

# Online competence management system

INTERNATIONAL PATENTS APPLIED FOR

The most **widely used**,  
**proven**, **cost effective** and  
**relevant** online CMS available  
to UK rail organisations today



Can be used for all functions and standards across the organisation

## Designed & built with 3 key priorities in mind



### Management Visibility

Instant access to assessment activities and statistics at a press of a button



### Reduce Admin

Significantly reduce the administrative burden for assessors, verifiers and auditors



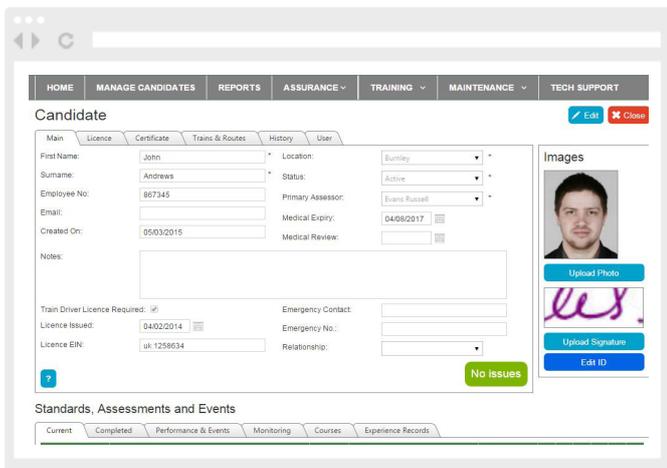
### Low cost and Secure

Very low cost startup and longer-term ownership always ensuring your data is safe and secure



# Overview

Our intuitive, hosted competence management software solution allows you to effectively and efficiently, plan, manage, record and monitor the competence of all staff within your organisation without the need for any expensive additional equipment or technology.



- **Low cost** when compared to other online systems available on the market
- **Significantly reduces the administrative burden** so assessors can focus on developing staff performance. It is the interaction with people that makes real difference
- **Provides a transparent audit trail** of decisions of competence, improvement and compliance
- **Easy to use**, simple navigation system, remote access, voice recognition (Siri) input, significant reporting capabilities



## > Using technology to improve your CMS

In any effective CMS it is the interaction and relationships between the assessor, trainer and staff that make the real difference and improves performance.

The McNulty report ('realising the potential of GB rail') takes this a step further and recommends greater use of technology in HR management. To combine both of these key components, RPD have designed the Assure online CMS that fully integrates both aspects to maximise efficiency and improve performance.

## > Our solution

The RPD Assure™ CMS database has been designed by end users, assessors, trainers, managers and verifiers to ensure it meets all of their needs. It contains and addresses the following priorities:

## > Continuous development and enhancement

We are always seeking to improve and develop the system through listening to our users and through specific requests to develop useful add-on modules. Optional modules are available (at additional cost). These further expand the functionality of the system to meet company specific needs.

### Optional modules include:

- Train driver licensing
- Verification (Quality Assurance)
- High risk activity tracking
- Individual career event tracking

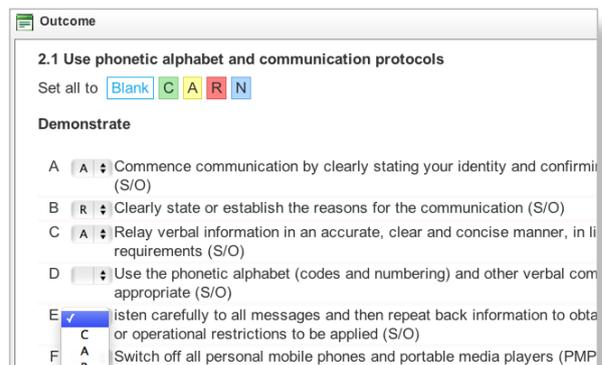
### Ongoing development

As well as additional modules for the online competence management system, plans are always progressing to develop new features such as facilities for ID card output, rating scales, etc.

