

# Psychosocial Risk Management eTraining

## USER TRAINING GUIDE

Welcome to the Psychosocial Risk Management - eTraining. PRIMAeT aims at promoting awareness and good practice in different stakeholder groups and organisations in the area of psychosocial risk management. This simple guide provides step by step instructions of how to use and navigate through the course material and key features of this training programme. Scroll through the page or click on a step to find out more.

### A) How to log in to the PRIMAeT training platform

a) Go to <http://prima-ef.org/primaet.html>

b) Before you can 'login', you will need to create a new account. Read the instructions [1] and click on [2] 'create new account.' (See step B)

c) Once you have your username and password, and are returning to the website, just enter the details in [3] and click 'Login'. (skip step B)



## B) Creating a new account

(only required when using PRIMAeT for the first time)

- a) Choose your username and password [1]. The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s).
- b) Enter your personal details and company information [2,3] and click on 'create my new account'[4].
- c) Once you submit the details, you will receive the following message: "An email should have been sent to your address at [email address provided]. It contains easy instructions to complete your registration. If you continue to have difficulty, contact the site administrator." Then follow on to step C.

The screenshot shows the PRIMA registration interface. At the top, there is a blue header with the PRIMA logo and the text 'Psychosocial Risk Management - eTraining'. Below the header, there is a navigation menu with 'Home', 'Login', and 'New account'. The main content area is a registration form with several sections:

- Choose your username and password [1]:** This section includes a 'Username\*' field and a 'Password\*' field. A note below the password field states: 'The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)'. There is a 'Create' button next to the password field.
- More details [2]:** This section includes fields for 'Email address\*', 'Email (again)\*', 'First name\*', 'Surname\*', 'City/Town\*', and 'Country\*' (with a dropdown menu labeled 'Select a country').
- Additional Information [3]:** This section includes fields for 'Job Role/Title\*', 'Company/Organisation\*', 'Sector\*', and 'Number of employees\*'. There is a 'Create my new account' button at the bottom of this section.

At the bottom right of the form, there is a red note: 'There are required fields in this form marked\*'. The browser's address bar at the bottom shows 'Internet Explorer Protected Mode On' and a zoom level of '100%'.

### C) Confirming your new account

(only required when using PRIMAeT for the first time)

a) A confirmation email is sent to your account (as in the sample below):

"Hi [Name],

A new account has been requested at 'Psychosocial Risk Management - eTraining' using your email address. To confirm your new account, please go to this web address: <http://moodle.ispesl.it/primaet/login/confirm.php?data=xxxxxx xxxx/user>. In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.

If you need help, please contact the site administrator, Amministratore Utente, [alfredo.paradisi@ispesl.it](mailto:alfredo.paradisi@ispesl.it)"

b) To confirm your new account, please click on web address in the email (or copy and paste the address into the address line of your web browser window). If you do not see a confirmation email in your inbox- check your junk folder.

c) Once you click this link you will be directed to the confirmed registration page. Click 'continue' to access the course [1].



### D) List of available courses

*(only required when using PRIMAeT for the first time)*

- a) Once you have logged into the PRIMAeT platform you will see a list of currently available courses.
- b) Click on the course you wish to enrol in **[1]**.



