PostureMinder DSE Training and Self-Assessment – Manager & DSE Coordinator Guide

Contents:

Why are my team and I being asked to take this training? 1
Logging in to complete your training 2
Manager functionality 4
Manage DSE Users 5
  Updating, adding and removing users 6
  Adding extra training courses to a user's training schedule 6
Reports 7
  Individual training record 7
  Training completion report 8
  Past training records report 8
Course Scheduler 9
Content Editor 10

Why are my team and I being asked to take this training?

Using a computer may not be the most dangerous activity in the world, but it does carry risks.

If you sit in a poor posture, set up your computer badly, or work too long without a break from the computer, you'll be putting yourself at risk of developing painful health problems such as back pain, shoulder and neck aches, repetitive strain injuries (RSI), not to mention short-term pains such as eye fatigue or headaches.

Many of us adopt a "it won't happen to me" attitude to these problems, but actually they will happen to the vast majority of us at some point if we fail to adopt healthy working habits. According to a 2007 Health and Safety Executive survey, some 73% of computer users report suffering aches and pain at the computer each year. The results of unhealthy working habits will often be very painful and, in extreme cases, even career-limiting.

Because of these risks, the UK Government requires employers to train their staff in safe and healthy computer use. Your organisation has put in place an online Display Screen Equipment (DSE is the official name for training on how to use a computer safely and healthily) training system to meet its responsibilities to you. It only takes around 20-30 minutes to complete, and leads you through everything you need to know to:

- set up your chair and computer properly
- adopt good posture
- use your mouse and keyboard so that you minimise your risk of developing painful RSI conditions
- spot the early warning signs of developing computer-related health problems

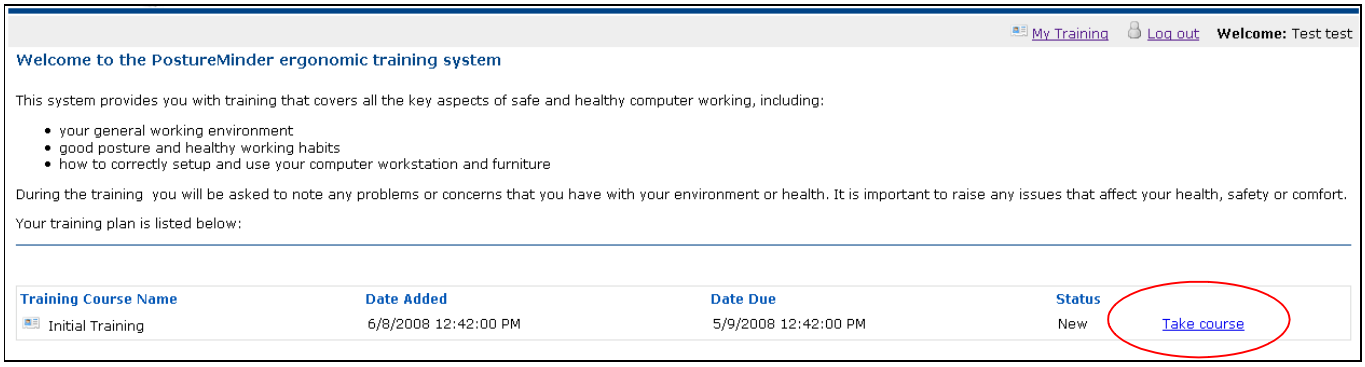
As you go through the training you'll have the opportunity to raise any problems you've encountered with your furniture, your computer or your health so that your employer can take action to help you.

© PostureMinder Ltd 2008

Logging in to complete your training

You will normally receive an email inviting you to take your initial training course and providing you with your login details. When you receive this, please complete your training as soon as conveniently possible.

When you log in you will see a screen similar to the one below:



This screen introduces the training system and lists all training courses you are due to complete, or have completed in the past (for example, your employer may wish you to complete an initial training package with a brief refresher each year).

Simply click on the “Take course” link to start your training and follow the on-screen instructions to go through your course.

It’s best to complete the entire training course in one go. However, if you are unavoidably interrupted at any stage, your progress will have been saved so that next time you login to the training system, you will be able to pick up from where you left off by clicking on the “Continue” link next to the course.

Please note that if you do not complete your training within 1 month of first being invited to do so, you will start to receive reminder emails. Your line manager will also receive these reminders.

