

BEST PRACTICES

The Ultimate Checklist to Uplevel Your Training Program

Administrative Efficiency

Save Time. Manage Your Training Program. Make the Most of Your Budget.

- ☐ Ditch filing cabinets and Excel spreadsheets. Utilize the power of a purpose-built TMS to digitally assign, track, report on, and retain records of training to ensure no training hours slip through the cracks.
- ☐ Empower administrators to fit training-related tasks in between other responsibilities with a SaaS system that can be managed from anywhere with an internet connection.
- ☐ Store important information and documents, such as employee handbooks or policies, online. Update old versions as needed to keep everyone on the same page and ensure members and personnel can access as needed.
- ☐ Utilize authorization tools to ensure policies are read and acknowledged without the hassle of paper forms or ink signatures.
- ☐ Review training progress by running reports to drill down and get data on assignments, overall completions, testing, and more.
- ☐ Track each individual's progression and collect data for performance reviews, when considering candidates for promotion, or as requested by outside entities.
- ☐ Stay on top of the amount of training each member has left to complete to ensure daily training hour thresholds are not exceeded.
- ☐ Take advantage of solutions that automatically report to overseeing entities like CAPCE.
- ☐ Automate reporting by setting up recurring reports that are sent via email to leaders and other stakeholders.

- ☐ Simplify responding to Freedom of Information Act (FOIA) requests and other public disclosures by keeping all training-related records in one place.
- ☐ Set up notifications and alerts for upcoming training deadlines, eliminating the need to manually inform or track down personnel with incomplete training assignments.
- ☐ Remove the headache out of ISO tracking with a solution that ensures every single hour of training is captured with relevant data and is recorded in the right category. Impress assessors by exporting all relevant training data in the format they need it with just a few clicks.
- ☐ Keep everyone on track by setting up notifications or alerts for upcoming due dates or important onboarding milestones.
- ☐ Scale the solution to your needs. As your department grows, the right training management system (TMS) can grow alongside you, eliminating the need to switch software because of technology constraints.
- ☐ Simplify onboarding. Digitize your probation or “probie” books and securely store them.
- ☐ Make use of online learning to fill gaps in your training program without having to pay for an outside instructor to travel to your department.
- ☐ Build learning tracks for all onboarding-related task or training so nothing slips through the cracks. Simplify onboarding. Digitize your probation or “probie” books and securely store them.
- ☐ Manage all training, including driver training, and ensure all required hours are completed.
- ☐ Minimize the need to call personnel in on days off or pay overtime for classroom learning that could instead be completed online at the convenience of each member.



BEST PRACTICES

Ongoing Training and Continuing Education

Train for Safety. Promote Professional Development. Attract New Recruits.

- ☐ Provide online training on a variety of topics for fire and EMS training, including NFPA courses, as well as additional courses on IT, communication, OSHA-required training, and HR-related topics like sexual harassment, diversity, and supervisor training.
- ☐ Streamline recertification for EMS personnel by choosing a solution with courses accredited by CAPCE and that are accepted by NREMT for recertification.
- ☐ Customize training to meet the unique needs of your agency. Create or upload your own custom content and create tests or quizzes to check comprehension after in-person or online training.
- ☐ Move to a hybrid training program. Provide online training to support in-person learning and track all of it in one TMS.
- ☐ Provide your team with online “pre-course” or “pre-work” material in advance of in-person classes to help learners grasp concepts and make the most of classroom time.
- ☐ Boost retention by offering the training your crew needs to feel confident and competent in the field.
- ☐ Simplify and automate professional development and build career pathways or training matrices for promotions and other advancement opportunities.
- ☐ Empower your personnel to take their career development into their own hands with a solution that allows users to self-assign training.
- ☐ Make succession planning easier with comprehensive training records and a well-defined professional development program.
- ☐ Select a TMS that can export records should you ever decide to change technology vendors to ensure records are maintained.

BEST PRACTICES

Improved Performance

Ensure Competency. Reduce Risk. Support Physical and Mental Wellness.

- ☐ Make use of online tests and quizzes to check comprehension of agency policies and procedures. Identify personnel that may need refreshers before an adverse incident takes place.
- ☐ Support behavioral health programs or peer support groups by offering additional training on maintaining mental and emotional wellness through your TMS.
- ☐ Provide proof of personnel competency and licensure with training records securely stored within your TMS
- ☐ Talk to other local agencies and find out what solution they're using. By using the same TMS, agencies can increase training standardization and better prepare for mutual-aid response, like natural disasters or massive structural fires.
- ☐ Track due dates and deadlines in your TMS to ensure personnel are never surprised by license expirations or upcoming recertification requirements. Set up notifications to remind personnel and supervisors.
- ☐ Offer online training and coordinate training exercises to prepare for active shooter response with online training based on current best practices.
- ☐ Mitigate the inherent hazards of the fire service, such as decontamination or personal safety programs, with custom training specifically geared for these projects.