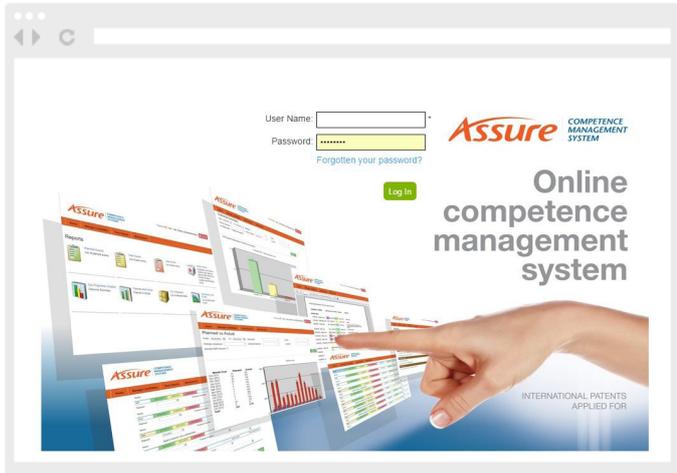
We're also developing new tools to help manage activities such as task analysis, risk assessment and accident investigation. These can stand alone or interface with any other aspect of the Assure system.

## > Key features

- Web-based database; access from anywhere
- Designed to meet the wants and needs of safety critical assessors and management
- Updates to standards can be managed internally and simply



# Benefits

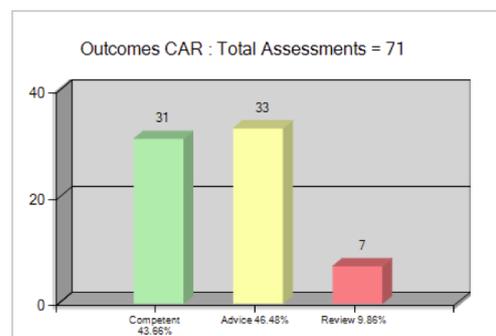


## > Cost benefits

- A single system can be used for all staff functions (e.g. train drivers, fleet maintenance) with a security interface
- Simple system setup (input of your own risk-based criteria, locations, assessment cycles and people)
- Easy planning, monitoring and auditing of competence assessments
- Simple colour-coding allows quick identification of assessment and competence status
- Reduction in the time taken to record assessments, improving assessor productivity
- Significant reduction in time needed for audit, verification and inspection of competence records; records can be viewed and managed remotely at any time
- No additional costs to modify and add core data

## > Performance benefits

- Increased effectiveness of assessors; judgements made by assessors are easily visible to managers, auditors and inspectors
- Instant access to required information
- Improves visibility of required events, allowing action to be taken in plenty of time
- Allows online coaching to develop the skills of assessors and auditors
- Allows remote audit, inspection and monitoring of what assessors are recording, at any time
- Transparent development and ongoing improvement of assessors and staff
- Allows different cycles and events to be created or added for training, newly qualified, experienced staff and sub-standard performance
- Allows you to customise your assessment and risk monitoring priorities



## Benefits to users

### > Assessors

- Easy to navigate, input, find and extract information
- Saves time and improves effectiveness. Remote input with instant update to central records
- Capable of text input through voice commands (Eg: Siri)

### > Directors and senior managers

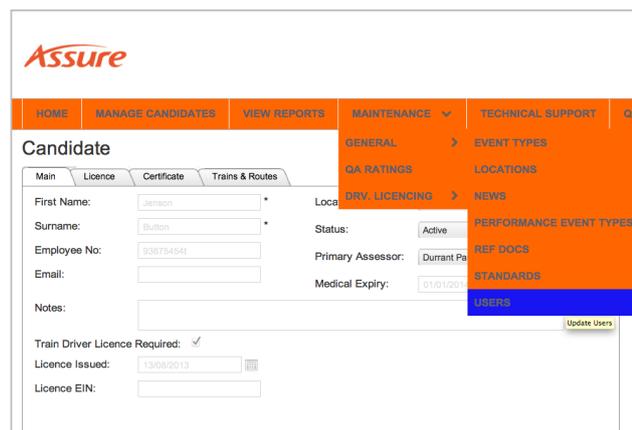
- Easy to keep a track on how you are managing competence at company and functional levels (quality and compliance)
- Instant access to individual records following an incident