Self-assessment is a key part of the training – you will be asked a number of questions about your working environment as you go through your training. This is your opportunity to raise any issues that affect your ability to work safely, healthily and effectively.

The training course itself is very simple to complet. On each screen you’ll be provided with some brief text to read, together with an explanatory image where appropriate.

In some cases you will be asked a question to check your understanding or ask you about some aspect of your working environment, whilst in other cases you will simply click next. If you indicate that there is some issue that might affect your health or work, you may be asked to provide more details by typing a brief comment about the details of the issue.

© PostureMinder Ltd 2008

At the end of the training you will normally be asked to complete a short quiz to check your understanding. At the end of this you will have completed your training and can simply log out.

Don’t forget to apply what you’ve learnt to protect your health and well-being!

© PostureMinder Ltd 2008

Manager functionality

As a DSE coordinator or someone with responsibility for a team or department, you may be given access to some or all of the management functionality in the DSE training system. This will enable you to:

- Make sure peoples' details are kept up to date
- View records to check who has or hasn't completed their training and what issues they have raised so that you can take action to make sure everyone is trained to work safely and healthily

When you login to the training system you may see some or all of the following options appearing as links near the top of the introduction screen:

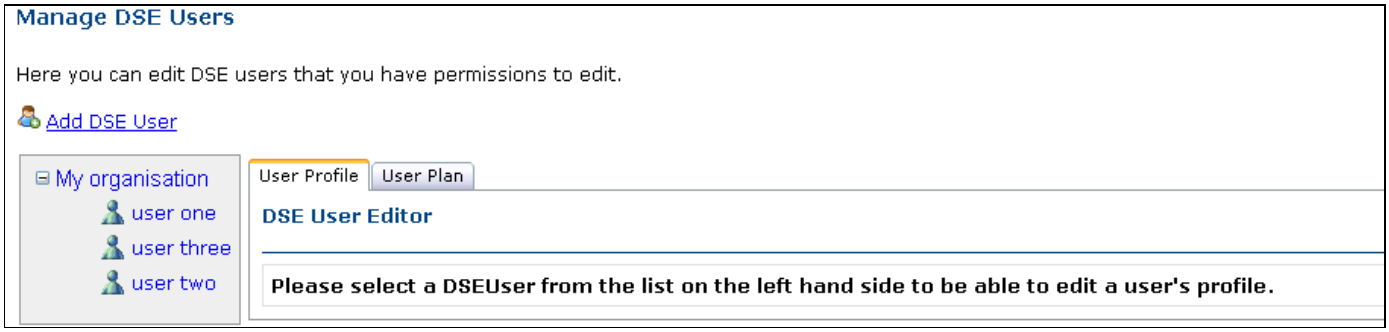
What you see will depend on your organisation's policies and whether they intend you to manage DSE training for your team, or whether someone will manage the system centrally.

The following sections explain what these links allow you to do.

