion.
- Evidence staff competency and training uptake.
- Support audit, assurance and regulatory reporting.



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On successful completion of a course, learners receive a practical implementation toolkit, which may include:

- PEEP templates.
- PcFRA templates and frameworks.
- Course notes and guidance informed by operational experience.

6. Content maintenance and legislative updates

All courses are regularly reviewed and updated as new legislation, regulations and guidance are published.

For organisations on an annual licence, updates are included at no additional cost.

Recent updates include:

- Residential PEEPs Regulations.
- A stand-alone Awaab's Law course focusing on fire and electrical hazards.

The Awaab's Law & PcFRAs course is available to social housing providers undertaking:

- PEEPs for Professionals Foundation Course.
- Practical PEEPs and
- Person-centred Fire Risk Assessment courses.

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7. Security and data protection

The service is operated in alignment with G-Cloud 15 security principles, including:

- Incident management: Documented incident management processes are in place. Incidents are logged, assessed and managed according to severity, with customers informed where relevant.
- Access control: Role-based access controls restrict access to administration, reporting and support functions.
- Authentication: Secure authentication controls are applied in line with platform capabilities, with privileged access restricted and monitored through role-based controls.
- Audit and logging: User and supplier actions relevant to the service are logged. Audit and system logs are retained for at least 12 months. Relevant audit information can be provided to buyers on request through authenticated support channels.
- Personnel security: Where operational support access is required, it is delivered through approved supplier and platform-provider processes. Any personnel involved in privileged support are subject to appropriate screening, with BPSS applied where relevant.

Data in transit is protected using TLS 1.2 or higher. Data at rest is protected using industry-standard encryption.



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8. Quality and security assurance

Triple A Solutions operates a documented quality management system aligned with ISO 9001:2015 principles to support consistent service delivery, documented processes, and continuous improvement.

The organisation also holds current Cyber Essentials certification. This provides additional assurance in relation to baseline cyber security controls, including secure configuration, access control, malware protection, patch management, and boundary protection.

These certifications support, but do not replace, the technical and organisational measures described in this service definition and the G-Cloud security responses.

8. Data residency and handling

Only data required to deliver and manage training is processed. Service data is stored and processed within the European Economic Area (EEA). Data is not reused for unrelated purposes.

9. Service availability and resilience

The service is delivered using resilient, cloud-hosted infrastructure designed for high availability. Availability targets, planned maintenance and service credits are defined in line with the underlying platform's published SLA and contractual terms. Planned maintenance is communicated in advance where possible.

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10. Support

Support is provided via defined support channels, including email and ticketing, during published support hours.

Incidents and service issues are prioritised based on severity and impact. Post-incident information is provided where appropriate to support assurance and continuous improvement.

11. Pricing and discounts

Volume pricing is available for Annual Training Pass purchases only, as set out in the G-Cloud pricing document.

12. Accessibility

Training content and documentation are provided in formats designed to meet WCAG 2.2 AA accessibility standards. This includes clear document structure, accessible colour contrast and screen-reader compatibility. Alternative formats are available on request.

13. Onboarding and offboarding

Onboarding includes confirmation of organisational access, learner groups and reporting requirements.

Offboarding includes removal of access and secure closure of accounts in line with data retention policies.



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14. Constraints and dependencies

The service requires an internet connection and a modern, supported web browser.

Buyers are responsible for managing their users and ensuring appropriate use of the service.

Delivery is dependent on a third-party cloud learning platform used to host and deliver training.