

Line Managers' Guide - ErgoWize Assessment - Resolving Concerns

1. Member of staff completes ErgoWize Assessment on the EssentialSkillz eLearning Package and raises concern through the system

2. Automated email sent to Line Manager by the system


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WorkWize Outstanding Concerns

3. Line Manager uses Login button to access the system (Refer Note A) and clicks on the link to download attached file to open Excel spreadsheet which gives list of staff names and concerns

Use the following button to access Edinburgh Napier University Health and Safety ELearning:

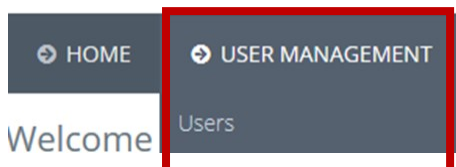


Attachment(s):



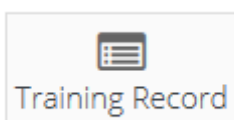
If you are not logged into Edinburgh Napier University Health and Safety ELearning you will be asked to in order to proceed. Please note this document will only be available for 30 days.

4. Click "User Management" tab and then "Users"

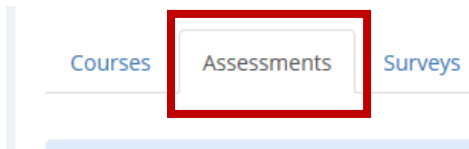


5. From identified staff on Excel spreadsheet (see 3. above), click on their name from "Users" list

6. Click on Training Record



7. Click on Assessments



8. Click on number under "Unresolved"

| Unresolved | Action |
|------------|---------|
| 11 | Summary |

9. Click on the star under "Status"

| Concern (Recorded on 19-06-2018 full_report) | User comments | Priority | Status |
|---|---------------|----------|--------|
| Data on screen not easy to read | | Low | ★ |
| Not aware of Eye and Eyesight entitlements | | Low | ★ |
| Requires a document holder | | Low | ★ |
| Screen size not suitable | ⓘ | Low | ★ |
| Uncomfortable temperature / humidity at workstation | ⓘ | Medium | ★ |
| Unsafe electrical cables /connections near desk | ⓘ | Low | ★ |
| Work chair not suitable | ⓘ | Medium | ★ |

10. Update as appropriate (refer Note B)

 Work chair not suitable

Actions

History

Suggested Action

The user should be able to carry out their work sitting comfortably. A work chair should also have a working seat height adjustment, a seat back height and tilt adjustment, a swivel mechanism (to avoid twisting) and castors or glides to allow ease of movement. The chair may need repairing or replacing if the user is uncomfortable.

Resolved ✓

Add Progress Note 🗨

Alternative Resolution ✓

Close 🗑

11. Once resolved, access system and update action taken - this will then close the action and system generated emails will stop

Notes:

Note A:

Alternative access:

PCs: start - All Programs - Apps Anywhere - Essential Skillz

MACs: Self Service - Library - Health and Safety APPS - Essential Skillz

Note B:

Where a resolution is required the system will prompt you with the possible solutions "Suggested Action". This will give you some idea on what needs to be carried out.

You have a number of options to resolve:-

- a) You can resolve the concern by clicking the resolved button – please note this does not allow you to confirm what was carried out.
- b) Add progress note where you have either had a discussion with the member of staff or ordered/ carried out something to progress.
- c) Alternative resolution is used where you need to note what has been carried out. This needs to be completed if you have provided something or had a discussion or passed it to someone else and they provided you with a resolution.

If you are unsure of how to resolve, please contact the [Health & Safety Office](#) for advice.

See below for further information on resolutions and support available.

Potential resolutions

Issues with **workstation** (e.g. chair, desk, lighting): contact [Occupational Health](#)

Issues with **IT equipment**: contact [Information Services](#) (3000)

Issues with **environment, temperature, humidity**: contact [Property & Facilities Helpdesk](#) (5000)

If none of these apply, then contact the [Health & Safety Office](#)