

JESIP Joint Organisational Learning (JOL) How-To Guide

Instructions and information on using the
JESIP JOL Application

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How do I log in to the JOL Application?

To access the JOL Application on Resilience Direct you can choose one of the methods below:

Method 1 - From the JESIP Website

1. Go to the **Training** menu on the JESIP website
2. Select the [JOL page](#) from the menu
3. Scroll to the bottom of the page and select the link from the list available:

To input information to the JESIP JOL Application

JOL Single Points of Contact may:

- log a **Lesson Identified** by [clicking here](#).
- log some **Notable Practice** by [clicking here](#)
- give JESIP feedback about the Application or JOL by [clicking here](#)

Once you have clicked the link, a Resilience Direct log-in screen will open in your Internet Browser like this:

If you are not already logged in to Resilience Direct, you will need to Log In now.

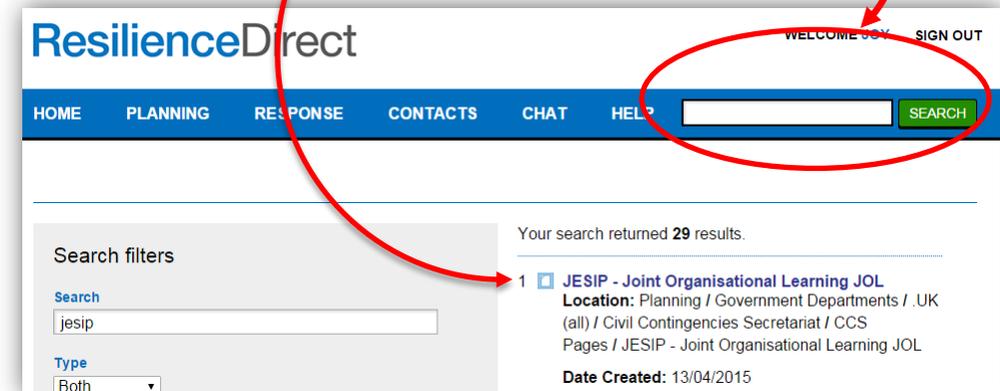


Method 2 - Accessing JOL from Resilience Direct

If you are logged onto Resilience Direct, you can find the JOL Application by:

A General Search:

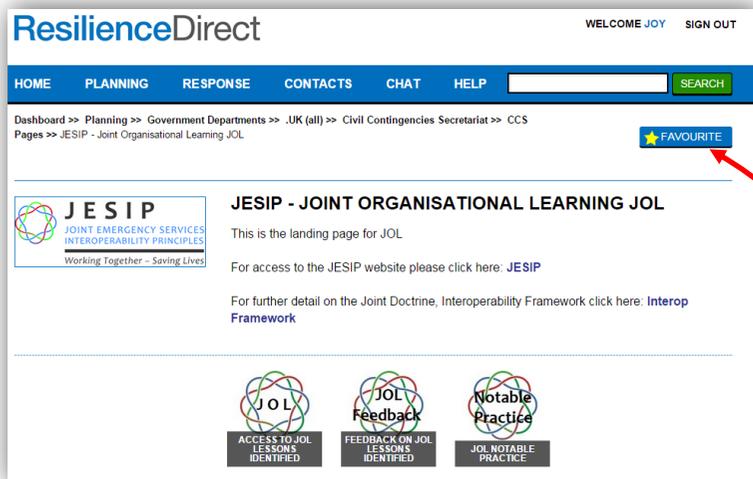
1. From the Resilience Direct Home screen, type **JESIP** into the search box and start the search
2. From the list of entries, the top one should be the **JESIP Joint Organisational Application**, click on this link and you will be taken to the JOL home page



JOL Home Page

The JOL Home Page is where you can access all three JOL Applications which are:

- JOL - Lessons Identified
- JOL Feedback
- JOL Notable Practice



Making JOL a Favourite on your Resilience Direct page

Once you have found the JOL home page, you can make it easier to find on Resilience Direct next time by marking this page as a **Favourite**. To do this:

1. Make sure you are on the JOL Home Page
2. Click the **Favourite** button (top right)

Next time you log in to Resilience Direct, the JOL Application home page will appear in your Favourites list to the right of the screen.

