

CASE STUDY

Glasgow Prestwick Airport

Airport Training & Competence Management
and Equipment Management Systems

- ✓ ENHANCED TRAINING CAPABILITY
- ✓ IMPROVED SAFETY
- ✓ ENHANCED COMPLIANCE AND ASSURANCE
- ✓ COST SAVINGS

OVERVIEW

Glasgow Prestwick Airport (GPA) employs approximately 500 staff who work across areas including business support, e-commerce, passenger handling, cargo, air traffic control, compliance, fire services and several other areas.

Performance and learning management are split across two separate Redkite systems: a version for the Airport Fire Service and the other for the remainder of the Airport's staff and operations teams. In addition, there are also two standalone Equipment Management Systems used by the fire service and the facilities/MT teams.

The new ownership of Redkite by LearnPro Group provided an opportunity to review the systems in place and to prompt us to ask whether they were being fully utilised to provide the best service to support operations and learning.



CHALLENGE

Since the early 2000s Redkite had been used at GPA to record and manage the training of staff through the Redkite modules that were adopted at the time: the TCMS, Question Master and Certificate modules.

Training records were captured on the two separate systems between the fire service CAP 699 requirements and the other airport training including CAPs 700 and 790. Duplicate systems meant a lack of ownership and control, as well as unnecessary additional costs in running both systems meant it was clear that a fresh look at the systems used across the site was needed.

We also knew that the process of delivering e-learning was broken with training material being hosted on a local drive and accessed through the organisation's intranet, before candidates were signposted to the Question Master for their assessments. Furthermore, we identified that one of the EMS systems was no longer being used by the facilities and MT teams, and therefore we were no longer providing best value for money.



SOLUTION

Following a review of the systems and the way we were using them we decided to merge the two TCMS systems into one and reduce the costs to the organisation.

This would allow GPA to concentrate on improving the use of a single system across the site, standardise the data recorded and how it is accessed as well as promoting best practice on a single system.

The review also identified that the e-learning module available would enhance the access and end user experience of staff accessing e-learning training. This would bring all the e-learning into a central location where the staff can see the position their training is at and if necessary, access any e-learning that is due, without leaving Redkite.

“Redkite has been proven to be reliable and dependable in recording our training data across the organisation and the addition of the e-learning, we’re looking forward to the future development of the systems under LearnPro group.”

— Colin McLellan,
Training and Competence Manager



VALUE

The e-learning module, which is yet to be integrated into the current system, is planned to follow the consolidation of the two systems.

This should provide a big change in the user experience of the staff who will be able to follow a pathway to complete their learning, from seeing their training needs, undertaking the training course and completing the assessment, all in one single location. It will bring a real positive change in how our staff can access their mandatory or development training needs and demonstrate that the organisation is continually looking to make improvements.



RESULTS

✓ Enhanced training capability

With over 50 e-learning courses across the organisation, consolidating the two systems and adding the e-learning module will mean easier access for staff and make the process more efficient and user friendly.

✓ Improved safety

Enabling staff to access safety or regulatory e-learning modules easier and in one single location will greatly assist in ensuring staff remain current and compliant. At this stage it's too early to see any impact upon safety data however we're confident that it will make a difference.

✓ Enhanced compliance and assurance

The single system across the organisation will allow for consistency and standardisation in the data and records. Managers and auditors can easily access the data for the entire site through one system and operational staff and managers will be able to easily track individual or departmental competence.

✓ Cost savings

Reducing the number of TCMS and EMS systems to one will halve the cost to the organisation and realise savings of approximately £6-£9k per annum.



“The upgrade to release version 5 of the TCMS and the addition of the e-learning module to our system has improved our functionality and has added real value to the system’s worth. I’m looking forward to the future of Redkite under LearnPro Group and the developments that will bring.”

— Stevie Lynn, Security Training Manager



Learn More.

Want to see how LearnPro Group can support your organisation? Get in touch to schedule a call or request a product demo.

email: hello@learnprogroup.com
website: learnprogroup.com/redkite