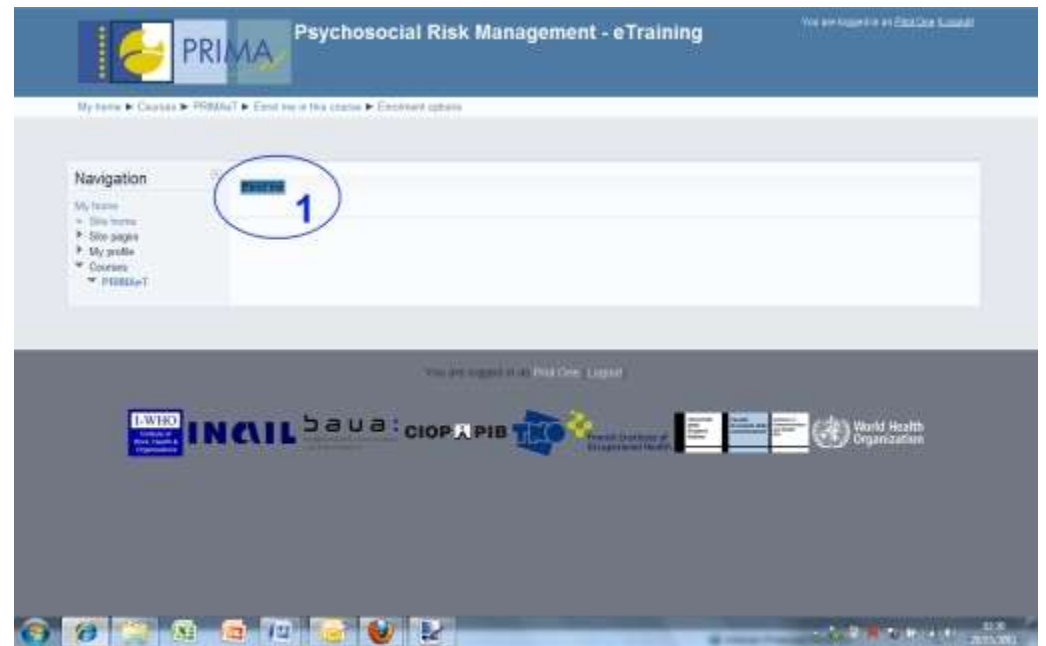
## E) Enrolling on a course

*(only required when using PRIMAeT for the first time or when enrolling on a new course)*

a) Once you have selected the course to enrol in, you will be directed to the course enrollment page.

b) Click on 'enrol me' [1].

c) If you are prompted for an enrollment key, contact the PRIMAeT coordinator



## F) PRIMAeT course - homepage

- a) When you login to the PRIMAeT platform you will see the list of courses you are enrolled on. Click on the course you want to access, this will take you to the course homepage.
- b) On the homepage you will find a number of links to the course material and features, as well as the Navigation Guide [\*].
- c) Following the welcome message [1], there are links the course aims and objectives, course structure and discussion forum [2].
- d) Below these links you will find the list of modules [3]. Click on each module to find out more.
- e) The navigation through the course is possible through both the side panel [4a] and the top 'breadcrumbs' panel [4b]. Click on PRIMAeT on either navigation panel to reach this homepage.
- f) The homepage also contains a number of features, such as the comments block [5] where you can add you comments, notes or short messages. It also provides links to the 'messages' block [6], the calendar [7], upcoming events list [8] and online users.

The screenshot displays the PRIMAeT course homepage for 'Psychosocial Risk Management - eTraining'. The page layout includes a top navigation bar with the PRIMA logo and course title. A left sidebar contains a 'Navigation' menu with links to 'My home', 'Site home', 'Site pages', 'My profile', and 'Courses'. The main content area features a 'Topic outline' section with a welcome message and course details. A 'NAVIGATION GUIDE' section is highlighted with a star. Below this, there are links for 'Define your goals', 'Course aim and objectives', 'Course structure', and 'Discussion Forum'. A list of modules is shown, with 'Module 1: Psychosocial risk in the workplace' and 'Module 2: Policy and psychosocial risks' highlighted. On the right side, there are several interactive blocks: 'Comments', 'Messages', 'Calendar', and 'Upcoming events'. The page is annotated with numbered callouts (1-8) pointing to these specific elements.

## G) Course modules

- a) All learning content and training materials for the course are provided in 8 modules. To get an overview of the course content, click on course structure on the PRIMaE course homepage (See Step F above).
- b) Each module is listed on the course homepage. Click on the title of each module [1, 2] to display and hide the contents [4].
- c) Each module is broken down into the 'Lesson', 'resources and references' (these are presented in a **course/module page format**).
- d) If you prefer not to see all the modules on the course homepage, you can select the only topic you want to see by clicking in the icon [3]. This will hide the other modules and they will appear on a drop down menu at the bottom of the page. If you want to see all the modules again in a list again, just click on the icon [3] again.

The screenshot displays a course structure page with the following elements:

- Module 1: Psychosocial risks in the workplace -** (indicated by a blue circle and the number 1). This module is expanded, showing a description: "This module provides an overview of psychosocial risks, their prevalence and impact. It also establishes the case for psychosocial risk management and provides a short overview of the psychosocial risk management process. You get a chance to hear what experts have to say about employee engagement and developing a positive psychosocial work environment. You will also hear what the International Organisation of Employers has to say about the business case for psychosocial risk management." Below the description is a list of sub-items: "Module 1: Lesson", "Module 1: Resources and references", and "Module 1: Evaluation". A blue circle and the number 4 encircle this list.
- Module 2: Policy and psychosocial risks -** (indicated by a blue circle and the number 2).
- Module 3: Psychosocial risk management -** (indicated by a blue circle and the number 3). This module is collapsed, showing a description: "This module provides an overview of the psychosocial risk management process. It takes you through each step in the process and covers risk assessment to action plan development and evaluation. You also get a chance to hear what leading experts in this area have to say." Below the description is a list of sub-items: "Module 3 - Lesson", "Module 3 - Resources and references", and "Module 3 - Evaluation". A small square icon is visible to the right of the sub-items list.
- Module 4: Work-related stress -**
- Module 5: Workplace harassment -**



## H) Accessing lessons

a) Each module lesson has been created on an interactive learning platform (SCORM), which requires the user to engage with the material. Each lesson provides the reader with information relevant to the topic and includes, videos, podcasts, interactive tables as well as a short quiz.

b) To open a lesson, click on ModuleXX: Lesson on the PRIMAeT course homepage. You will then be directed to this page. To open the module click on 'Enter' [1]. The lesson will open in a new window (*check the pop-up blocker settings if it does not open. Also accept ActiveX if and when asked to do so.*)

c) Once you have read through the lesson, simply close the window to exit. On the platform, you can either go directly to the course homepage by clicking on 'PRIMAeT' in the top navigation menu [2], or you can open 'resources and references' for more information [3].