### > Verifiers/Auditors

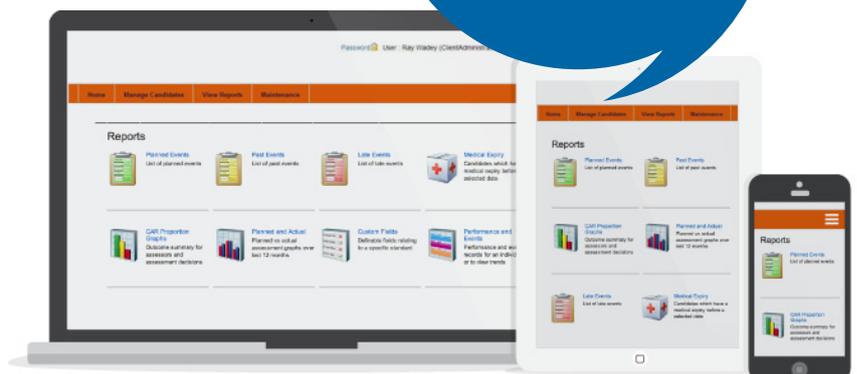
- Clear and transparent audit trail that can be viewed remotely
- Quality of assessor work is visible and obvious
- Access is restricted to the needs and rights of each user
- Unannounced monitoring of assessors' work

### > Managers who allocate work

- Instant access to status of people who are competent or restricted
- Helps with staff rostering and tracking of assessment events



No investment needed for new hardware or software. Secure access from PC, smart phone or tablet with internet connection



# Ease of use

## ➤ Have a single solution for all of your CMS needs

Whether you want to track progress in training or for ongoing competence Management, the system has been designed with a number of key priorities in mind.

It must:

- Be able to be customised to meet the organisation's needs
- Provide an easy-to-use means of planning, recording and monitoring competence assessments
- Significantly reduce the administrative burden and the need for paper documents for assessors, verifiers and auditors
- Enable real-time instant access to records and statistics
- Do all of these things at a low cost (after all, it's the assessors that make the real difference to human performance, not the IT system)



**Standard Details**

Code: DVR-v1-2YR Active From: 22/04/2014  
 Version: 01 Active To: 09/10/2017  
 Defensible Field Heading: Is Disabled  
 Standard Title: Train Driving CRCL-OPS-L2-303 Experienced staff

Event Type	Red From	Yellow From (prior to red date)	Green From
PRACTICAL	6 months	1 month	1 month
OTD	6 months	1 month	2 months
PRACTICAL	9 months	1 month	1 month
DEM	12 months	1 month	1 month
PRACTICAL	15 months	1 month	1 month
OTD	18 months	1 month	2 months
PRACTICAL	21 months	1 month	1 month
SUMMARY	24 months	1 month	1 month

Add Standard Event

Assure

HOME MANAGE CANDIDATES VIEW REPORTS MAINTENANCE TECHNICAL SUPPORT QUALITY ASSURANCE

**Candidate**

Main Licence Certificate Trains & Routes

First Name: Dean Location: Euston  
 Surname: Abraham Status: Active  
 Employee No: 2492 Primary Assessor: Finnemore Adrian  
 Email: Medical Expiry: 26/04/2017

Notes:

Train Driver Licence Required:

Licence Issued: Licence EIN:

Images

Upload Photos

Upload Signature

**Candidates**

Filter By: Surname Filter Value: Location: Active Only:

Standard: --Select a standard-- Cycle: --Select a cycle-- Plan Review:

