Managing the Delivery of Road Safety Education Courses

FastForm Online Bookings is a web-based course management solution that is used by local authorities, police forces and safety camera partnerships to streamline the management of driver offender retraining schemes and provide online booking facilities for course participants and service providers.

FastForm includes web-based interfaces for clients, call takers, course administrators, course instructors and police personnel. Authorised staff can create and manage an unlimited number of course types, courses, venues, instructors and resources within FastForm. Course Instructors also use FastForm to declare their availability, monitor course allocation and validate course attendees.

Utilising highly intuitive web-based booking screens, course participants can book and pay for driver offender retraining courses and local road safety courses directly over the internet at any convenient time, thereby minimising the need for telephone enquiries and bookings.

FastForm provides direct integration with DORS and course booking data is transferred dynamically between FastForm and DORS. Integration with customer-specific systems is also provided to manage the delivery of local courses that support local road safety initiatives.

Several police forces and local authorities have reduced their operational overheads substantially by using FastForm to bring NDORS course management functions in-house, streamline service delivery and increase annual course booking volumes.

A return on investment in FastForm can easily be achieved in under 12 months.

Improve customer service, offer more courses, reduce overheads

Improving Customer Service

Last year, 38 million adults in Great Britain (76%) accessed the Internet every day, 58% accessed the Internet using a mobile phone and 74% of all adults bought goods or services online. These figures clearly demonstrate there is an expectation that public services, such as road safety education, should be accessible online.

FastForm fully satisfies course participants' expectations by providing 24/7 access to online course booking and enquiry facilities, allowing users to review their options and choose suitable course dates and locations. Email and text messaging options are also provided to deliver course information and attendance reminders.

Efficient Service Delivery

The volume of telephone-based course enquiries and bookings handled by police and camera partnership staff is reduced substantially, along with associated office-based data processing tasks, when intuitive web-based course booking facilities are offered. Recent analysis has shown that it is reasonable to expect the majority of course bookings to be made over the internet when FastForm is available.

Maximising Course Attendance

The cost model for operating road safety courses is optimised when all available spaces on a course are taken (generating maximum revenue to cover the per-course overhead). FastForm includes:

- Booking features to prioritise attendance on the next available courses.

- Auto-generated attendance reminders for course participants in emails and text messages.

- A management dashboard to display deadlines for critical tasks and alerts for impending deadlines (e.g. contacting course participants to obtain deferred payments and confirm attendance).

Increasing Road Safety

Using efficient service delivery methods, our FastForm customers have increased course booking volumes substantially and are now offering additional course types in order to promote local road safety initiatives; ultimately enabling forces to increase their emphasis on road safety education over enforcement.

Intuitive Interfaces and Responsive Designs

FastForm includes exceptionally intuitive interfaces that provide a fresh, clean and modern user experience. Our interfaces also use responsive designs, which are accessible on traditional computers, tablet devices and smartphones.

Clients are taken through an extremely simple booking procedure and can easily identify the stage of the process they have reached at any point in time.

This highly intuitive and accessible design philosophy maximises web-based bookings, avoids abandoned bookings and streamlines back office use.