The screenshot displays the PRIMAeT course interface. At the top, a breadcrumb trail reads: "My home ► My courses ► PRIMAeT ► Module 1: Psychosocial risks in the workplace ► Module 1: Lesson". A blue box labeled "2" highlights the "PRIMAeT" link in the breadcrumb. On the left, a "Navigation" sidebar lists various options. A blue box labeled "3" highlights the "Module 1: Lesson" link under the "Psychosocial risks in the workplace" section. The main content area shows the title "Module 1: Lesson" and the lesson title "Psychosocial risks in the workplace". A blue box labeled "1" highlights a small "Enter" button located below the lesson title.



## I) Lesson layout and navigation

- a) Each lesson opens in a new window and has its own navigation panel **[1]**. Click on the right arrow to go to the next page and the left arrow to go back. You can also go to the next page by clicking on 'continue' at the bottom of the page. The panel indicates the number of pages in the lesson and the current page.
- b) To navigate directly to a particular page in the lesson, you can click on the content icon **[2a]**, which opens the table of contents **[2b]**. Select the page, you would like to, and click on 'goto page'.
- c) You can also customise the lesson to enhance readability by changing the colour scheme, screen size, text font and text size.

The screenshot shows a web browser window displaying a Moodle lesson page. The browser's address bar shows 'http://moodle.ispest.it/ - SCO Example - Windows Internet Explorer'. The page title is 'Module 1: PSYCHOSOCIAL RISKS IN THE WORKPLACE'. The main content area features the title 'PSYCHOSOCIAL RISKS IN THE WORKPLACE' in large blue letters, with a background image of a person's face. A navigation panel is located at the top right, containing a content icon (2a), a left arrow, a page indicator '1/19', and a right arrow (1). A 'Table of Contents' window (2b) is open on the right side, listing various topics such as 'Aims and objectives', 'Introduction', 'What are psychosocial hazards?', 'PRIMAET approach to psychosocial hazards', 'Impact of psychosocial risks', 'Impact of work-related stress', 'The business case', 'Dealing with psychosocial risks', 'Best practice', 'Work organisation and stress', 'Action points', and 'Measureable benefits'. A 'goto page' button is visible at the bottom of this window. At the bottom of the main page, there is a navigation bar (3) with options for 'Colour Scheme', 'Screen Size', 'Text Font', 'Text Size', 'Text to Speech', and 'continue'. The number '3' is also displayed in the bottom left corner of the page.

## J) Course/module pages

a) Some training content and information has been provided in a 'page format'. This includes pages on course aims and objectives, course structure, resources and references for each module and the country specific information in Module 10.

b) To access the information in these pages, simply click on the title of the page, and browse through the content as you would on any webpage [2]. To navigate back to the course homepage, use the top navigation panel [1] and to access contents for other modules, use the left navigation panel.

The screenshot displays a web interface for a course. At the top, a breadcrumb trail reads: "My home ▶ My courses ▶ PRIMAeT ▶ Module 10: Country examples ▶ FINLAND". Below this, a blue header bar contains the number "1" and the text "Example of a - page".

On the left side, there is a "Navigation" panel with a tree structure:

- My home
  - Site home
  - Site pages
  - My profile
  - My courses
    - PRIMAeT
      - Participants
      - Welcome
      - Module 1: Psychosocial risks in the workplace
      - Module 2: Policy and psychosocial risks
      - Module 3: Psychosocial risk management
      - Module 4: Work-related stress
      - Module 5: Workplace harassment
      - Module 6: Advice for

The main content area is titled "FINLAND" and features the Finnish flag. Below the flag, the title "Prevalence of psychosocial risks and work-related stress" is displayed, with a blue "2" next to it. The text below the title reads: "In the Work and Health in Finland Survey in 2009 by the Finnish Institute of Occupational Health several features of the psychosocial work environment were assessed. The respondents represent the Finnish workforce." This is followed by a section "The survey found that:" and a bulleted list of findings:

- One out of three experienced his or her work mentally quite or very strenuous
- Almost half of the respondents (47%) experienced time pressure quite often or very often
- The aims of work were clear for almost all (97%) at least quite often
- In all, 26% felt that they have much control over their work
- Almost four out of five (75%) got a lot of support and help from workmates and 62 % from their supervisor
- 70% of the respondents reported that a work climate survey and 53% that a development project had been carried out in their workplace during the past

## K) Discussion forum

a) The discussion forum is a common space for you to share your thoughts/experiences with all other users. A forum where you can ask questions from the user community and also provides answers to others.

b) To post a new thread in a forum, click the link on the course homepage, then click the “Add a new discussion topic” button at the top of the list of threads **[1]**. Give the thread a title in the “Subject” heading, and type your post in the “Message” section.