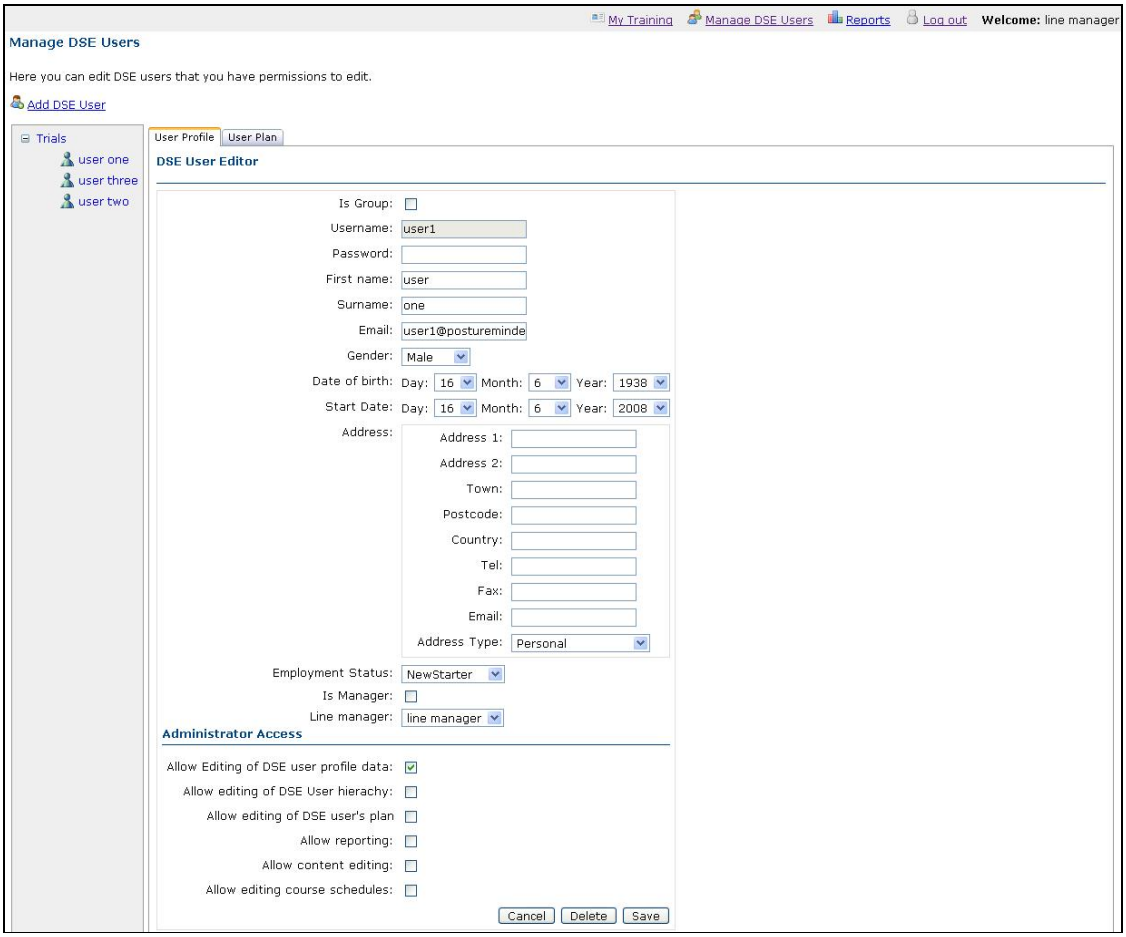
© PostureMinder Ltd 2008

Manage DSE Users

Clicking on “Manage DSE Users” will give you access to a list of all staff members whose DSE training you are responsible for (typically your own team unless you have been asked to act as a DSE coordinator for other parts of the organisation:



You can click on any of the users to view and edit their details:



© PostureMinder Ltd 2008

Note: Most of the information on user profile screen is optional – for example, you can use it to record the user's date of birth, start date with the company, gender and address, but this is not necessary. These facilities are included for the benefit of SMEs which don't have other systems for recording this data, but for most organisations this information is stored elsewhere so the details can be left blank or on their default values.

Updating, adding and removing users

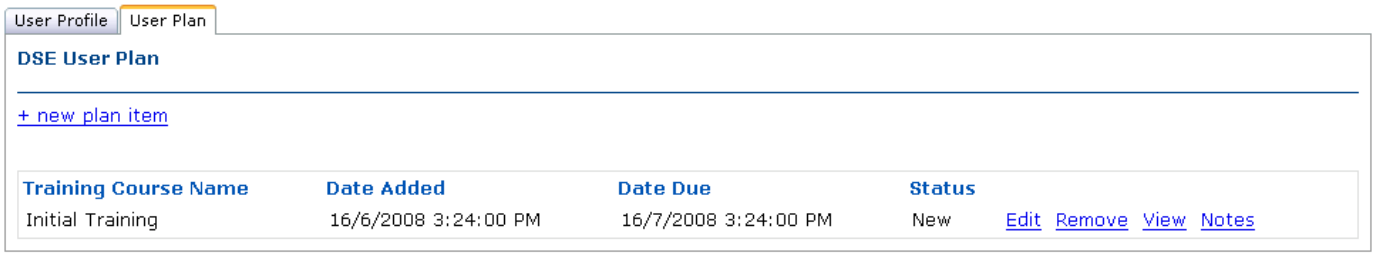
Typical tasks you might want to complete via the user profile screen include:

- Update the user's surname after marriage
- Delete a user who has left the company
- Change a user's line manager setting if they have moved to a different department

You may also be asked to add a new DSE user if a person joins your team and isn't already set up in the system. Please take care that you are the person who is meant to be doing this, otherwise you may find that someone else has also added a duplicate of the person and the individual will start receiving duplicate training reminders. If this happens, you can delete the individual by selecting them and clicking on the Delete button.