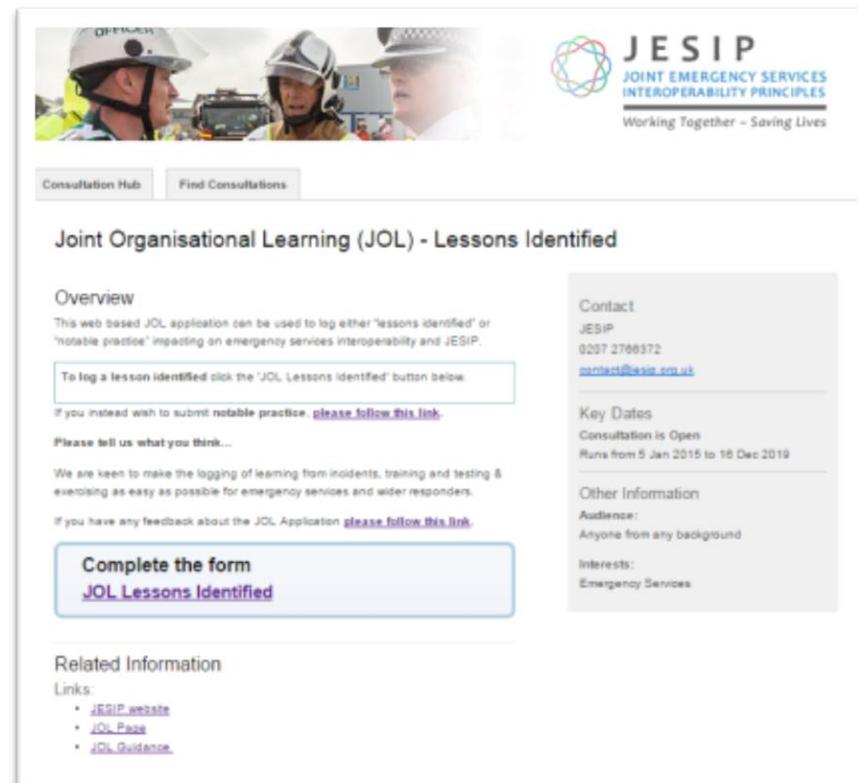
Requesting a Resilience Direct Account

For access to Resilience Direct – please consult your local Resilience Direct Administrator within your organisation.

Entering Inputs on JOL

Lessons Identified Page

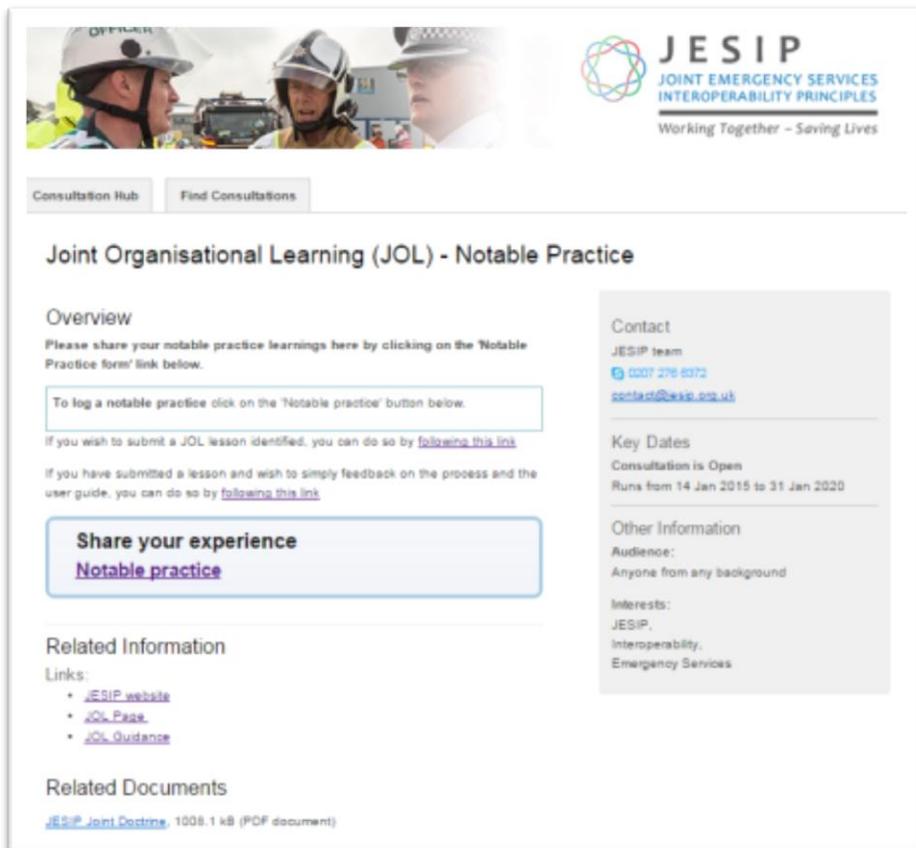
If you select the link to log a **Lesson Identified**, the screen you will see looks like this:



To start inputting a “Lesson Identified” click on the link: **Complete the Form – JOL Lessons Identified**.

