

# Effective Assessment of Problems at Computer Workstations

*An AbilityNet Workshop*

Fee £195 + VAT

**All employers of computer users are required to assess risks faced by all employees at workstations and to have an established process of workstation assessment. When this process identifies a user's problem, or the employee reports a difficulty, the employer must further assess the situation in order to recommend and implement any necessary changes.**

The regulations are set out in the HSE publication L26 entitled "Work with Display Screen Equipment: Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002", second edition 2003, ISBN 0 7176 2582 6.

**AbilityNet consultants have extensive practical experience in the assessment of computer workstations. This workshop is designed to share that experience and help participants to:**

- respond effectively to the first report of a problem
- observe the user and the workstation purposefully, to identify causes of problems
- use changes to existing hardware, software, furniture and usage technique to produce practical, no-cost solutions
- use alternative hardware and software where necessary, accurately, to by-pass problems, limit causation and support therapy and recovery
- identify strengths and weaknesses in current processes and move towards best practice.

## Comments from participants from previous workshops

*"Very good course: extremely helpful to see & be able to try out equipment."*  
Health & Safety Administrator.

*"Remarkable! ... inspired me with ideas to meet needs of those with upper limb disorder."*  
Senior Advisor.

*"Excellent day which I thoroughly enjoyed & which has generated ideas I can take away"*  
Vocational Rehab Consultant.



Ergonomic Keyboard



Slimline mini keyboard and keypad



Contour Mouse

## Course Content

- 1. Introduction and context**  
The regulations, the law, the real risks, the real needs.  
Upper limb disorders, “RSI”, vision problems, headaches & migraines, epilepsy, etc; and also dyslexia.
- 2. Overall DSE assessment process, responding to the regulations**  
The processes that identify the need for assessment.
- 3. AbilityNet’s five-step assessment approach**  
An approach to assessment confirmed by successful experience.
- 4. Observation technique**  
Suggestions on methodology and observation technique based on experience.
- 5. Top Tips for changes that can be made without involvement of IT systems**  
Furniture adjustments; rests, slopes and positioning, practical ergonomics  
Breaks with a purpose”; employee responsibility and actions.
- 6. Top Tips for computer system changes that do NOT involve purchasing anything**  
Keyboard and mouse tuning and options, display options, useful facilities in standard software.  
Using Windows XP not Windows Vista.)
- 7. Top tips for consideration of alternative hardware**  
Compact keyboards, larger keyboards, ergonomic keyboards, soft-touch and responsive keyboards,  
alternative pointing devices (“mice”), criteria for choice.
- 8. Top Tips for consideration of alternative software**  
Text-to-speech, other literacy aids, voice recognition.
- 9. Treatment, recovery and rehabilitation**  
The employee’s responsibilities and how to get their active participation.
- 10. When outside help is required**  
How to tell whether an assessor is sufficient or whether an outside specialist is required.
- 11. A view of best practice**  
A view based on experience. Major elements of a “best practice” approach.

## Who should attend?

The workshop is primarily designed for those who conduct DSE workstation visits and assessments and their supervisors and managers. However, a wide range of professionals would find it helpful, including .....

- Occupational Health
- Health and Safety
- IT Support
- IT purchasing and planning
- Facilities planning and purchasing
- Diversity/disability

## AbilityNet

AbilityNet is a charity whose aim is to make the benefits of computers available to people with disabling or limiting conditions. Through our national offices and regional partners AbilityNet provides a freephone information and advice line, individual assessments and awareness training.

Our independent, non-profit status enables us to evaluate and compare all available alternatives without bias. Our approach is practical and pragmatic, judging the value of an idea by its real usability rather than its technical sophistication.

**To book your place, please complete a booking form, call AbilityNet Course Administrator on Tel: 01926 465167 or email [courses@abilitynet.org.uk](mailto:courses@abilitynet.org.uk)**