Drivers Only:  Licence Status: ALL Course: --Select a Course--

Surname	First Name	Status	Emp ID	Location	Primary Assessor	Medical Expiry	Plan Review
Abu	Mastafa	Active	500550	New Cross Gate	Chris Haynes	13/09/2016	
Andrews	John	Active	867345	Burnley	Russell Evans	04/08/2017	
Andrews	John	Active		Burnley	Russell Evans	15/04/2016	
Aziz	Jabran	Active		Gidea Park	Robert Wiffen	04/02/2018	
Bembridge	Robert	Active		Scunthorpe	Antonio Paone		
Beri	Ash	Active		Scunthorpe	Antonio Paone	02/03/2018	
Clough	William	Active		Scunthorpe	Mick Cox		
Dean	John	Active		Gidea Park	Jabran Aziz		
Devis	Clive	Active	09	New Cross Gate	Steve Wagstaff	17/06/2016	
Fewster	Anthony	Active	71717	New Cross Gate	Aaron Smith	12/10/2015	
Green	Malcolm	Active	500550	New Cross Gate	Chris Haynes	17/06/2020	
Hall	Steve	Active	500221	New Cross Gate	Chris Haynes	08/06/2015	
Jemner	Marc	Active	03	New Cross Gate	Chris Haynes	16/02/2021	
Jones	Paul	Active	04	New Cross Gate	Chris Haynes	01/10/2018	
Love	Robert	Active		Burnley	Paul Owen	28/02/2015	

**> Management control and flexibility**

The system is built to nurture feedback aimed at continuous development of every individual. As well as more critical feedback, it encourages assessors to provide advice, hints and tips that creates useful dialogue between people.

You can monitor and analyse your assessors' progress and who is performing well at the touch of a button.

As an administrator, you can control access for users of different types, including assessors, managers, verifiers and local admin. You can



also restrict access to specific groups of people, standards or locations to those relevant to the specific assessor.

It eliminates the necessity for any paper records and enables real time monitoring of activities, targets and quality of work

Definable Fields Report for Standard Code DVR-v1-2YR between 09/02/2015 and 09/02/2016 and Fields = ECS Moves from Station to Depot, sidings or yard, Hazards associated with different ty Hazards of Driving in Summer, Hazards when driving in darkness hours, Hazards when driving in driving

Undertaken	Candidate	Event	Due From	Outcome	Assessor	Definable F
<b>February 2015</b>						
13/02/2015	Fewster, Anthony	08-4x4	25/12/2014	R	Smith, Aaron	Hazards of Dnki
20/02/2015	Fewster, Anthony	OTDR	25/12/2014	R	Smith, Aaron	Hazards of Dnki

Train Driver Licence Required:

Licence Issued: 04/03/2015

Licence EIN: 128756

Emergency Contact: \_\_\_\_\_

Emergency No.: \_\_\_\_\_

Relationship: \_\_\_\_\_

**No issues**

Upload Photo

*Deulle*

Upload Signature

Edit ID

**Standards, Assessments and Events**

Standard Code	Description	Version	Cycle	Commenced	Completed
OTM TAPS	OTM Training & Assessment Procedures	01	Driver - 2 year experienced cycle	02/05/2012	24/02/2015

**Standards**

Available: DVR - Train driving competence criteria and guidance, Fleet - Maintenance competence standards v4

Allocated: CCC-D1 1YR - Controller - 1 year initial cy, CCC-D1 2YR - Controller - 2 year experie, CON - Conductor 3 month training, DDR-V2 1YR - NXG Depot Driver: Comp S, DDR-V2 2YR - NXG Depot Driver: Comp S, DDR-V2 TNG - Depot Driver: Comp Stds I, DRB-D11-1Y - NXG DP and BLO Comp St, Cycle

**Locations**

Available: Aberdeen, Birkenhead Central, Burnley, Carlisle, Crewe, Edinburgh, Glidea Park, Glasgow Central

Allocated: Brighton station, Caterham, Epsom, Horsham, London Bridge, New Cross Gate, Noorwood, Redhill

