

Cardinus eLearning

Hosted Guidance Notes

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1 Introduction

This guidance is provided to support line managers whose employees are using the Cardinus health and safety e-Learning interactive training package. To access the e-learning courses the user must have intranet/internet access.

The e-Learning training consists of 6 independent modules, these are;

- Workstation Safety Plus (DSE training and risk assessment)
- Fire Safety Plus
- Safety for Line Managers
- Effective Risk Assessment
- Manual Handling for the Office
- Manual Handling Plus

2 Overview

The Health and Safety at Work Act and associated legislation is there to support employee safety in the workplace.

Cardinus training and risk assessment software for Fire Safety, Manual Handling, DSE, etc., has been designed with the legislative requirements in mind.

Compliance with training requirements is easy to define. For compliance, the Cardinus e-learning training has to be completed with a satisfactory end-of-course test score of 80% or more.

Non-compliance would apply to users who have not yet completed the training, or with a score of less than 80%.

In the case of requirements for a risk assessment in areas such as DSE or Manual Handling the compliance is less easy to achieve. The risk assessments may throw up some particular issues where action needs to be taken. Compliance will therefore be judged not just on whether a risk assessment has been completed, but also on what has been the follow up on the issues raised.

It is important that line managers support their staff with this e-learning process.

3 Benefits of e-Learning

E-learning is a very efficient and cost effective way of delivering training. Large numbers of employees can access this method of training and risk assessment easily and quickly.

Completion of the course modules provides evidence of competency in those subject areas. There is also the ability to identify participants who may need additional help and support.

4 How to Access Health and Safety e-Learning

Requests for all intranet based DSE users to carry out the DSE training and risk assessment should be emailed to your DSE Assessor/Health and Safety Team. The following details will be required

- First name & surname
- Cc. No.
- Team & location
- Telephone No.
- Name of line manager

An invitation email will be sent to the employee(s) with their log on requirements.

All other e-learning modules can be booked via the ODU training team by using the corporate training booking form.

5 Introduction to Cardinus Workstation Safety Plus (WSP)

When a user logs into the software, they are presented with a personal status page indicating the last time they completed the training and risk assessment modules. Users are then guided through a simple risk reduction process.

Cardinus DSE Workstation Plus has three key modules;

Module 1 – Interactive Training

This comprehensive instructional module takes approximately 30 minutes to complete. Employees can specify which equipment they use, the options being desktop, laptop, PDA/Blackberry or multiple monitors. The training adjusts to the type of equipment in use.

At the end of the training, users should understand the health risks, how to adjust their chair, the importance of short but frequent pauses or changes of activity.

Throughout the course, users are prompted to take immediate action to address issues where possible.

The training leads into a short multi-choice test; the pass rate is 80%. On completion employees can print off a certificate.

Module 2 – Risk Assessment

This is the self - risk assessment module. It is completed after module 1 (training). All data is stored on the Cardinus Pace database which allows for individual and statistical reporting.

On completion of the risk assessment the DSE user is provided with a User Action Report.

Module 3 – User Action Report

Users are presented with an Action Report detailing the measures needed to bring their working posture and/or work area up to the required standard.

After completing the required actions, employees re-run the report to update the database with the measures taken.

If employees cannot resolve issues, they should discuss further actions with their line manager.

Line managers should support their DSE users in completing the User Action Plan, any issues that require occupational health support should be referred to the Occupational Health Team (01743 252831).

6 User Action Follow-up Time Scales

Employees after completing WSP who subsequently have tasks to complete are scheduled to receive a WSP Action Report Chaser; this will be sent to people who meet any of the following criteria:

- i) They have taken no action on an issue
- ii) Have ticked 'Actioned' but not closed the issue off for over 30 days.
- iii) Have ticked 'Actioned' and have set progress to 'Improved' but not closed the issue off within 90 days.

7 The Role of Local DSE Assessors

Local DSE Assessors will need to maintain a record of all DSE users within their team/area (office based and homeworkers).

The Local DSE Assessor will have administrative access to the Cardinus WSP PACE database. By interrogating the PACE database Local DSE Assessors will be able to ensure DSE training and self-risk assessment is undertaken and monitor compliance.

If there are any significant DSE Workstation issues, these should be forwarded to the Health and Safety Team and their Health and Safety key Contact for further action.

8 Rapid Upper Limb Assessment

Rapid Upper Limb Assessment (RULA) is an excellent tool for quickly assessing and scoring working postures where there is a risk of overloading the upper body and neck.

