

Line Manager's Guide

Resolving concerns raised by staff in Essential Skillz Workstation assessment & viewing all concerns raised, in progress and resolved

When staff you line manage complete the annual Workstation eLearning assessment, you as their line manager are required to address any concerns they may raise in the risk assessment and sign these off on Essential Skillz. You will receive automatically generated emails from Essential Skillz notifying you of this.

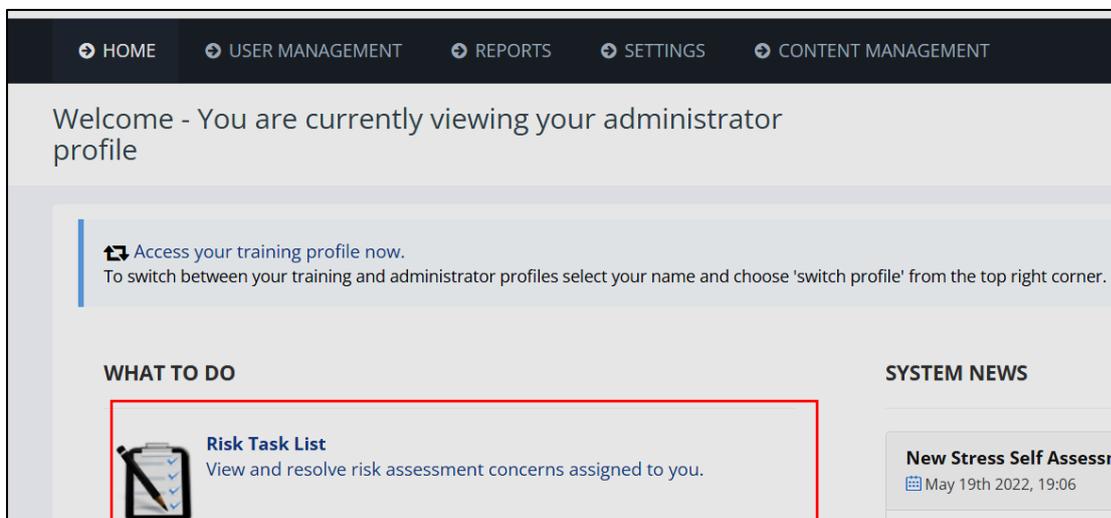
To update the system follow the steps below

On a university computer or managed laptop go into Essential Skillz through Apps Anywhere Start menu – Apps Anywhere – Essential Skillz

Ensure you are in your **Administrator profile**. You can switch profile using the icon on the top right-hand corner of the screen (as a line manager you have two profiles, your own personal training profile and an admin profile)



Click on the Risk Task List



You will get a list of all staff you line manage who have raised concerns
For each person you will get the info below – click on the number in the ‘Unresolved’ column

Date Completed	Unresolved	High	Medium	Low
24-10-2022	20	7	8	5

This will give you a list of each concern raised by that staff member – click on each individual concern

Outstanding Actions To Complete

The following were the **all** priority concerns raised by **Sean Hughes** during one or more **ErgoWize Assessment**

#	Concern (Recorded on 05-01-2023 full_report)
1	Uncomfortable levels of lights at workstation
#	Concern (Recorded on 02-12-2022 full_report)
1	Screen size not suitable