**User Module Permission**

AccessType	Planning	Monitoring
View	<input type="checkbox"/>	<input type="checkbox"/>
PrintReports	<input type="checkbox"/>	<input type="checkbox"/>
Edit	<input type="checkbox"/>	<input type="checkbox"/>
Admin	<input type="checkbox"/>	<input type="checkbox"/>
Validation	<input type="checkbox"/>	<input type="checkbox"/>

**Medical Expiry**

Fewster, Anthony	New Cross Gate	12/10/2015
Hill, Steve	New Cross Gate	06/06/2015
Lowe, Robert	Burnley	28/02/2015
Schmiedech, Frank	New Cross Gate	09/12/2014
Taylor, Simon	New Cross Gate	15/07/2014
Total: 20		

Key: Expired Expires within 3 months

09/02/2016 10:57:31

## ➤ Creative reporting

You can view a wide variety of reports in an easy to understand format, showing the performance of individuals or view trends at a click of a button. Access these from any internet connected device.

These reports can provide useful performance statistics to enable managers to make controlled decisions.

Reports are quick and easy to generate, providing instant snapshots that provide comfort that assessment activities are progressing as planned – or highlight the need for action. Either way, you can feel that you have gained control without leaving your seat.

**Planned Events**  
List of planned events

**Past Events**  
List of past events

**Late Events**  
List of late events

**Medical Expiry**  
Candidates which have a medical expiry before a selected date

**CAB Proportion**  
Charts  
Outcome summary for assessors and assessment decisions

**Planned and Actual**  
Planned vs actual assessment graphs over last 12 months

**Custom Fields**  
Definable fields relating to a specific standard

**Performance and Events**  
Performance and event records for an individual or to view trends

**CERT**  
List of Candidates with expiring Certificates/Licences

**Candidate Trains and Routes**  
List of Candidates with their trains and routes

**Monitoring**  
View current status for those on additional monitoring plans

**Training Management Reports**

**Qualified Delegates Forecast**  
Summary of candidates trained at a point in time

**Resource Forecast**  
Overview of the resources that will be required

**Resource Charts**  
View required resource vs available in chart format

**Required Resource Breakdown**  
Breakdown of the required resources by date

**Course Details**  
Details about a specified course

**Delegate Allocation by Date**  
Which resource is allocated to whom by course

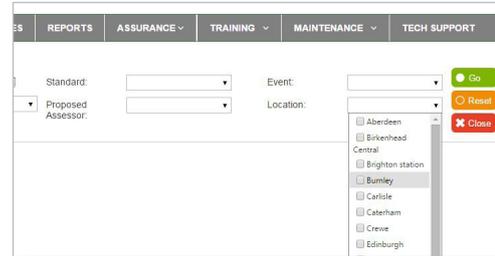
**Resource Allocation by Date**  
On a given date which resource is allocated to whom

**Experience Reports**

**Progress Data Breakdown**  
Experience progress data with date, course and candidate filters

**Experience Entries**  
View experience entries with date, course and candidate filters

Improves visibility of required events, allowing action to be taken in plenty of time



Apart from the graph style reports, any report generated and printed to screen can be moved into a number of different output formats allowing: print to paper or exporting the data into a number of formats including EXCEL, PDF, TIFF, etc.

if you need to, you can also print reports, assessments, certificates or feedback to paper or PDF.

Individual assessors who are mobile can print out their priorities on a single sheet and take it with them for reference.

All the reports can be narrowed down by filtering to meet your needs.