Inputting Notable Practice

If you select the link to log **Notable Practice**, the screen you will see looks like this:



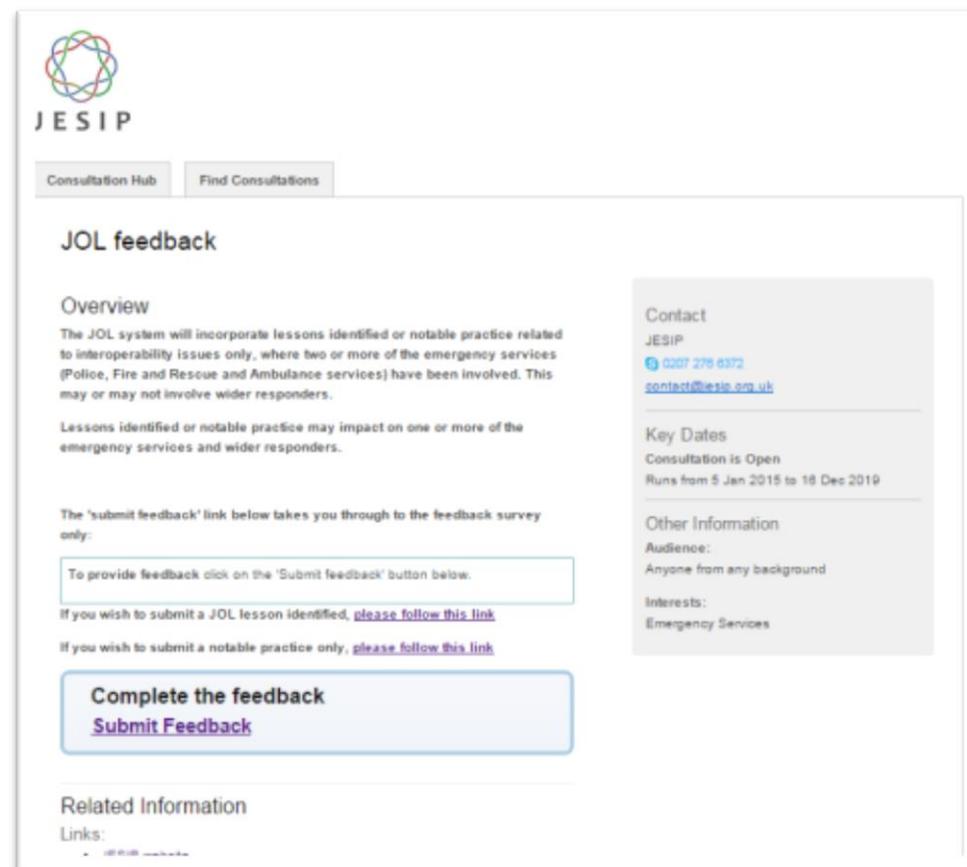
The screenshot shows the 'Joint Organisational Learning (JOL) - Notable Practice' page. At the top, there is a header with the JESIP logo and the tagline 'Working Together - Saving Lives'. Below the header, there are two tabs: 'Consultation Hub' and 'Find Consultations'. The main heading is 'Joint Organisational Learning (JOL) - Notable Practice'. Under 'Overview', it says 'Please share your notable practice learnings here by clicking on the 'Notable Practice form' link below.' There is a text box with the instruction 'To log a notable practice click on the 'Notable practice' button below.' Below this, there are two paragraphs of text with links: 'If you wish to submit a JOL lesson identified, you can do so by following this link' and 'If you have submitted a lesson and wish to simply feedback on the process and the user guide, you can do so by following this link'. A large blue button labeled 'Share your experience' contains a link to 'Notable practice'. On the right side, there is a 'Contact' section with the JESIP team details (phone number 0207 276 6372 and email contact@jesip.org.uk). Below that is a 'Key Dates' section stating 'Consultation is Open' from 14 Jan 2015 to 31 Jan 2020. Further down is an 'Other Information' section with 'Audience: Anyone from any background' and 'Interests: JESIP, Interoperability, Emergency Services'. At the bottom, there is a 'Related Information' section with links to 'JESIP website', 'JOL Page', and 'JOL Guidance', and a 'Related Documents' section with a PDF document 'JESIP Joint Doctrine' (1005.1 kB).