Adding extra training courses to a user's training schedule

On the "Manage DSE Users" screen you can also click on the User Plan tab. This enables you to add an additional training course to the user's schedule for them to complete by clicking on "+ new plan item:"



Every user's basic training schedule is set up automatically (see Course Scheduler section below), but occasionally you may want to add an additional course.

For example, if a user has raised a lot of issues during their scheduled training, you may wish to take steps to address these issues. You may then ask the user to repeat the training course to check, via the self-assessment questions, that all issues have been addressed. This also means that a complete record is generated for the user, recording that they themselves have said that the issues raised have been resolved.

Note that an alternative to asking the user to repeat their training is to record what action has been taken alongside the record of their original training – see Reports section for details.

© PostureMinder Ltd 2008

Reports

The Reports section enables you to view whether members of your team have completed their training and whether they have raised any issues through the self-assessment questions.

When you click on the Reports link you'll see a control as shown. To generate a report, select the type you want to generate and the user or department that you want to generate it for, then click Run Report.

There are three types of report to choose from:

- Individual training record
- Training completion
- Past training records

Individual training record

The individual training record is the main way to check that your team have completed their training and what issues they have raised with their working environment and health.

A typical report screen is shown below.

Everyone who has completed the selected training course will be listed, however you can filter the list to show only those who have raised issues related to a particular topic. This enables you to deal with different issues systematically – for example, if several members of your team or department report problems with their chairs you can filter by "Your chair" to view only those users who have raised these issues.

The red cross symbol indicates the user raised an issue in the particular topic. Clicking on the cross will show you a transcript of the user's responses and comments made whilst going through this topic.

You can also view a full transcript of the training which also acts as a permanent record of the training provided to the user. You can add notes to this transcript, e.g. about the steps taken to resolve any issues.

Course: Initial Training Filter by issues: No filter

Trials > system admin > line manager

Download To Excel Print

Dept	Username	Name	Due Date	Date Completed	No Issues Raised	Transcript	Why this training is important	Your general working environment	Your chair	Your posture	Your desk	Setting up your computer
	Line manager											
Line manager	user1	User One	15/6/2008	N/A	5	View Transcript	✓	✗	✗	✗	✓	✓
Line manager	user2	User Two	15/6/2008	N/A	13	View Transcript	✓	✗	✗	✗	✗	✗

© PostureMinder Ltd 2008

Training completion report

The training completion report provides an overview of whether the individuals and teams you are responsible for have completed the training in their schedules.

Where you act as the line manager of an individual, they will be listed with green ticks or red crosses according to whether or not they have completed a given training package. Please note that a green tick in this report only implies the user has completed the training, not that they have raised no issues.

Where you have responsibility for a team or department, or even just an individual who acts as line manager for other people, the report will show the percentage of people in each group who have completed each training course.

You can click on a group or department to drill down and see exactly who has or hasn't completed their training.

The system will automatically send out training reminder emails to any user who has not completed a training course within a month of it being added to their schedule. However, you can manually send a reminder to the people who haven't completed by clicking on the Send Reminder Email link (note: if the users' email addressed haven't been set up there will be no link to do this). This will open your default mail browser so you'll be able to write your own message and add or remove email addresses as appropriate.

Past training records report

This report allows you to access all past training records for an individual user.

You will be unlikely to need to access this type of report unless someone makes a computer-related ill-health claim against your organisation. In this case the report provides proof of all the training the individual has received, plus any issues they raised and any notes you have made about steps taken to resolve those issues.