DSE Assessors can access this tool if levels of risk need to be assessed in detail to reduce the chance of individuals developing musculoskeletal disorders. This is especially true of the complex physiological structures of the neck, shoulders, arms, wrists and hands.

9 The following health and safety eLearning courses are available via ODU.

Fire Safety Plus

This course is available to any employee with intranet access. Features of the training include;

- Fire prevention
- Actions in an emergency
- Fighting fires, and correct responses to emergencies.

Fire Safety Plus provides a detailed, engaging and interactive course by utilising a variety of learning methods.

Manual Handling for the Office

This course is available to any employee with intranet access. Features of the training include;

- Review of office tasks that may lead to injury
- Assessing the risks
- Handling techniques

Manual Handling Plus

This course is available to any employee with intranet access. Features of the training include;

- Review of tasks that may lead to injury in the workplace
- Assessing risks
- Develop good manual handling practices
- Handling techniques
- Avoiding manual handling

Effective Risk Assessment

This module will enable employees to understand the role of risk management and where risk assessment fits into the management of health and safety

- Know the legal requirement for risk assessment
- Define hazard and risk
- Make an inventory of sources of hazards and keep it up to date
- Identify hazards associated with each source

Safety for Line Managers

On completion of this training course, Line Managers/Supervisors will

- Have a basic knowledge of health and safety law
- Understand Shropshire Council's health and safety policies and procedures
- Appreciate how Shropshire Council meets its legal requirements
- Realise your responsibilities and role.
- Be aware of where to seek assistance when needed.

10 Frequently Asked Questions

- 10.1 Who can access health and safety e-learning?
- 10.2 How do I access health and safety e-learning?
- 10.3 What eLearning health and safety training is available on the intranet?
- 10.4 What eLearning health and safety training is available on the internet?
- 10.5 Who can I contact for further information or support?
- 10.6 What is the cost for health and safety e-learning modules?
- 10.7 I keep getting training/risk assessment reminders – why?
- 10.8 Who/Where are local DSE Assessors located?
- 10.9 How can I contact my DSE Assessor?
- 10.10 What is the frequency of re-assessment training and/or risk assessment?
- 10.11 Why did my training module time out?
- 10.12 What is the frequency for refresher/update training?
- 10.13 How long does it take to complete an eLearning module?
- 10.14 How do I know if I have successfully passed my eLearning course?
- 10.15 Is there any follow-up from my eLearning training/risk assessment?

Frequently Asked Questions

10.1 Who can access health and safety e-learning?

Cardinus DSE training and self-risk assessment is available to all employees who use computers (desk-top/laptop/notebooks/PDA's etc.).

10.2 How do I access health and safety e-learning?

Health and safety e-learning is accessed by:

- i) **Intranet** users can access by receipt of an automated invitation,
- ii) **Internet** users either by contacting their line manager, or emailing the health and safety team at:

healthsafety@shropshire.gov.uk

All other health and safety e-learning modules can be accessed via ODU at ODU@shropshire.gov.uk

10.3 What training is available on the intranet?

The following e-learning modules are available on the intranet

- Workstation Safety Plus (WSP)
- Safety for Line Managers
- Fire Safety Plus
- Effective Risk Assessment
- Manual Handling – Office
- Manual Handling Plus

10.4 What training is available on the internet?

The following e-learning module is available on the internet

- Workstation Safety Plus (WSP)
- Safety for Line Managers
- Fire Safety Plus
- Effective Risk Assessment
- Manual Handling – Office
- Manual Handling Plus

10.5 Who can I contact for further information or support?

The following will be able provide information and support;

- Health and Safety Duty Officer

Tel: 01743 252819

email healthsafety@shropshire.gov.uk

- Organisation Development Unit (ODU)

Tel: 01743 252995

10.6 What is the cost for health and safety e-learning modules?

The health and Safety e-learning courses are currently free for employees.

10.7 I keep getting training/risk assessment reminders – why?

This is because an invitation link has been sent to you and either the training or risk assessment has not been completed.

10.8 Who/Where are local DSE Assessors located?

The Health and Safety Welfare Group key Contact will review their service area and identify the need for local DSE assessors.

Example of numbers required are;

- Shirehall – 1 per group/floor
- Guildhall – 1 per group/floor
- HQ Buildings – 1 per building
- Day centres, Care Homes, Leisure centres, schools 1 per site
- Workshops/small teams – 1 per group/area.

10.9 How can I contact my DSE Assessor?

Names of departmental/local assessors are retained by your Health and Safety 'Key Contact'.