This takes you to a screen where you can update/resolve the concern

! Screen size not suitable

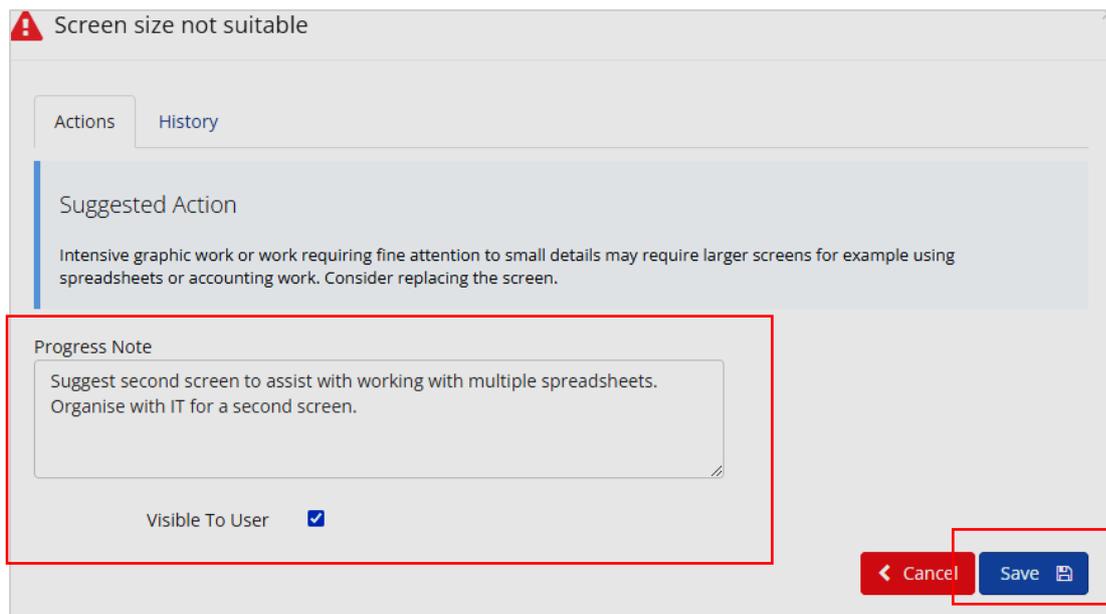
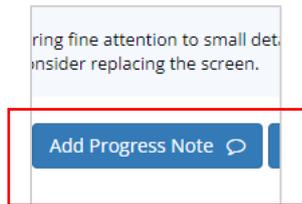
Actions History

Suggested Action

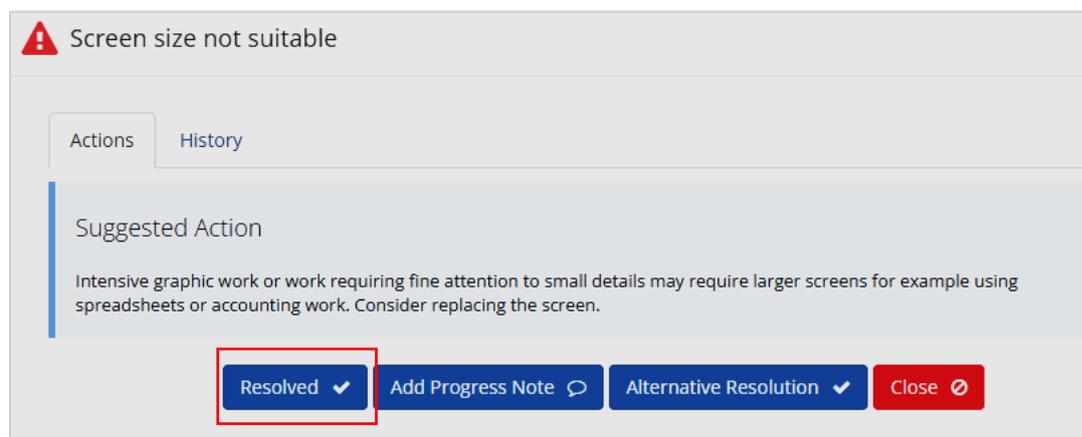
Intensive graphic work or work requiring fine attention to small details may require larger screens for example using spreadsheets or accounting work. Consider replacing the screen.

Resolved ✓ Add Progress Note Add Alternative Resolution ✓ Close ✕

**If concern is still being dealt with – add a progress note (ensure Visible To User box is ticked)
(Note: Concern will continue to appear on outstanding list of concerns until the Resolved button has been clicked)**



If concern is resolved, click the Resolved button



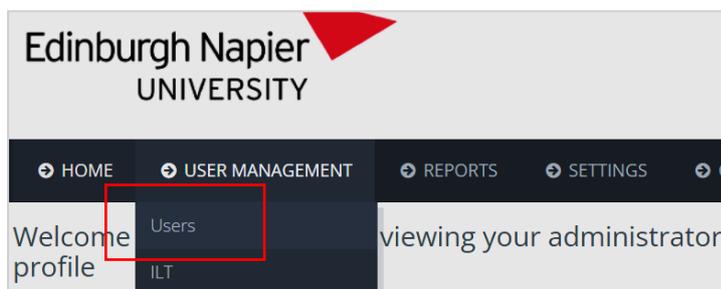
Note: Where required, a full Occupational Health workstation assessment can be [requested by the line manager through Human Resources](#). This includes requesting specialist ergonomic equipment.

