

MFES Training and Accreditation Audit

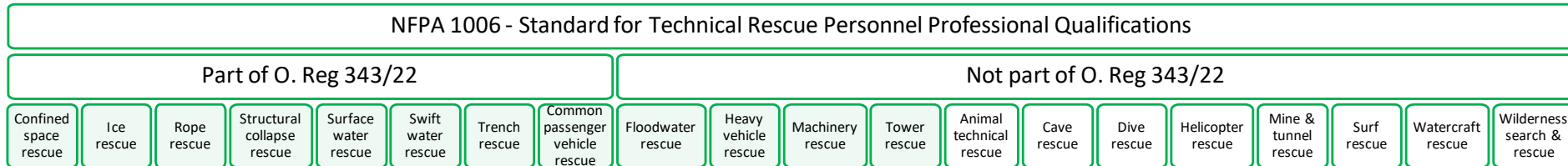
City Manager's Department
Fire & Emergency Services Division
Professional Development & Accreditation Section

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- Professional Development & Accreditation (PD&A) Section, part of Mississauga Fire and Emergency Services (MFES), is comprised of approximately 15 unionized staff reporting to the Deputy Chief of PD&A (non-unionized)
- PD&A Section is responsible for:
 - Providing operational training to over 800 unionized front-line staff (by 2024)
 - Ensuring front-line staff are trained in various disciplines
- Ontario Regulation 343/22 – Firefighter Certification (O. Reg. 343/22) requires staff to comply with and certify against applicable National Fire Protection Association (NFPA) standards
 - One of the NFPA standards: NFPA 1006 – Standard for Technical Rescue Personnel Professional Qualifications (NFPA 1006 – Technical Rescue); certify by July 1, 2028



In-Scope Objectives:

- Operational review of the NFPA 1006 – Technical Rescue training program’s sustainability for the period April 2022 to April 2023
- Compliance with accreditation requirements
- Recordkeeping
- Monitoring

Out-of-Scope:

- Delivery and quality assurance of NFPA 1006 – Technical Rescue program to comply with accreditation requirements
- Training programs and records related to disciplines not specific to NFPA 1006 – Technical Rescue
- Enterprise-wide governance around Learning Records Management System (LRMS)

- Effective oversight of the NFPA 1006 – Technical Rescue training program
- Areas that need improvement include:
 - documenting relevant processes and storing documents in an easily accessible location
 - digitizing training-related documents
 - consolidating data into a comprehensive central master repository from all existing training tools
- Total of 4 recommendations resulted from this audit
- Recommendations are intended to complement ongoing work, streamline existing processes and ensure data integrity is maintained to support training programs

Main Observations:

- Formally document relevant processes and store all documents in an easily accessible location
- Digitize training-related documents
- Consolidate data into a central master repository from all training tools

Observations

- Established processes generally operating well; staff involved know their roles within processes
- Some documentation available; other key processes not documented
- Holistic view of the critical processes is primarily known by one individual

Recommendation

- Formally develop documentation related to management of training programs
- Store documentation in an accessible and central location

Management Comments

- Accurate and well appreciated recommendation
- PD&A has encountered challenges; therefore did not have capacity to effectively deliver and ensure that the “back end” processes are effectively designed and formalized

Observations

- Practical exams – booklet printed for each candidate
- Relevant paperwork (results from written exam and up to 5 pages of practical exam booklet) scanned and submitted electronically for validation
- Scanned documents retained on the network drive and printed documents are stored in a file room

Recommendation

- Enhance document management through digitization of physical documents
- Include Deputy Chief of PD&A as an authorized member to periodically review access to file room

Management Comments

- Ensure information is saved to a shared drive and written materials are secured at all times
- Transition theory testing from Scantron to electronic testing on iPads
- Digitize all work to the degree possible

Observations

- Various distinct processes exist to manage staff training records
- Information available in several tools and each tool presents its unique set of challenges
- A comprehensive central “master data repository” has not been implemented to capture and monitor relevant information

Recommendation

- Minimize the number of tools being utilized
- Central master data repository be adopted to capture training-related information
- Function as the “single source of truth” for information related to all training initiatives

Management Comments

- Fully agree but do not currently have the capacity to action
- As capacity allows, we will undertake necessary work to:
 - Automate staff on leave to ensure roster remains up to date
 - Engage with Learning & Development to produce higher quality regular, custom reports
 - Modernize processes to transition to comprehensive master records repository

Recommendations By Priority and Target Completion Date



Thank you