10.10 What is the frequency of re-assessment training and/or risk assessment?

The requirement for reassessment for WSP is annually or sooner if the workstation is moved or other changes i.e. differing DSE or occupational health and safety reasons.

All other health and safety e-learning modules should be 'refreshed' at least every 3 years, see corporate training matrix for further information.

10.11 Why did my training module time out?

All Cardinus training modules will automatically time out if there is no keyboard activity for 10 minutes.

10.12 What is the frequency for refresher/update training?

Cardinus DSE risk assessment should be carried out at least annually by all DSE User's.

Please see the corporate training matrix for all other training

10.13 How long does it take to complete an eLearning module?

All the training modules are self-contained allowing employees to interrupt their training module (will be saved back to last completed module). The following gives an outline on time that should be allowed for completion of modules

- Safety for Line Managers 4hrs approximately
- Fire Safety Plus allow 1 hour
- Manual Handling Plus allow 1 hour
- DSE Workstation Plus 45 minutes
- Manual Handling for the Office approximately 45 minutes
- Effective Risk Assessment approximately 45 minutes

10.14 How do I know if I have successfully passed my eLearning course?

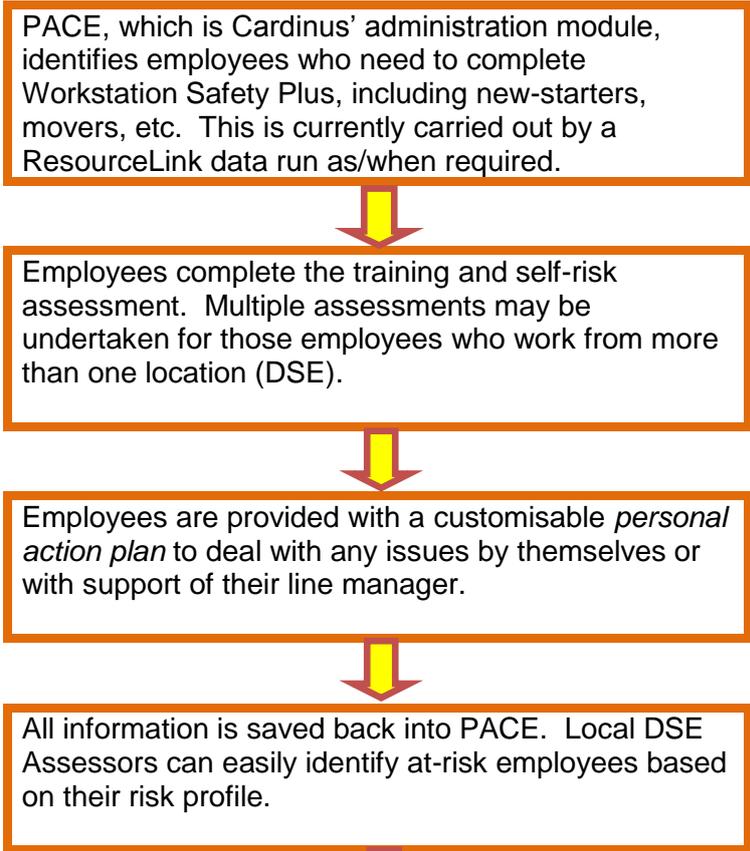
At the end of the training course you are given the opportunity to print off a certificate, successful trainees achieve the minimal pass rate of 80%. If the score is lower than 80% the module should be retaken.

10.15 Is there any follow-up from my eLearning training/risk assessment?

There may be a requirement to issue 'User Action Reports' (UAR) to support employees in closing off issues raised during their risk assessment.

It is important that the UAR is completed; any outstanding issues that cannot be actioned by the individual are reported to their Line Manager/DSE Assessor.

11 Cardinus eLearning Intranet Management and DSE Guidance Flowchart



Low risk	Medium risk	High risk (usually pain-related)
<p>Automated emails provide proactive advice and guidance. Encouragement is given to the employee to undertake the adjustments identified in the personal action plan.</p>	<p>Automated emails provide more detailed advice. Encouragement is given to each employee to follow the advice provided in their personal action plan: a local DSE assessor can intervene (if necessary).</p>	<p>Automated emails provide proactive advice to help employees reduce their symptoms until intervention can take place.</p>

If the user requires intervention, PACE provides reports and tools to allow an assessor to identify risk and assign tasks for resolution.

If a user needs specialist intervention (occupational health, physical therapist, etc.). PACE provides additional validated assessment forms for assessors to complete.

Risk Reduced

12 Cardinus Hosted eLearning Management Guidance Flowchart

