



Ergonomics program developed for Orange

Making the office a better place

Orange is the leading mobile operator in the UK. It is at the forefront of innovation in the mobile world, with operations in more than 20 countries. It serves over 50 million customers worldwide with a network spread across 100 countries.

THE NEED FOR E-LEARNING

Orange conducted its VDU training as a CD-based program. The aim of the program was to raise awareness among Orange's employees and managers about the company's commitment to providing good working conditions and enabling the employees to utilize the working conditions better for a stress free and joyful life. Orange commissioned Tata Interactive Systems to propose an e-learning solution for a Video Display Unit (VDU) Ergonomics Program with the objective of:

- Enabling the Orange employees to set up their workstation so that they can make the best possible use of their workspace.
- Ensuring comfort at work for all employees.

HOW OUR SOLUTION HELPED

There were seven areas identified under this program. The course content handled each of them as a separate module. In addition to these seven modules, there was a separate module that was intended to check the facilities existing at Orange UK. The seven modules and the broad content areas they covered were:

- **Introduction:** This module covered
 - o Objectives of the program
 - o Contents of the program
 - o Thoughts on how to best use the program



The program was highly appreciated since it made office ergonomics fun to know and learn about, and enabled the learners to effectively incorporate their knowledge in their workplace.

- **About Your Body:** This module covered
 - o Body parts prone to the ill effects of a poorly adjusted workstation
 - o Risks associated with using a poorly adjusted VDU
 - o Tips to avoid discomfort
 - o Taking care of ones eyes
- **Adjusting Your Chair:** This module covered
 - o Adjusting the chair to suit ones needs
 - o Adjusting the leg room available for comfort
- **Adjusting the VDU:** This module covered
 - o Important factors of consideration in a VDU
 - o Adjusting each of these factors for more comfort and ease of usage
- **Work Arrangements & Computer:** This module covered
 - o Benefits of breaks in between work
 - o Types of breaks
- **Adjusting the Layout of Your Workstation:** This module covered
 - o Problems associated with poor workstation layout
 - o Preventing posture problems
 - o Safe working methods while using with a laptop
- **Adjusting Your Work Environment:** This module covered
 - o Different aspects of a work environment and how they can affect the user
 - o Influences on a work environment

The language used throughout the program was clear and concise, with all 'jargon' explained at its first use in the program. Interactive questions were asked at various points within the learning modules. These questions, which were not scored, were designed to reinforce the transfer of knowledge and to give the learners an opportunity to check their own understanding of what they learn. Every question had feedback for both correct and incorrect answers. The following functionalities were also incorporated in the program:



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■ **Menu:** The Menu icon took the learners to the main menu screen.

Bookmark: The Bookmark icon enabled the learners to bookmark the page or to return to the topic bookmarked on their last visit to the program.

Print: The Print icon enabled the learners to print the screen currently displayed.

Help: The Help icon provided the learners with navigational tips to navigate through the e-learning program.

Notepad: The Notepad icon allowed the learners to make their own notes, which could be saved on the database. The learners could revisit them as and when required.

Progress map: The Progress Map enabled the learners to track their status at all times. The design of the map incorporated a feature allowing the learners to see which modules or topics had been successfully completed, which ones had been started but not completed, and which ones were yet to be started.

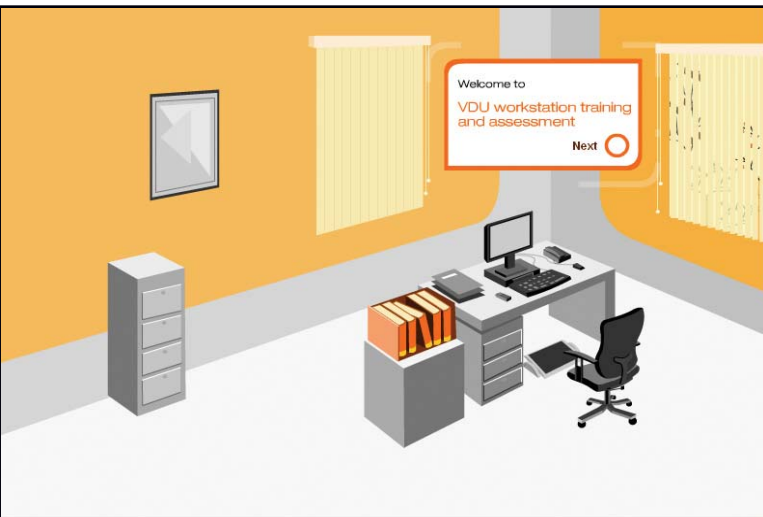
Exit: The Exit icon enabled the learners to exit the program at any point. To avoid accidental exit, learners were asked to reconfirm whether they wish to exit.

TECHNOLOGY USED

The training program was developed using Macromedia Flash and XML. It was designed for delivery off the Orange LMS.

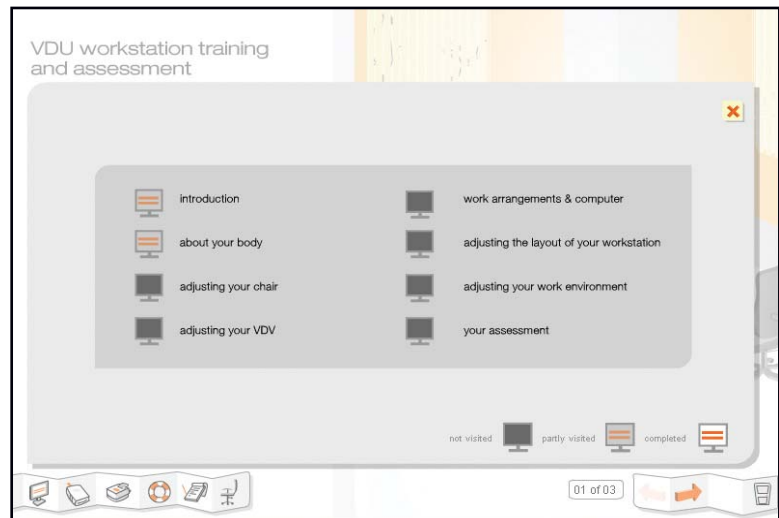
SOME SAMPLE SCREENSHOTS

The screenshots offer a brief glimpse of training on the Ergonomics Program developed for Orange. To experience our products at work, you may view our demos by registering online at www.tatainteractive.com.



A progress map showing a module that is being viewed.

Screenshot depicting the introduction to the VDU Ergonomics program.



A module with different functionalities and interactivity.

