



**Gofynner am/
Please ask for:** Information Governance
and Compliance

Tel: 01443232000

E-bost/E-mail: DataProtection@southwales-fire.gov.uk

Our ref: IG000690

Dyddiad/Date: 18 January 2020

RE: Request for Information held by SWFRS

Your request ref: IG000657 has been dealt with under the Freedom of Information Act 2000.

You asked us:

We would like to know more about your L&D/HR systems, specifically used for training staff, whether that be for basic compliance or the upskilling of staff.

Specific Questions are detailed below

Our response:

Questions	Answers
Do you use an LMS (Learning Management System) within your organisation?	Yes
If yes, which organisation supplies this product/service to you?	There are two organisations that provide us with products relating to Training and Development. The organisations are: 1. The Access Group 2. PDR Pro
Is your LMS supplied on a contract basis?	Yes
If yes, please confirm when the current contract comes to an end	1. The Access Group - November 2021 2. PDR Pro – December 2022
Do you receive any other services from your LMS supplier? E.g. eLearning content	No

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180
www.decymru-tan.gov.uk

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

CODI YMWHYBYDDIAETH - LLEIHAU PERYGL

South Wales Fire and Rescue Service Headquarters,
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • Fax 01443 232180
www.southwales-fire.gov.uk

We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

RAISING AWARENESS - REDUCING RISK



Who is the key decision-maker for the aforementioned products/services?	Please below *
If possible, please provide their contact details	

*With regard to your request for direct contact details, SWFRS operates a single point of contact policy. All callers are requested to contact the Service via HQ Reception on 01443 232000. The call will be directed to the most appropriate department/individual to deal with your call.

This is the same for email correspondence. Please direct all emails enquiries to swfs@southwales-fire.gov.uk so that your request can be directed as appropriate.

This policy is in operation to ensure that calls/emails are dealt with more efficiently – as structures/posts can change, this prevents emails being sent to individuals whose role may have changed. It also prevents individuals from receiving unwarranted calls/correspondence.

This stance is supported by guidance from the Information Commissioner's Office.

If you have any queries regarding your Freedom of Information request, please contact us at Dataprotection@southwales-fire.gov.uk quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by writing to:

Information Governance and Compliance Officer
South Wales Fire and Rescue Service
Forest View Business Park
Llantrisant
CF72 8LX

If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
Information Governance and Compliance CF72 8LX.

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South Wales
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