To start inputting “Notable Practice” click on the link: **Share Your Experience Notable Practice**.

Providing Feedback about JOL to JESIP

If you wish to log suggestions or comments about the JOL Application to help us improve it, use the **Feedback** link from the JESIP website.

If you select the **Provide Feedback** link you will see a screen like this, click the **Submit Feedback** link at the bottom of the page to send us your comments.



The screenshot shows the 'JOL feedback' page. At the top, there is a header with the JESIP logo and the tagline 'Working Together - Saving Lives'. Below the header, there are two tabs: 'Consultation Hub' and 'Find Consultations'. The main heading is 'JOL feedback'. Under 'Overview', it says 'The JOL system will incorporate lessons identified or notable practice related to interoperability issues only, where two or more of the emergency services (Police, Fire and Rescue and Ambulance services) have been involved. This may or may not involve wider responders.' Below this, there is a paragraph: 'Lessons identified or notable practice may impact on one or more of the emergency services and wider responders.' Further down, it says 'The 'submit feedback' link below takes you through to the feedback survey only:'. There is a text box with the instruction 'To provide feedback click on the 'Submit feedback' button below.' Below this, there are two paragraphs of text with links: 'If you wish to submit a JOL lesson identified, please follow this link' and 'If you wish to submit a notable practice only, please follow this link'. A large blue button labeled 'Complete the feedback' contains a link to 'Submit Feedback'. At the bottom, there is a 'Related Information' section with links to 'JESIP website', 'JOL Page', and 'JOL Guidance'.

Guidance on Entering & Saving Inputs

To input information onto any of the JOL applications, you will be taken through a series of questions step by step. Some questions are mandatory so will require an answer before you will be allowed to move to the next page. The application refers to your input as a “Response” so you will see this term throughout.

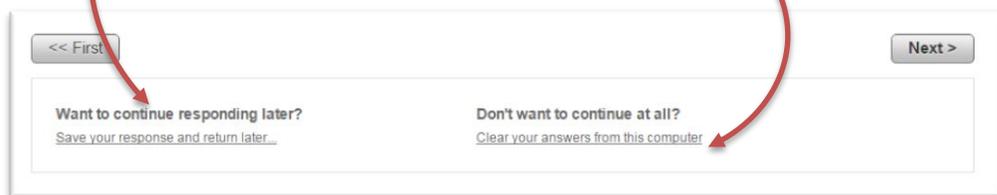
Navigation

To go back to a previous page use the **Back** button of your web browser (Internet Explorer or equivalent) and to move forward again press the **Forward** button.

Saving your Input

If you get interrupted when entering your response, you can save it and come back to it later by:

1. Scrolling to the bottom of the page you are completing
2. Choose either:
 - a. To **continue with your response later**, (you will need to complete any required questions on that page before you can continue) or
 - b. To **not continue at all** (any data entered so far will be lost).



Navigation buttons: << First, Next >

Want to continue responding later?
[Save your response and return later...](#)

Don't want to continue at all?
[Clear your answers from this computer](#)

3. If you have chosen to “**Save your response and return later**” you will need to enter your email address so that an email link to your response can be sent to you, then click on the **Save and Send Email** button.

Consent to Publish Your Inputs

When you submit a response, the JESIP team will interpret it and moderate the content then decide whether it should be published making the content available for others to search and learn from.

For various reasons you may wish to inform JESIP of a Lesson Identified but may not wish the details be made available for others to see. Please bear in mind that no information will be shared until JESIP have moderated the response and that the purpose of JOL is to share learning.

To indicate your wishes to us, you can select to what level information is shared at the **Consent to Publish Response** stage. There are three choices:

Yes – once moderated by JESIP, this will mean that the answers you provide will be published and visible to other site visitors

No – once moderated by JESIP, none of the answers you provide will be published or visible to other site visitors and the information you provide will be for the use of the JESIP team only (**all CT events must be marked as No**)

Yes, but without identifying information - once moderated by JESIP, your answers, aside from those with identifying information in, will be published and visible to other site visitors

Saving a copy of a published response

Once published by JESIP, responses are available for other JOL SPoCs to view by searching (see next page). With a response on the screen, a local copy can be saved through the **File Print command** (not File Save As):

1. Selecting the **Print** option in your web browser or use [**CTRL + P**]
2. You should have the option to “Save as PDF” or other formats (this may depend on your local IT set up)
3. Choose where to save the file and give it a name, then save.

