



1. **Popularity and possibility of having e learning course**

Are the H&S e-courses popular in my country? Is it possible to have such course? (is it allowed by the national law?) What are the limitations (law restrictions, law awareness etc.) What is the overall situation of the elearning H&S training market (any changes or development noticed)?

Firstly, there is a differentiation in the law according to the size of a company. Companies up to 50 employees do not have to do compulsory H&S trainings except First Aid and those, which are obligatory to get an insurance necessary for the company.

The only training all employees have to receive in France are first aid trainings. A company has to have a trained SST person (First Aid Rescue at Work) according to the following clause:

A member of staff is trained in First Aid, to be able to excel first aid in case of emergency, when:

1. it involves hazardous work at the workplace
2. a site employing twenty or less workers for more than fifteen days involves hazardous work.

The trained workers are not allowed to replace nurses.

First Aid trainings cover an initial training of 12 hours, plus 2 hours if a company deals with specific risks.

This training is obligatory and must be renewed every year (at least), or after a long period (more than 2 months) of sick leave (congé maladie) or parental leave (maternity leave for example). Secondly, for people working in places where there is a fire risk, training in the use of fire extinguishers is obligatory, and dispensed by qualified trainers. This is also to be renewed every year.

The typical topics for the first type of training are : chemical risks, fire risks, noise, (in our case, there is also radiation protection), and then of course, evacuations, the protections in place (special uniforms for chemical uses, fire extinguishers, fire alarms, crash helmets, ear plugs, etc.).

Another topic, on which a lot of research is being carried out, is "Human and Organisational Factors". This subject concerns the ways in which people can misinterpret orders from their hierarchy, how years of doing the same job can cause someone to become complacent, and their reflexes diminish, how people's work and behaviour can be influenced by exterior circumstances (the current strikes are a good example).

On another point, employees must be trained in the case of a modification in the work process (new machine, new product etc.). Again, this training must be renewed (and validated) every year. The validation of a course isn't obligatory,



but must be recorded. This means that in case of an accident, the employer must be able to prove that the victim had followed a training program and was competent enough in the matter to understand what to do.

The trainings must be available in French, and if the person is foreign and their French isn't good enough, the training must be translated into English, or their native language if English isn't good enough either. A particular case concerns drivers of the big lorries on the roads : the only languages for these courses are English, French and German (for European transport). Sadly, this often isn't respected.

The courses aren't available as e-courses, because they are meant to be specific to a certain company/site but sometimes training materials are delivered by e-mail or are downloadable from a website as PDF. Therefore, we decided to search for free available e-learning courses worldwide.

2. The general course design, Feedback, testing, certification, communication

Does it contain different media? How does it influence the learner's engagement and the learning process (estimation of the engagement and reasons / explanation)?

How often is the feedback given? How is it given? Does the feedback matter for finishing the course and for employer and employee?

What is the influence of communication on the learning process (possibilities, transparency, frequency)?

We subscribed for three courses, one of them was freely available, for the other two we had to pay a course fee which ensures 4/6 weeks access to the course.

The free available course was an instructional course for teachers who have to teach teenagers about H&S. It provides a collection of materials for teaching, testing, evaluation.

The two other courses (from UK and USA) were real learning courses and part of a program of H&S standards and management. The courses are certified and accredited.

I am talking about these two courses further.

The courses are completely Adobe Flash based.

Both had a good structured and detailed help area, a quick search index, illustrative graphics and animations, short and precise texts and the overall impression was good.

Inbuilt animations engaged learners and in both the learner had to pass a test. It was possible to redo the test if not achieved sufficient results.

The courses were designed for single user use, that means, there was no interaction with other learners or tutor foreseen. The contact with the help desk was the only outside communication, but it worked well.



What seems to be a minus point in terms of communication can be also seen as a plus point in terms of efficiency for the trainings provider and for companies, who needs to train their employees. There is no special technical infrastructure necessary to complete the training, not much to pay for and the employer can these little sessions easy integrate in their training plans. Especially these courses about Ergonomics and Screen Equipments can easily replace cost intensive face to face trainings. They are available in different languages, which the learners has to choose during enrollment. Nevertheless, a practical test of the learned topics would be a good proof of understanding.

3. Gap analysis

what we started with? What were our feelings and fears at the beginning of the research What have we got now?

The primary idea of this project was to identify freely available H&S courses for migrant workers in SME's.

Very soon we realized that there is nothing special foreseen for migrant workers in SME's and that also the size of a company is vital importance for the obligations to train their employees.

Concerning the training of migrants, we got the impression that there is no need to train them in a certain way or paying attention to possible language difficulties. The employee needs to be operational right away and be able to communicate effectively with co-workers.

The situation might be different in big, transnational operating companies, as describe under point 1.

In general, the field of H&S is strongly regulated by law and the government is taking efforts to promote the necessity of such trainings for SME's too.

Only certified institutions can deliver such trainings. And by law, companies have to proof that they completed trainings at such a trainings provider. It is often something like a cash cow for the training providers. There is not really a need for further development, the only need results from changed or new laws, than they have to adapt the content. It is a closed circle where transparency is not really wanted for competitive reasons. I guess, there are a lot of duplicities, as they all prepare training materials for the same course content. And this happens in whole Europe!

4. Recommendation

transparency, synchronization of national laws, sharing good practice or experience or course content

We all have more or less the same laws concerning H&S in our countries and therefore it seems to obvious to synchronize also the delivery of training materials. With a little bit of creativity, the same content for a topic can be used in all European countries, despite different languages and cultures. There are not really differences in First Aid or fire prevention courses in Turkey, Poland,



France or elsewhere.

A good example of how such courses can be designed are the little Napo episodes, freely available at <http://www.youtube.com/watch?v=vjR4rWHorew>

5. What have we learnt during the whole project

Consider not only knowledge connected with H&S training and law

We felt lost at the beginning of that project because we were (still not are) experts in the field of H&S. Additional to that, the partners who initialized the project were not approved by their NA's.

The Polish and Turkish partners might have felt the same, but we re-arranged ourselves and the project during the first meeting. We went home with the feeling that together we can master the topic.

We were very creative and flexible in finding solutions for difficulties which arises during the work on the topic and always agreed on a common approach. The lack of communication at the beginning of the project on the part of the Turkish partner, caused by national and organisational re-structuring (changing headmaster and changing responsible persons for project management), led to repetitive discussions about our approach and aims and to delays solving the tasks.

Despite of that, every partner was very supportive and willing to learn as much as possible from that cooperation.

What we have learnt:

- We got an insight in the world of H&S trainings
- There is a need to spend more time together in social activities to get to know each other and have a better understanding of partners background, interests, needs
- e-learning is often not made for learners but for making money
- there is an expectation that the courses have to be simple, short and easy to understand for an instant learning. Learners not really want to learn, they have to.
- The potential of e-learning is not/not fully exploited by teachers, trainers, tutors and often used in a boring way.
- We know a lot about the use of technology in learning and business environments and should exploit that more.