After you’ve posted, you will have 30 minutes to edit your post.

c) To reply to a thread, click on the name of the thread in the forum, and click the “Reply” link at the bottom right of the post you want to reply to. The fields are the same as they are for making a new thread.

d) You can also search through different threads within the forum by, clicking on 'search forums' **[2]**.

The screenshot shows the PRIMA eTraining interface. At the top, there is a blue header with the PRIMA logo and the text "Psychosocial Risk Management - eTraining". Below the header, there is a navigation menu with the following items: "My home", "My courses", "PRMAeT", "Welcome", and "Discussion Forum". A search bar is located in the top right corner, labeled "Search forums", with a blue circle and the number "2" around it. In the main content area, there is a button labeled "Add a new discussion topic" with a blue circle and the number "1" around it. Below the button, it says "(There are no discussion topics yet in this forum)". On the left side, there is a "Navigation" menu with the following items: "My home", "Site home", "Site pages", "My profile", "My courses", "PRMAeT", "Participants", "Welcome", "Before you go on", "Course aim and objectives", "Course structure", "Discussion Forum", "Module 1: Psychosocial risks in the workplace", "Module 2: Policy and psychosocial risks", and "Module 3".

## L) Messages

- a) You can send private messages to any user(s) on the course. To see all users on the course, select PRIMAeT from the my contacts menu **[1]**.
- b) Just click on the name of who you would like to contact, compose your message and send.
- c) You can also search for people and messages **[2]**.
- d) To navigate back to the PRIMAeT course homepage, click on my courses **[3]** and PRIMAeT.



## M) Your personal homepage

a) 'My home' [1] is your personal homepage, which you can customise [4].

b) Through this homepage, you can add any personal files [2] to the platform to assist your learning, for example notes etc. These files are not visible by others unless you choose to make them public.

The screenshot displays the PRIMAeT personal homepage. At the top, the header includes the PRIMA logo and the text 'PRIMAeT.: My home' (circled in blue and labeled '1'). A navigation bar below the header contains 'My home' (circled in blue and labeled '1') and 'Customise this page' (circled in blue and labeled '4'). The main content area features a 'Navigation' sidebar with 'My home' (circled in blue and labeled '1'), 'Site pages', 'My profile', and 'My courses'. The central 'Course overview' section shows 'Psychosocial Risk Management - e Training' (circled in blue and labeled '3'). On the right, the 'My private files' section (circled in blue and labeled '2') indicates 'No files available' and includes a 'Manage my private files' link. Below this is the 'Online users' section, showing 'Last 5 minutes' and 'Pilot One'. The footer contains logos for WHO, INCAL, Baua, CIOP, PIB, TIO, and the Finnish Institute of Occupational Health, along with the World Health Organization logo. The text 'You are logged in as: Pilot One' is visible in the top right and bottom center.

## N) Customising your personal homepage

- a) To customise your homepage, click on 'customise this page'.
- b) Editing icons will appear under each menu [2], and an 'Add a block' drop down menu will appear.
- c) Use the add a block menu to add various features to your homepage to enhance your learning experience. More information what each of these features offer, see: [Moodle Blocks](#) (note that not all blocks in this guide are available on the PRIMAeT training platform).

The screenshot shows the PRIMAeT Moodle homepage. At the top, there is a blue header with the PRIMA logo and the text 'PRIMAeT: My home'. In the top right corner, there is a language selector set to 'English (en)'. Below the header, the page is divided into several sections. On the left, there is a 'Navigation' menu with options like 'My home', 'Site home', 'Site pages', 'My profile', and 'My courses'. In the center, there is a 'Course overview' section for 'Psychosocial Risk Management - eTraining'. On the right, there are sections for 'My private files' (with a 'Manage my private files' button) and 'Online users' (showing '1 Pilot One').

Three blue annotations are present:

- 1**: A blue circle around the 'Stop customising this page' button in the top right corner.
- 2**: A blue circle around the 'Add a block' icon in the 'Course overview' section.
- 3**: A blue circle around the 'Add a block' dropdown menu in the left sidebar.

At the bottom of the page, there is a footer with logos for 'NCIL Baua: CIOP PIB TEO' and 'Finnish Institute of Occupational Health', along with the 'World Health Organization' logo.