



Training to support the implementation of control room software in West Yorkshire

Me Learning is playing a key role in preparing West Yorkshire Fire and Rescue Service for the switch to a new cloud-based control room software solution.

Working with solution provider Frequentis, we are creating a suite of innovative learning so staff taking emergency calls and dispatching resources to incidents become confident and competent on the new system ready for go-live.

ME LEARNING IS CREATING



A suite of digital learning which includes different learning pathways to support the main control room roles.



An organisation-wide awareness video to set context.



A train-the-trainer course which will prepare instructors on some of the more complex scenarios.



Supporting training documentation.



This latest contract builds on our portfolio of experience supporting emergency services across the UK and beyond with innovative software training.

“It’s crucial in a high pressured environment such as a control room that employees fully master software so key functionality feels second nature come go-live. We’ve demonstrated time and again how our innovative approach to software training cuts learning time by half and more importantly supports staff wellbeing by relieving the usual tech-stress associated with major software implementations.”

“We’re really looking forward to helping West Yorkshire Fire and Rescue Service achieve this significant milestone in their journey towards modernising control room capabilities by supporting Frequentis in this way.”

SHIRLEY BERRY, DIRECTOR PUBLIC SECTOR TRANSFORMATION AT ME LEARNING

West Yorkshire Fire and Rescue Service is the fourth largest fire and rescue service in the country, responsible for the safety of 2.2million residents and the protection of 800 square miles of land, covering five major metropolitan and major cities.

The Frequentis solution offers a comprehensive, multimedia, communication, and incident management platform for next generation safety-critical control rooms.