



Redkite Personal & Workforce Development System

Web based system designed to meet the requirements of Fire and Rescue Services



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Personal & Workforce Development System

“The art of good software design is simplicity. Redkite Systems has managed to deliver a highly complex requirement in a very simple, user friendly web based solution. They have managed a depth of understanding of the requirements for Fire and Rescue Services and how they work. The system will help deliver an IPDS electronic solution that will complement the Workforce Development Programme”.
Northamptonshire Fire & Rescue Service

WEB BASED SOLUTION

Web based

Designed to run over the internet or on your corporate intranet, the Redkite Personal & Workforce Development System can be accessed from any location through a web browser. No pre-loaded software is required to run the system.

Secure hosted facility

The system can be supplied running on our secure hosted server at no additional cost. This option saves the cost of SQL Server licences and internal web architecture.

Secure access

On the Redkite system you have full control over user access rights and information is only available to those with appropriate authorisation.

Occupational standards pre-installed

All related National Occupational Standards are supplied on the system. You have the freedom to add, edit or delete additional standards as you see fit and at no additional cost.

FLEXIBLE AND SCALABLE

“The Redkite system is fully user definable. Competence areas are very easy to add, and can be customised to meet your needs at no extra cost”. Northumberland Fire & Rescue Service

Design and configuration tools

On the Redkite system you have complete editorial control over the content and behaviour of the system. You decide what you want to do and how to do it.

Non-prescriptive

You decide what you want to record and at what level. You can easily add learning, development and maintenance activities to ensure competence in any area. The ability to record competence in the use of specialist and safety critical equipment is a typical example.



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EFFECTIVE RECORDING SYSTEM

“The Redkite Personal Development System provides an opportunity to maintain records of competence, development records and appraisals in one single application. Redkite Systems have provided us with an effective means of data entry which provides for multiple updates to various training and activity records from a single entry point”. Tyne and Wear Fire & Rescue Service

All types of activities can be recorded on the system. These include (but are not limited to) classroom and practical learning, application of skills, knowledge and understanding in a development environment as well as for the maintenance of competence through real work or simulated activity.

Single point of entry

Provides a single point of entry for recording workplace activities and assessments.

Activity logging and recording can be entered by line managers or control can be handed over to individuals.

Automatic filtering by group ensures staff only access records to which they are authorised.

Competence recording

Records all stages of competence from development through to maintenance and allows monitoring of NVQ candidates' progress by the candidate and other relevant users.

Attached “evidence” files

Shows how, where and when competence has been achieved including attachments of evidence in a wide range of file types.

Records to unit, element and performance criteria level and is accessible to candidates, their assessors and associated internal verifiers.

Electronic portfolio

Meets the requirement for NVQ as an electronic portfolio.

Incident tracking

Can be used to record and track incidents attended and equipment usage.



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DEVELOPMENT / ASSESSMENT PLANS

The Redkite Personal & Workforce Development System has a Personal Development Planner (PDP) allowing initial diagnostic and periodic assessment and development plans to be identified and agreed with individual members of staff. Development activities can be prioritised and projected completion dates entered. Staff are encouraged to interact and comment on the plan both before, during and after implementation. The frequency at which a PDP can be reviewed is under your control and the system produces reports to ensure plans are completed in a timely fashion.

Development / Assessment Plans

Periodic development / assessment planning enables line management to review staff performance and agree a tailor made development plan for each member of staff.

Active participation

Development and assessment plans are agreed by the individual and their line management, providing an excellent opportunity for competence to be acknowledged and confirmed, and for staff to actively participate in, and "take ownership" of, their development records.

Development and assessment plans show what area of development is needed, why it has been identified, how it will be addressed, who will be responsible, the priority to be attached to the development, the target date for completion and how it has been resolved.

Gap or training needs analysis

An organisational skill analysis tool helps identify gaps to ensure the development plan focuses resources to improve overall business performance.

Colour coded

A dynamic, colour coded "Group Overview" quickly highlights development gaps, training needs and assessment requirements for individuals and groups.

Easy navigation

The "Group Overview" also provides a navigation tool allowing you to drill down into staff records to establish exactly how competence was attained or where and why a development / assessment need is required



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PERSONAL DEVELOPMENT RECORD

“The Redkite Personal Development Record will replace our on-station paper-based recording systems for training and competence as it allows for station based data entry as well as data entry by centrally located staff working within the Training Department”. Northamptonshire Fire & Rescue Service

Records all workplace activities

Provides a single point of entry for updating all workplace or development activities.

Integration with MS Word allows rapid insertion of Personal and Witness Statements.

Inbuilt facility to attach documents and files to individual records as “evidence” of competence achieved.

Colour coded

An automated “traffic light” system shows where competence is held and where development / re-assessment is required.

Easy to see what competence is held by an individual or a group and how that competence has been achieved at unit, element and performance criteria level.

Counters skills decay

You can set re-assessment frequencies to help counter skills decay. “Traffic lights” turn amber to warn that a competence is due to expire helping to ensure that appropriate timely action is taken to maintain the competence of your workforce.

Allows activity prompting

Facility to help ensure staff carry out regular activities in safety critical areas.

Handles staff progression

Allows staff to gain evidence for a progressive role when “acting up” in a temporary capacity.



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QUALITY CONTROL

“The Redkite Personal Development System is a robust system which exceeds the demands and expectations normally expected from a progressive training recording process and is backed up by excellent support”. Suffolk Fire & Rescue Service

The system has built in quality control features to ensure the integrity and quality of assessment processes. These features are used in conjunction with other areas of the system to provide an electronic portfolio for NVQ purposes.