Searching on JOL

Once the JESIP team have analysed the JOL responses and moderated them, if they are useful to share and have the appropriate consent, they will be published and available for other SPoCs to view by searching.

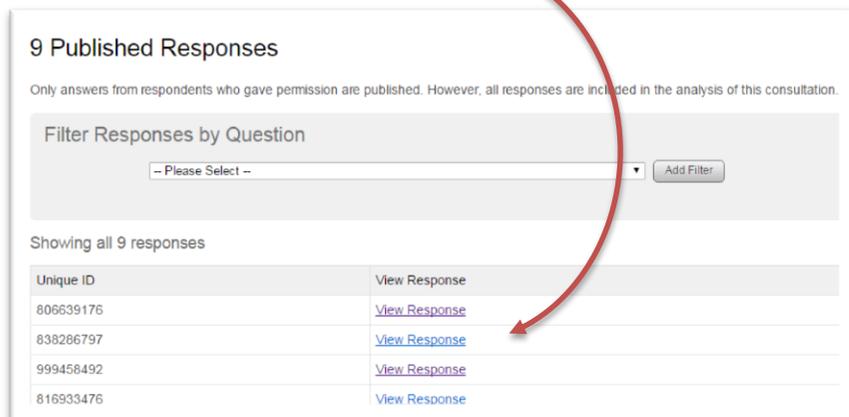
To search from the published responses:

1. Click on the **JOL Lessons Identified** link from the JOL Home Page and then the link on the next page that appears.
2. You will be on the **Lessons Identified** page
3. Scroll down until you see **Published Responses** section

Published Responses

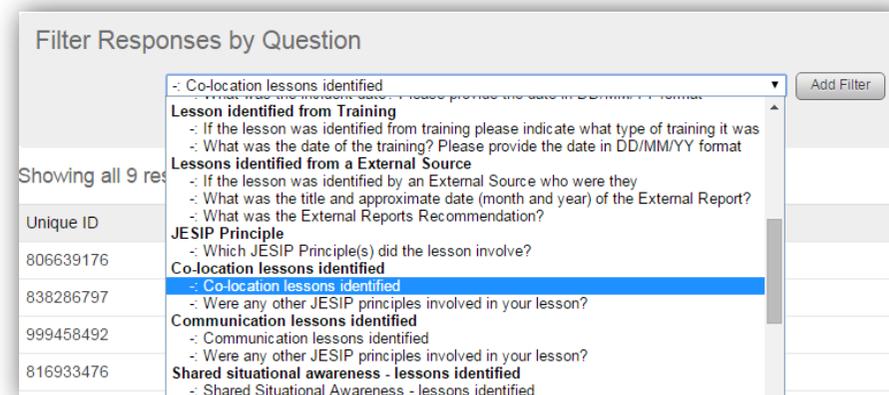
[View submitted responses](#) where consent has been given to publish the response.

4. Click on the **View Submitted Responses** link
5. At the bottom of the screen you will now be able to see all published responses sorted by their unique id.



Unique ID	View Response
806639176	View Response
838286797	View Response
999458492	View Response
816933476	View Response

6. You can use the drop down list of questions to filter the responses if you are looking for something specific, for example all responses about Co-Location or responses from your area.



7. Select the question and click the **Add Filter** button, the number of responses should reduce to just those that meet the criteria of the question you chose.
8. Further filter options will appear which can select from by clicking the check boxes and applying the filter again
9. You can add multiple filters by clicking the Add Filter button again
10. You can view responses by clicking on the corresponding link to **View Response**
11. To remove one or all filters and return to the complete list of responses, click the **Remove** button of each filter applied.



JOL - Frequently Asked Questions

Q - Who will be able to see the Lessons Identified or Notable Practice I put onto JOL?

A - Currently any user of Resilience Direct can search the JOL application but this depends on the option you have selected in the Consent to Publish section (*see Consent to Publish Your Inputs*).

We are working towards creating a Resilience Direct Group for JOL SPoCs so only other SPoCs can access and search on JOL.

Q – Do I have to enter my complete de-brief report onto JOL?

A – No, we only need to know about issues that relate to joint working and particularly use of the five principles, the JDM and METHANE from the [JESIP Joint Doctrine](#).

Q – Who will receive any JOL recommendations that my service may have to implement?

A - JESIP will send any recommendations for action to the Strategic Lead in the relevant services / organisations copied to the JOL Single Point of Contact (SPoC).

Q - How will I know if new inputs have been published on JOL?