Overview of concerns (current, in progress and resolved) for an individual staff member

On a university computer or managed laptop go into Essential Skillz through Apps Anywhere Start menu – Apps Anywhere – Essential Skillz

Ensure you are in your **Administrator** profile. You can switch profile using the icon on the top right-hand corner of the screen (as a line manager you have two profiles, your own personal training profile and an admin profile)

Select User Management and click on Users



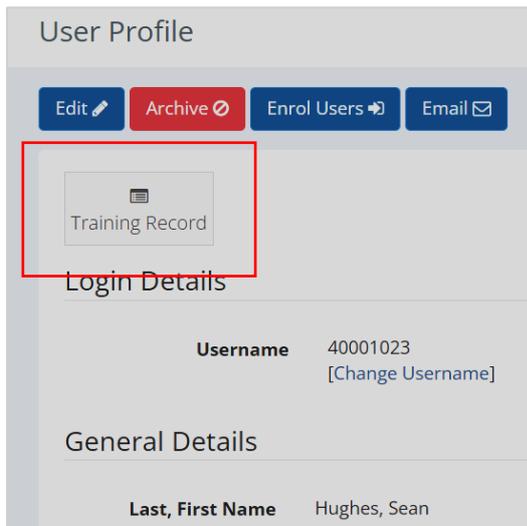
Search for individual staff member using surname



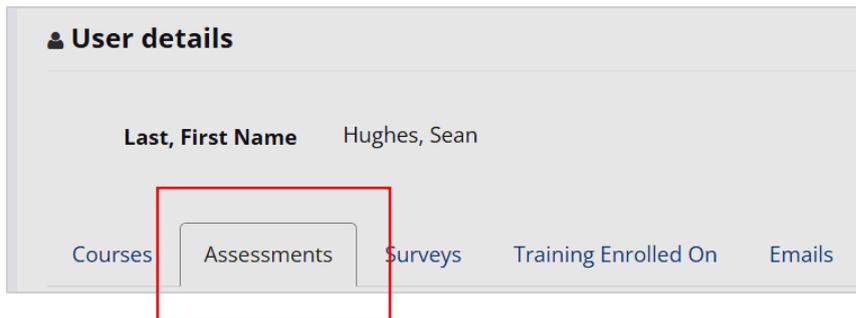
Click on staff member's surname



Click on Training Record box



Click on Assessments tab



In the Concern raised column, click on any number (except 0)

Concern raised
0
3
7

Select filter options and click apply

User's concerns

Apply ✓ Return

Filter Settings

Completion	Show All
Show	Show All

This gives you a list of all concerns – raised, in progress and resolved *

Click on individual concern to view summary details and history

User's concerns Help

Apply ✓ Return

Filter Settings

Completion Show All

Show Show All

Outstanding Actions To Complete

The following were the all priority concerns raised by **Sean Hughes** during one or more **ErgoWize Assessment**

#	Concern (Recorded on 05-01-2023 full_report)	Comments	Priority	Status
1	Uncomfortable levels of lights at workstation	?	Medium	★
1	Screen size not suitable	?	Low	✓
1	Data on screen not easy to read	?	Low	✓
2	Not aware of Eye and Eyesight entitlements	?	Low	✓

*

✖ Raised ★ In Progress ✓ Resolved ⓘ Description

Summary details

User's concerns

Print Re-open

Details History

Concern Screen size not suitable

Status ✓

Raised 02-12-2022

Last Name, First Name Hughes, Sean

Company Unit Health and Safety

Priority Low

Resolution Please detail in the box below why / how your screen size is not suitable for the tasks you are required to perform. Once the information is provided, please click on the 'Escalate' button below to highlight your concern to management.

Resolved By Rennie, Bob

Resolved On 10-01-2023

History

User's concerns

Print Re-open

Details History

2023-01-10, Hughes, Sean
Resolved Resolved by **Hughes, Sean**
Intensive graphic work or work requiring fine attention to small details may require larger screens for example using spreadsheets or accounting work. Consider replacing the screen.

2023-01-10, Rennie, Bob
Suggest second screen to assist with working with multiple spreadsheets. Organise with IT for a second screen.

2022-12-02, Hughes, Sean
Escalated Escalated by **Hughes, Sean**
Screen very small need second screen

2022-12-02, Hughes, Sean
Created Created by **Hughes, Sean**

If you require further assistance, please contact the Health & Safety Team
healthsafetyoffice@napier.ac.uk