Staff feedback
questionnaire

An inbuilt feedback questionnaire can be customised to allow staff to comment on the quality of assessments and other relevant issues. The questionnaire is easy to set up and is designed to allow staff to provide feedback by answering simple Yes / No answers and entering free text comments.

Assessor review

Assessors can review any assessments they have made to ensure consistency and quality.

Internal verification

Internal verifiers can quickly monitor, view and provide feedback on assessments undertaken and outcomes entered by associated assessors.

Through an inbuilt verification facility, internal verifiers can sample assessments, check assessor competence and can provide feedback as part of the internal verification process.

CPD

Facilitates the recording of continuous professional development activities for assessors and internal verifiers.

Paperless electronic
portfolio for NVQ

Subject to correct usage, the system will meet NVQ electronic portfolio requirements.



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MANAGEMENT FUNCTIONS

“The Redkite Personal & Workforce Development System is adaptable to individual service needs through the system editors and configuration tools. It can be configured to cover uniformed and non-uniformed staff, and individual role profiles can be set up to fit individual posts. Because the system is web based it can be accessed by individuals with appropriate rights from any computer with internet access”. Warwickshire Fire & Rescue Service

The Redkite Personal & Workforce Development System has been designed to give you complete control over the content of the system and the way that it behaves within your organisation. It is non-bureaucratic and non-prescriptive. No two clients use the system in the same way yet all agree that the system meets and exceeds their needs.

Handles both operational and non-operational standards

The system is supplied with all current relevant occupational standards. Easy to use editors allow you to enter any other standards for use on the system. Many of our clients use it to record competence in the use of specialist or safety critical equipment and some clients use it for recording competence of administration and IT staff.

Non-prescriptive

Flexible design tools allow you to enter learning and development activities, scenarios and simulations. You can also create individually tailored or station specific role profiles to ensure staff receive learning and development or maintain their competence in line with their role and the generic risks for areas in which they operate.

Flexible and hierarchical security features

You can set up unique access rights for each individual. Individuals can only see information and use functions where they have authorisation. A password strength tester is available to ensure the integrity of access rights.

Pre-set statements

Pre-set statements can be used as short cuts to help reduce the time required keying in evidence and other information. Pre-set statements can also help improve the quality of information entered.

Integration

Information held in MS Word (or similar) can be copied into relevant areas within the Redkite system. Reports can be exported to MS Excel. Links also exist to other applications such as GartanTech FSI staffing module to aid staff resource identification and mobilising, for example.



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REPORTS

“The reports available on the Redkite system enable the user to source a wide range of information at the click of a button”. Tyne and Wear Fire & Rescue Service

“The reports from the Redkite system make watch training plans a simple process and improve station management and Personal Development Plans”. Northumberland Fire & Rescue Service

“The Redkite system provides on screen queries and reports appropriate to the status of the viewer and can provide hard copy reports for local and central management. Northamptonshire Fire & Rescue Service

Standard reports

A menu of standard reports that have been agreed by the Redkite Systems PDS User Group allow users to access information appropriate to their needs quickly and easily.

Reports created in Adobe Reader

All printable reports are generated and presented in Adobe Acrobat Reader (V.5+) and can be printed, saved, emailed or handled in any way you choose. Adobe Acrobat Reader is supplied free.

Export to MS Excel

Reports can be exported to MS Excel, if required.

Ad hoc reports

Should you need reports over and above those supplied then you are free to use any SQL based report generator.

USER GROUP

Full established User Group

Regular meetings of our proactive User Group provide peer support and ensures that we continue to meet the on-going requirements of the various organisations using the system.

SUPPORT

“Fast, friendly and easily accessible telephone help”. Northumberland Fire & Rescue Service

“Thank you for the latest version of the application the supported documentation is perfectly clear and fulfils all of our requirements. We really wish that all of our suppliers were as professional as you are.” LogicaCMG on behalf of the BAA Group



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QUESTION MASTER

“Question Master allows questionnaires to be integrated with the main competency system to show that underpinning knowledge and understanding requirements have been met.” Warwickshire Fire & Rescue Service

“The on-line questionnaire practice module linked to PowerPoint presentations offers opportunities for our staff to learn what is required prior to formal assessment.” Highlands & Islands Airports Ltd

Can be used for any topic	Assess staff knowledge in any subject quickly and easily no matter where they are located using Redkite Question Master. Flexible and scalable there is no limit to the number of topics and questions you can enter.
Personalised assessments	Random selection of questions ensures that each individual assessment is different.
Automatic marking	All assessments are individually marked and the results displayed.
Reduces cost	No need to undertake site visits or for staff to visit assessment centres in order to assess knowledge.
Integrates with information held on the Redkite system	Assessments can be mapped to knowledge requirements in appropriate occupational standards in the Redkite Personal & Workforce Development System to provide substantiating evidence that knowledge requirements have been met.
Links to PowerPoint or similar to provide dynamic learning resources	Assessment frequencies can be set and reported. Assessments can either be invigilated or non-invigilated. Assessments can be readily added to a PowerPoint presentation to provide a powerful learning resource.
Secure access	Reports show how often questions have been used and how often they have been answered correctly or incorrectly.
Invigilated assessments	Access can be gained by authorised users at any time from any internet enabled PC.