

Customised Manual Handling Training DVD's

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North Queensland Therapy Services is an Injury Management Company based in Townsville performing work in the areas of injury prevention and workplace rehabilitation. We travel all over north Queensland delivering work rehabilitation services to a variety of industries ranging from heavy industries and mining, agricultural, manufacturing and the clerical and administration workforce. One risk management technique commonly utilised across all industries is training, in particular manual handling training.

So why conduct Manual Handling Training?

One of the main reasons for conducting manual handling training is that it is highlighted and recommended under legislation as a risk management strategy. For the area of training in the mining industry we are governed under 3 acts, the Mining and Quarrying Safety and Health Act 1999 and the Workplace Health and Safety Act 1995 which incorporates the Manual Tasks Code of Practice 2000 and National Codes of Practice..

The Manual Tasks Code of Practice 2000 states that training and induction are important in effective risk management. It also states that relevant training should be provided for all workers when inducted into jobs which contain risks from manual tasks, a new manual task is introduced or has been redesigned or new equipment, tools or furniture are introduced. The Manual Tasks Code of Practice 2000 states that practical on-site demonstrations using tasks workers will be doing has the advantage of reminding workers of correct procedures.

Reasoning behind development of DVD's for manual handling

North Queensland Therapy Services began investigating the development of customized manual handling training DVD's initially due to customer demand. It was identified that within the current market for manual handling training media the existing resources were generic DVD's that did not meet with industry specific requirements. They usually involved standard training procedures such as lifting a square box from one position to another which is not a relevant manual task to all workplaces and industries. Certain organizations have very specific equipment and tools used onsite and therefore these items require specialized training rather than generic rule based applications of manual handling training. Another major issue identified with customized training videos was expense. To develop site specific training videos production expenses add up and potentially make the addition of such a valuable resource out of reach financially for many organizations.

How competency based manual handling DVD's vary from traditional training DVD's

Competency based training applies manual handling techniques in the worker's real working environment and uses the objects and tools already positioned there. Individuals are instructed through the DVD to perform each activity relevant to their work tasks using safe manual handling techniques and postures. Traditional training DVD's do not offer this individuality and wide range of task specific training. For example if workers are required to shovel under conveyor belts, the DVD can focus on this specific task and offer a visual guide to correct manual handling techniques and postures in the worker's real work environment. This allows workers to relate to the information being presented rather than watching someone perform tasks that are not relevant to their work practices which make the worker feel as though the training is irrelevant to their particular situation and therefore they may "switch off". The idea that each organization can complete their own site specific DVD allows for individual circumstances and custom made machinery to also be included into the presentation, whereas previously this job task may have been overlooked during manual handling training activities.

When can the DVD be used?

The DVD is able to be incorporated into the induction process allowing for immediate uptake for new staff of correct procedures and actions as opposed to previous methods of training new staff including "learning on the job". The DVD can also be used to provide refresher training on a regular basis. If new equipment or procedures are introduced these can be easily added to the DVD allowing for the most current and up to date resource possible. When instructing staff regarding safe operating procedures the DVD can be used in conjunction with traditional theory and hands on training to ensure workers are aware and utilize correct manual handling techniques from the beginning which ensures they become learnt behaviors.

Variations to the DVD format

North Queensland Therapy Services has found that organizations will have individual ideas on the best way to present manual handling training information. We have developed DVD's using 2 main formats to date. The first being to show a typical way of doing a specific work tasks and then showing the same task using the best manual handling techniques possible. Following the 2 video clips of same task the staff members are asked to choose the video clip that they thought was the safest option and utilized the best manual handling techniques. The presentation then went on to explain the differences between the 2 choices, some of the common mistakes seen when performing this specific task and why one option was deemed to be the correct choice manual handling wise. This process allows the workers to problem solve and work through some of the work postures and behaviors they may have used themselves in the past and analysis whether or not they could improve their work practices and techniques.

Some organizations have reported that they choose not to show both the correct technique and technique that requires improvement as they do not want their workers thinking back to the footage and remembering the less correct manual handling technique by mistake. They have chosen not to confuse workers and only to show the best manual handling technique for each work task and the reasoning behind these techniques.

Benefits of customized manual handling DVD's for training as opposed to generic training videos

Customized manual handling training DVD's provide a realistic and site specific way of demonstrating the manual work tasks involved at your worksite. Rather than using generic, prescriptive and irrelevant training DVD's that show demonstrations of lifting that are uniform and unrealistic, customized training DVD's allow for unique and individualized training instructions. Workers are able to relate to the video footage, visually observe correct techniques applied in their work settings and then use these observations to transfer the skills to their own work practices. *Burgess – Limerick et al. (2005)* state that *the use of industry and workplace specific video footage during the training has again appeared to be an effective way of both conveying the skills and knowledge required also in maintaining motivation and attention of the trainees.*

Step by step process

1. Obtain and charge video camera and familiarize self with the operating instructions
2. Identify willing participants and have them sign a privacy disclaimer
3. Identify which manual work tasks you want to capture for training
4. Analyze and identify best manual handling techniques for these specific work tasks
5. Instruct and educate the workers to be filmed on the technique you wish capture on video
6. Film the identified work tasks
7. Workers being filmed may require ongoing prompting and instructions to produce the desired manual handling technique on film – therefore several camera takes may be required

8. Video footage is then cut into useable files and saved – using a video editing program.
9. A PowerPoint presentation is created detailing specific instructions on why certain postures and techniques are required to ensure best manual handling technique for each work task
10. At this stage voice-overs can be inserted into the powerpoint presentation.
11. Video clips of tasks are inserted into the PowerPoint presentation to provide visual information and cues on correct manual handling technique
12. Question sheets can be developed to assess the employees knowledge related by the DVD.

Show footage examples