© PostureMinder Ltd 2008

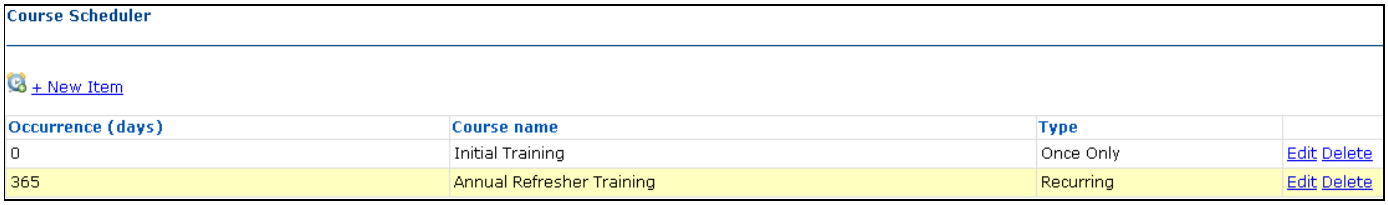
Course Scheduler

PLEASE TAKE CARE BEFORE ADJUSTING THE COURSE SCHEDULE. IF YOU MAKE ANY CHANGES THEY WILL AFFECT EVERYONE IN YOUR ORGANISATION!

If you wish to add a new training course for particular individuals, you must do this through the “Manage DSE Users” link. The following instructions tell you how to adjust the standard schedule that all users follow.

You can add a training course to the training schedule or delete existing ones.

When adding a course, the occurrence setting determines when the specified training course will be added to the user’s schedule, measured in days from when they are added to the system. You can set the training to be scheduled once only, or to repeat at specified intervals.



If you think you have been given access to the course scheduler by mistake, please ask your organisation’s overall DSE administrator (often the Health and Safety Manager) to remove your access. Most organisations will typically restrict access to the course scheduler to a single individual.

© PostureMinder Ltd 2008

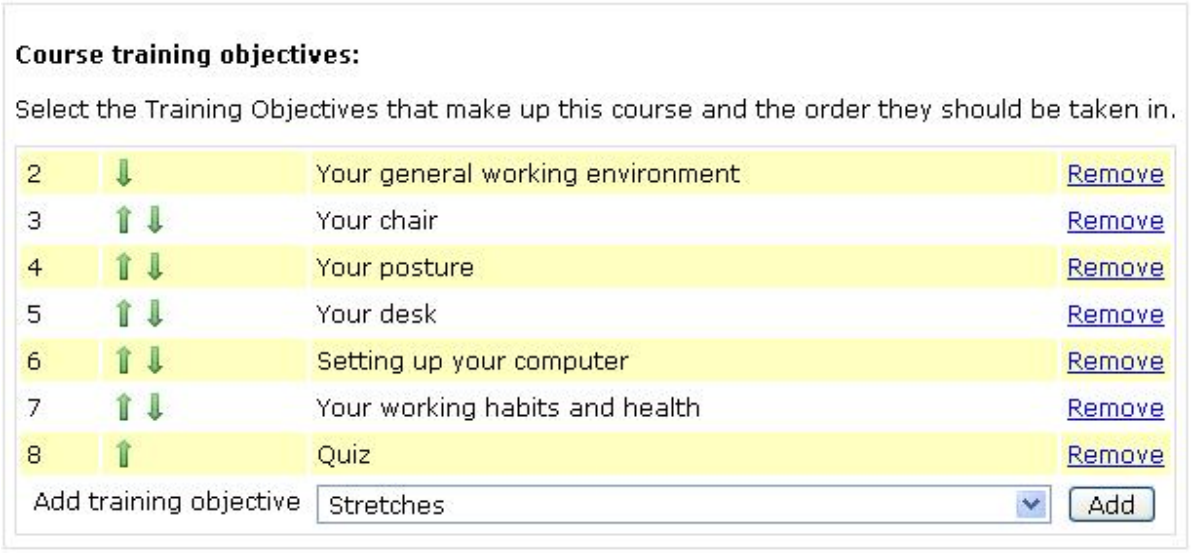
Content Editor

PLEASE TAKE CARE BEFORE ADJUSTING ANY TRAINING CONTENT. IF YOU MAKE ANY CHANGES THEY WILL AFFECT EVERYONE IN YOUR ORGANISATION!

If you think you have been given access to the content editor by mistake, please ask your organisation's overall DSE administrator (often the Health and Safety Manager) to remove your access. Most organisations will typically restrict access to the content editor to a single individual.

If you select the content editor you will be able to edit or create new courses and training objectives.