Surname	First Name	Employee ID	Location	Medical Expiry
Kargilo	Mohamed	7098	New Cross Gate Depot	09/01/2014
Agnew	Oliver	7099	New Cross Gate Depot	13/01/2014
Genie	Adrian	7096	New Cross Gate Depot	13/01/2014
Egin	Andrew	7512	New Cross Gate Depot	10/02/2014
Okuboko	Foluso	7098	New Cross Gate Depot	10/02/2014
Fisher	Stuart	7096	New Cross Gate Depot	12/02/2014
Helford	Christopher	7513	New Cross Gate Depot	15/02/2014
Kumar	Asif	7514	New Cross Gate Depot	17/02/2014
Waters	Anthony	7519	New Cross Gate Depot	03/03/2014
Julien	William	7517	New Cross Gate Depot	03/03/2014
Widdon	Mark	7099	New Cross Gate Depot	04/03/2014

# Additional modules

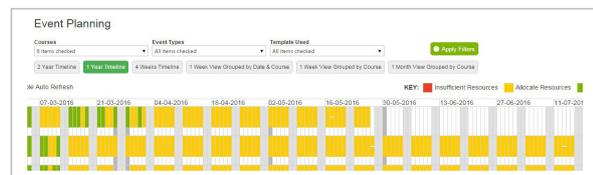
## > Training planner

The training management and experience record modules can be used separately or as part of the Assure competence management system (CMS) package. If you have the Assure system already, no additional work is needed other than turning the modules on.

The training management module can be used to manage a wide variety of training events and programmes. The original concept for the training management module was focused on providing all the information needed for running a major train driver training programme. This was chosen as the basis for development as it was likely to be the most complicated programme managers were likely to need to manage.

One of the major aspects of a train driver training programme is the management of hours of experience and types of experience that are essential to become qualified as a train driver. Keeping track of this information on a daily and person by person basis is critical to ensure that assessments and other time-critical events are carried out at the right time and to ensure that gaining of experience follows planned norms and management expectations.

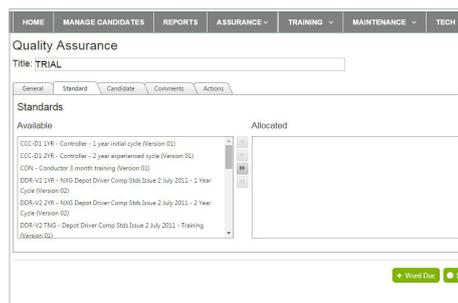
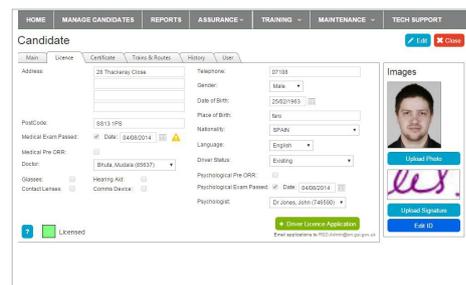
Overall, this package integrates fully with the CMS aspects of Assure, making the management of training, experience and assessment a single, seamless process.



# Additional modules *continued...*

## ➤ Train driver licensing module

In consultation with the Office of Rail Regulation, we have developed a train driver licensing module that can capture and output completed licence applications that can be sent directly to the ORR without the need for any printing. It can also record route and train types and produce complimentary certificates of competence in the required EU format.

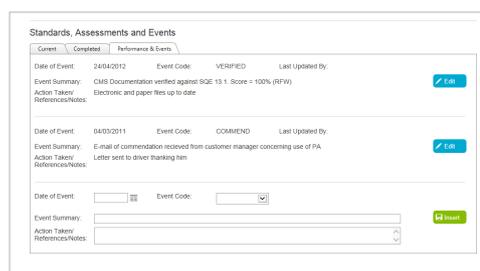
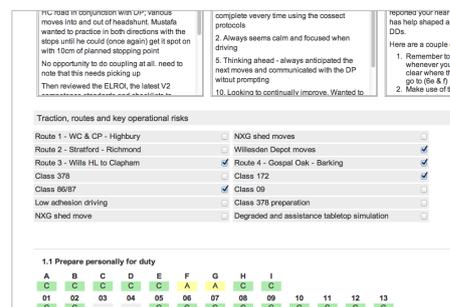


## ➤ Verification and quality assurance module

This module enables organisations to formally conduct and record quality assurance activities within the Assure system. They can produce reports with the amount of information required, and can record compliance against rating scales that you can define within the system. It also allows verifiers to comment on individual assessments and send feedback directly to the assessor concerned, who is then alerted. The assessor is also able to respond back directly to the verifier, all recorded within the system.

