

COMBINED PRODUCT SUITE  
**CASE STUDY**



## Scottish Fire and Rescue Service (SFRS)

Our Digital Transformation Journey in Learning, Competency & Operational Assurance

- ✓ IMPROVED TRAINING ACCESSIBILITY
- ✓ AUDIT AND HISTORY
- ✓ EFFICIENCY GAINS
- ✓ OPERATIONAL ASSURANCE
- ✓ HIGHER ENGAGEMENT

learnPro

pdrPro

XVR

# ROADMAP

**The Scottish Fire and Rescue Service (SFRS) is one of the largest Fire and Rescue organisations in the UK, delivering emergency response and prevention services across Scotland.**

With a workforce of 7,500+ employees distributed across multiple stations and regions, SFRS must ensure consistent training, operational readiness, and compliance with national standards at scale.

Before adopting LearnPro Group solutions, SFRS (and the eight regional services that preceded it) faced challenges managing complex training requirements and competency records for a large, geographically dispersed workforce.

## PARTNERSHIP & APPROACH

**LearnPro Group began working with Scotland's Fire Service in 2002 when the organisation was spread across eight regional fire and rescue services.**

This relationship continued seamlessly with the implementation of the single, national Service following Fire Reform in 2013. Over time, SFRS has worked with LearnPro Group to adopt a fully integrated solution suite — comprising learnPro LMS, pdrPro Competency Management, Workforce Pro, the extension of the system to non-operational staff, and XVR Simulation — delivering a unified digital learning and assurance ecosystem

**Key objectives for transformation were to:**

- Improve learning accessibility and engagement for frontline staff
- Ensure compliance with evolving operational standards
- Reduce reliance on classroom-based training and manual processes
- Provide operational assurance and clear visibility of competency



*“Our goal was to move beyond traditional training and create a system that empowers firefighters to learn anytime, anywhere.”*

— Richard McInnes,  
Station Commander, SFRS

# SOLUTION



## LearnPro Group solutions used



Working in partnership with LearnPro Group, SFRS delivered a phased digital transformation programme covering the following solution types:

**lp Integrated Learning Management with learnPro LMS**  
learnPro LMS was deployed to align training with national standards, deliver e-learning for core competencies and specialist skills, and support anytime, anywhere learning for operational and non-operational staff. learnPro was seamlessly integrated with pdrPro to add further value and management visibility.

**pdr Competency Management with pdrPro**  
SFRS transitioned from paper-based, manual tracking to a robust, auditable digital system, enabling continuous, trackable professional development and streamlining compliance management. pdrPro has become a cornerstone of SFRS's Learning and Development, helping the organisation to deliver efficient, scalable, and trackable training solutions for operational and non-operational staff.

**XVR Immersive Training for Operational Readiness with XVR Simulation**  
XVR was deployed to deliver scenario-based VR training to support operational decision-making, risk awareness, and realistic rehearsal of difficult-to-reproduce, rare or high-risk events. SFRS staff have found this innovative and safe route to training to be transformational – reducing risks and increasing engagement levels.

**Data-Driven Assurance**  
Dashboards and reporting were also implemented to connect learning and operational data and provide a real-time view of competency and compliance across the service, enhancing operational assurance and leadership oversight.

## Phased Implementation

- 1 Migration:** Transition from legacy systems to learnPro LMS and pdrPro.
- 2 Bespoke Content:** Tailored digital content aligned to SFRS operational needs.
- 3 Continuous Improvement:** Feedback loops with frontline staff to refine content and delivery.

*“By integrating learning and operational data, we now have a live picture of competency across the service, which is a game-changer for assurance and safety.”*

— Richard McInnes, SFRS

## SOLUTION (continued)

### Collaborative Development on pdrPro and Wider Fire Sector Impact

This has been a true collaboration, not just a client-vendor relationship. SFRS feedback has directly shaped pdrPro product evolution, benefiting the wider sector.

Examples include the collaborative Training Planner Navigation project with SFRS to meet specialist sector requirements and streamline daily management for fire service personnel.

Our ePortfolio Module was also created in conjunction with SFRS to provide a comprehensive digital record of professional development, supporting assurance and career progression.



“Partnering with LearnPro Group allowed us to innovate without losing sight of our core mission: keeping communities safe.”

— Andy Scott, SFRA

## RESULTS

With pdrPro, learnPro LMS and XVR working as complementary, connected solutions, SFRS has seen operational and safety benefits. Key impacts include:

- ✓ **Improved Training Accessibility:** With e-learning, staff can learn on any device, at any time — improving uptake and flexibility.
- ✓ **Audit and history:** A clear audit trail and history of observed application of skills and theoretical knowledge in accordance with configured repeat periods.
- ✓ **Efficiency Gains:** Pre-course learning has provided additional time to focus on the practical application of skills and frontline duties.
- ✓ **Operational Assurance:** Real-time competency tracking enhances risk management and operational readiness.
- ✓ **Higher Engagement:** Interactive content and peer-to-peer learning have strengthened a culture of continuous improvement.

# ROADMAP

## More Recent Advancements and What's Next

SFRS and LearnPro Group continue to collaborate to evolve the software ecosystem and benefit the broader Fire and Rescue sector with further innovation.

Advanced Analytics has leveraged Power BI integration to drive data-led decision-making, and Workforce Pro for non-operational staff has extended competency and development workflows beyond frontline operational roles. Ongoing collaborative work on user interface improvements is helping deliver faster navigation and simpler day-to-day use.

*"Digital transformation isn't just about technology; it's about culture. We needed a solution that our teams would embrace and trust."*

— Andy Scott, SFRA

## KEY TAKEAWAYS

- ✓ Phased transformation and strong partnership are critical to sustainable change in emergency services.
- ✓ Integrated systems (learning, competency, assets, risk) provide a holistic operational picture, reducing points of failure.
- ✓ Continuous end-user engagement drives adoption, trust, and long-term success.



### 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](mailto:hello@learnprogroup.com)  
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