A -Once we start to receive inputs and analyse them, we will provide a regular summary of published Lessons Identified / Notable Practice via email to all JOL SPoCs and Strategic Leads. This communication will contain an overview of the Lesson Identified or Notable Practice and a link so that you can easily access the information.

Q – Why do I have to enter my personal detail and email address each time I enter an input?

A -We are aware this re-entry of common data is an inconvenience but it is a limitation of the current system available, we will be working with those responsible for Resilience Direct to improve this for end users.

Q – How do I know what to input onto the system and what not to?

A – Full details about the scope for Lessons Identified and Notable Practice on JOL are available on our website by following this link [JOL Guidance Document](#).

If you have identified an issue that negatively impacted on the joint response activities of two or more of the emergency services, then you should input that onto JOL as a “**Lesson Identified**”.

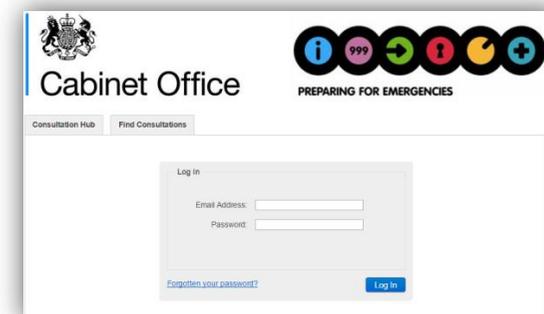
If you identified an issue but have also found a solution and wish to share for others to learn from, this will be “**Notable Practice**”.

What may appear to you to be a small / local issue may still be worth inputting to JOL as we may identify the same issue happening in other parts of the country or occurring frequently, it may be something we need to address nationally.

If you find any aspect of using JOL challenging, please tell us by sharing “**Feedback**” and will we do what we can to resolve.

Q – When I tried to log on to Lessons Identified or Notable Practice, I am asked for an email address and password, what do I do?

A – If a screen like this appears, the JOL application has been temporarily taken off line for modifications by the JESIP team – our apologies. Please leave the website and try again later.



**If in doubt – input to
JOL!**

Glossary

- **Joint Organisational Learning (JOL)** – the arrangements by instigated by JESIP to allow the emergency response sector to have a coordinated way of learning lessons from incidents, training or testing & exercising and, where required, ensuring positive changes are made to emergency response procedures.
- **JESIP** – Joint Emergency Services Interoperability Principles (*formerly “Programme” from 2012 – 2014*)
- **Interoperability Board** – a national strategic level board which will provide oversight and strategic direction as part of an ongoing tri-service governance structure for interoperability. They will provide assurance to Ministers that issues affecting effective interoperability are being addressed by the emergency services.
- **End Users** – the organisations who will use the JOL Application and process to input Lessons Identified or Notable Practice
- **Lesson Identified** - A lesson identified is an issue captured by an emergency service and/or LRF that negatively impacts on emergency services interoperability
- **Issue** – The details of what caused the lesson to be identified
- **Lessons analysis** - Activities carried out by the JESIP team once inputs have been received before publishing on the JOL application.
- **Observation** - An observation is a statement that is based on something that one has seen, heard or noticed. It is something that can be analysed to help produce potential solutions that may be issued by JESIP as recommendations to end users.
- **Lesson learned** - A lesson learned is a lesson that has been resolved through the implementation of necessary change which has a positive impact on emergency services interoperability.
- **Notable Practice** - Notable practice is where a service has identified an issue but found a workable solution which is proven to be an effective and useful way of doing something. Notable practice does not always necessitate essential change throughout a sector, but it is something which services may wish to adopt as it has been shown to have a positive impact on emergency services interoperability in another area of the country.
- **Single Point of Contact (SPoC)** - Fire, Police, Ambulance and wider responder personnel who will input lessons identified on behalf of their organisations onto the JOL application. SPoCs must have Resilience Direct accounts.
- **Delivery Agent** – Those bodies who have national responsibility for related work areas on behalf of their sector such as doctrine. For example, the College of Policing (CoP) Authorised Professional Practice (APP) for police, the National Operational Guidance Programme (NOGP) for Fire & Rescue Services and the National Ambulance Resilience Unit (NARU) for Ambulance Services.
- **Recommendation owners** - Where recommendations have been identified through the analysis of lessons identified, recommendation owners will be responsible and accountable for the implementation within their service or organisation. At service level this is the Service JESIP Strategic Lead. Recommendation owners will be required to report back to JESIP on the progress of implementing the JOL recommendation.