Touch friendly interfaces

Responsive designs

Customer Branding

Clear 4-stage banner

Context-specific help

Postcode lookups
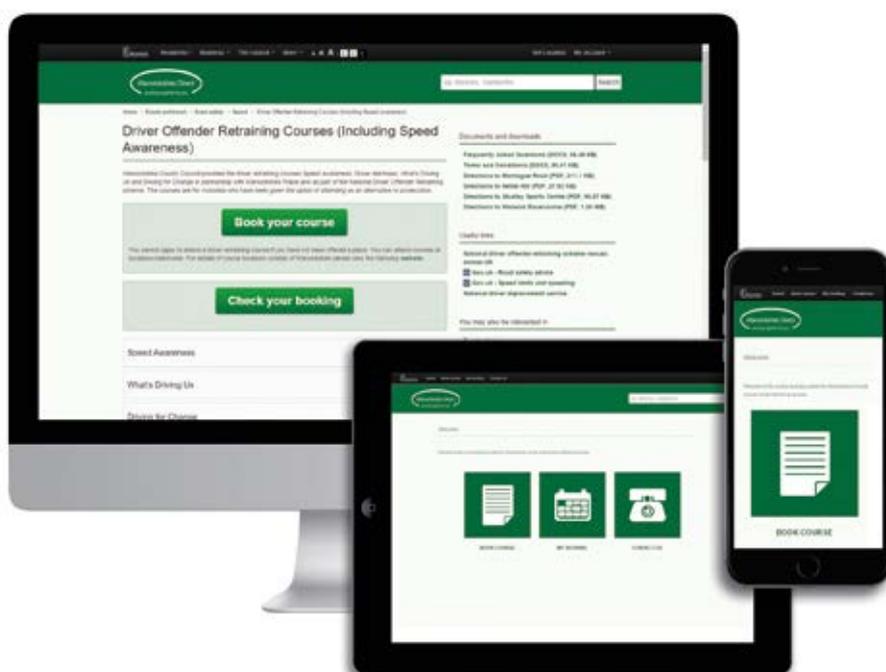
FastForm has been designed to encourage clients to make web-based bookings by clearly adding value over and above a traditional telephone or postal booking approach. In particular, course participants can:

- Make bookings at any convenient time of the day or night (i.e. 24/7 availability).

- Browse through relevant course types (if applicable) and available course venues, dates and times at their leisure before selecting their preferred course.

- Obtain a full Welcome Pack immediately at the time of booking, either via download from the website or as an email attachment.

- Elect to receive updates and reminders in text messages and email messages (e.g. a text reminder the day before the course).

- Declare individual needs, such as wheelchair access or extra space for an accompanying translator or carer, during the booking.

Language variant booking screens can also be offered for minority language groups within the community.

Course Management Capabilities

FastForm includes comprehensive course management features for course administrators, call centre personnel, course instructors and camera partnership members, which are used by service providers to streamline the delivery of driver offender retraining schemes and local road safety courses.

Secure Online Web Access

Clients
Book online
Make payments
Access Welcome Pack
Receive confirmation
Return to booking
Receive reminders

Staff
Take client booking
Amend client booking
Manage course types,
courses and venues
View booking histories
Financial audit

Instructors
Manage availability
View allocated courses
Print course list
Record attendances
Submit invoices

External Users
Read-only access for
other partnership
members (e.g. police)

CLARITY
FastForm Online Bookings

Integration

DORS / PentiP / Local Systems
Driver details
Booking details
Attendance status
Courses
Course types
Venues

Payment Provider
Secure online payment
Telephone payment
Customise branding

Email SMS
Booking confirmation
Booking information
Attendance reminders
Payment reminders
Course change alerts
Notifications for clients & instructors

- Create an unlimited number of course types, courses, venues, instructors and resources.
- Schedule courses individually or as recurring events; allocate venues and instructors.
- Course booking data is exchanged dynamically between FastForm and DORS.
- Customer-specific branding can be applied to the full suite of client booking screens.
- Automated emails and text messages provide course confirmations, alerts and reminders.
- A management dashboard displays key deadlines and provides alerts for time-critical tasks.

- Payment authorisation and merchant banking services are provided using PayPoint, WorldPay, etc.
- Flexible payment options include payment plans, pay later, record payment and skip payment features.
- Parameter-driven management reports facilitate analysis of booking statistics, cash-flow, utilisation, etc.
- A full audit history is maintained for all client, business user and system administrator actions.
- Hosting services are provided from UK-based high-integrity secure data centres, with 24/7 availability assured.
- Accessibility compliance is tested periodically and prior to each new software release.

CLARITY
information solutions