## ➤ Definable fields module

This module allows you to define fields that appear in assessments with specific pieces of information such as key risks, train types, routes, etc. Assessors can then tick the appropriate items when they are covered. Then overall, the scope of an individual's experience can be viewed to ensure it is appropriate for them to be certified to carry out the appropriate scope of activities. Trends can also be reported and compared across multiple candidates.

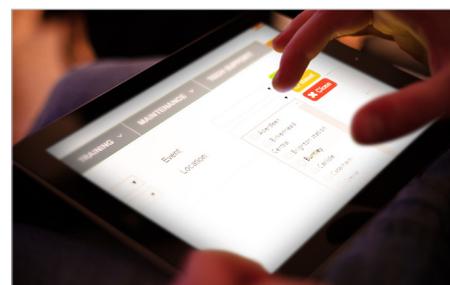


## ➤ Performance Monitoring

Some critical events such as incidents, commendations, etc. may need to be recorded that are available in the longer term - eg, beyond the time scales of the current assessment cycle. This module allows records to be captured against an individual. The required aspects to be tracked can be defined within the organisation. This information on any trends can then be reported between required timeframes, locations, standards, etc.

## ➤ Offline facility

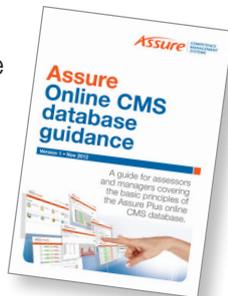
To assist assessors where there is no internet connection an offline application is available to use with iOS/iPAD. This application will enable the user to enter observations and note criteria met which will then be uploaded to main stream when connected to wifi or wired internet.



# What is included

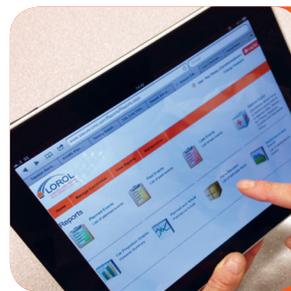
## Initial set up includes first year fee

- Secure hosting for the database
- Technical IT support
- Operational support via telephone via Assure-trained administrators
- Set up and company branding
- Input of the first two sets of competence standards
- All planning functions, performance and event record, and definable field modules
- Training of up to four administrators at our Basildon location in a single event
- PDF version of the systems work instructions for use of the CMS and online tutorials
- Training of up to 8 people in the use of the CMS (single event at RPD location)
- If required, generic feedback on how the system is being used
- Access to separate test and training site