A course is made up of its name and introductory text, and a list of training objectives. You can add additional training objectives, remove existing ones, and change the order in which they appear by choosing to Edit a course and selecting the "Course training objectives" link. This will take you to a screen like this:

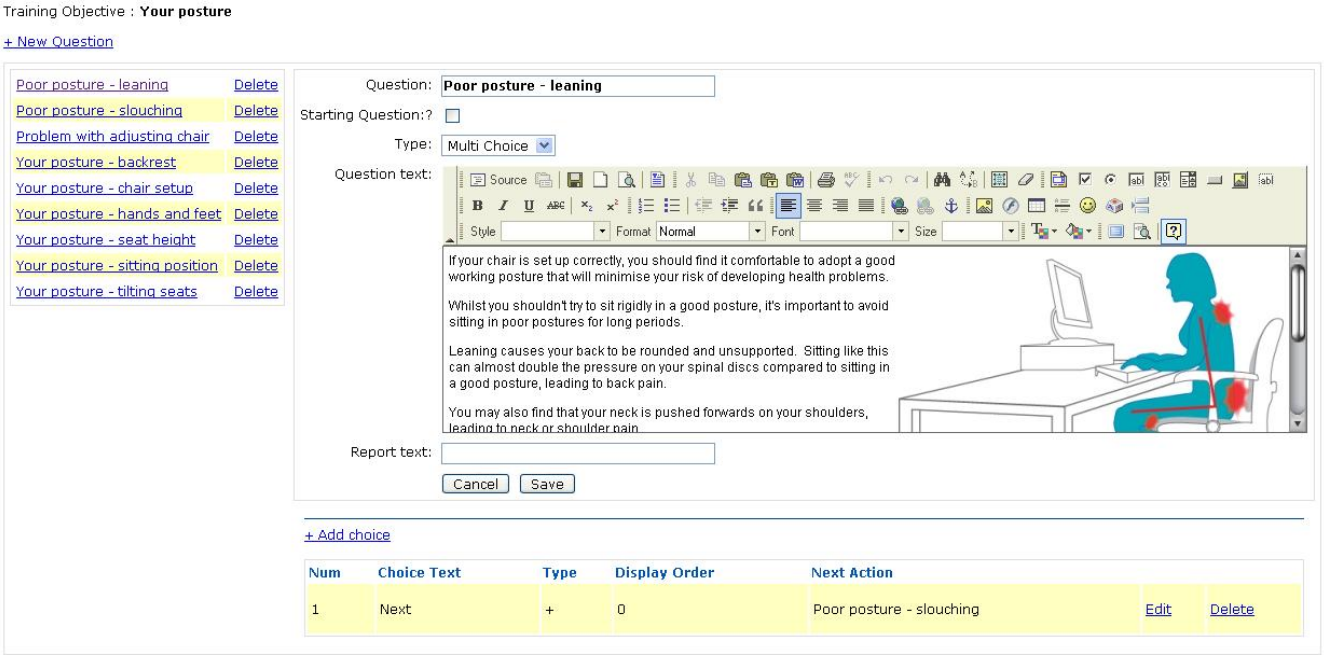


To edit or create new training objectives, select Content Editor -> Training Objective. This will give you a list of all current training objectives, and a link to create a new objective.

Each training objective has its own name and introduction, and contains a series of questions (although some of these will be simply pages that give the user information and have a Next button).

© PostureMinder Ltd 2008

Training objectives are set up as follows:



You will need to specify one question to be the starting question to act as the starting question for the training objective.

Most questions are “multi-choice”, including ones with just a Next button. However, you may wish to make a question “Free-text”, in which case it can be used to ask the user for comments.

Besides the text and images that form the content of the question, you will need to specify one or more “Choices”, which are the buttons which appear on the page.

Besides naming the button (e.g. as “Next”, “Yes” or “No”), you’ll need to specify whether the answer is considered positive (+) or negative (-) – if you set a choice as negative then it will count as an issue if the user selects that option.

You will also need to set the display order that the choices appear in, and what the next action should be if the choice is selected – this will be either to go on to another question in the training objective, or to finish the training objective.

Please take extreme care if editing a training objective as it is possible to set up loops of questions that the user will not be able to escape from, or to set it up so that questions are missed out.

We recommend that if you wish to change the training materials for your organisation, you create a new training course and:

- Copy-and-paste the introduction content from an existing training course into the new course
- Add any existing training objectives that you don’t want to change
- Create new training objectives

© PostureMinder Ltd 2008