## Annual fee

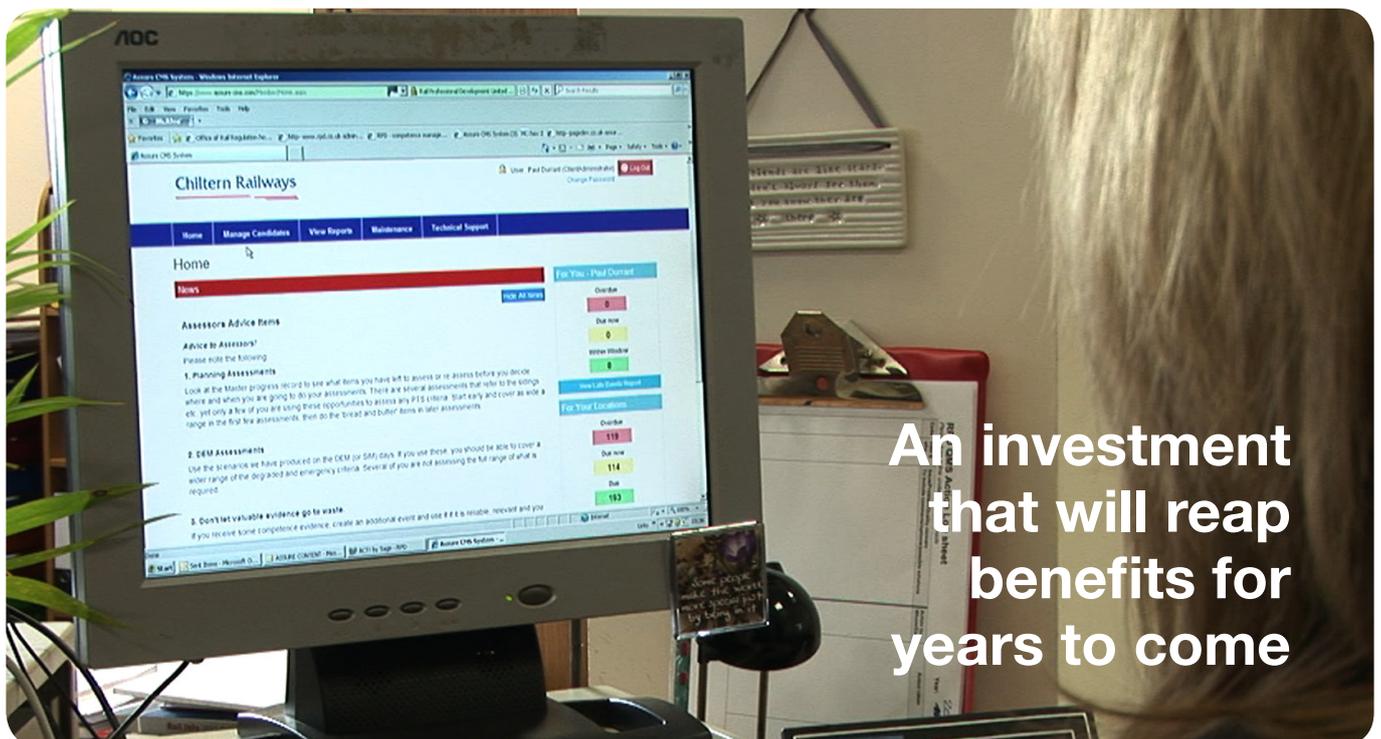
- Ongoing secure hosting for the database
- Technical IT support for 12 months
- Operational support via telephone for 12 months
- All software updates
- Updates to manuals and work instructions
- Review how system is being operated



No investment needed for new hardware or software. Secure access from PC, smart phone or tablet with internet connection

## Also...

- Opportunity to purchase additional training
- Opportunity to purchase additional modules at reduced rate to further enhance capabilities

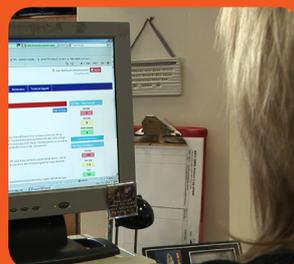


An investment that will reap benefits for years to come

# Put us to the test...

## Please call us to do any of the following:

- Discuss the benefits and answer your questions before purchase
- Arrange a remote demo of the system (individual or conference call)
- Organise an on-site demo to a group



## Easy to implement – Be up and running within weeks

The system has been designed to make it easy to set up and introduce in order to minimise disruption:

- Keep existing (re)certification dates
- Changeover each candidate at next planned event
- Built-in facility to 'map' outgoing assessment information within minutes
- Practical advice for easy introduction planning and assessor briefing using proven approaches

All of the above means that the Assure system can be implemented easily and smoothly.



## About us

Assure Management systems have been developed over the last five years by RPD Ltd using the latest technology. We developed, tested and enhanced the Assure online competence management system (CMS) in conjunction with a number of operators in the UK Rail industry with great success. All those currently using Assure have seen great benefit from the system and their feedback continues to drive ongoing enhancements.

We fundamentally understand the safety critical environment and the types of information safety critical assessors and senior managers need at their fingertips.

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