



A novel—and safe—look at Display Screen Equipment

A SCORM-compliant course on the safe usage of Display Screen Equipment for ntl

ntl, UK's leading broadband company offers television, telephone, and Internet services to households throughout the UK and Ireland. It also provides communication solutions, including telecom and corporate networks, to a wide range of businesses—from government departments and big brands to small, independent companies working from home.

THE NEED FOR E-LEARNING

Training on the safe usage of Display Screen Equipment (DSE) is mandatory under the Health and Safety Act of UK. ntl wanted to create a 30-minute course on DSE to offer ntl associates the fundamental knowledge about working with display screen equipment.

By the end of this course, the associates needed to have a thorough understanding of working with display screen equipment, thus avoiding harm by inadvertent misuse. The challenge was to provide an experience to the learners that would help them recall the facts readily at a later date.

HOW OUR SOLUTION HELPED

In order to aid a higher retention of the facts, Tata Interactive Systems designed a game-based approach to the module. This was supported by the research data that learners remembered most of what they did in a game or simulation-based experience. This game had three levels—Stone Age, Metal Age, and Electronic Age. Each Age was represented by a typical user interface complete with surprise animations and other interesting elements. Learners needed to progress from one level to the next. They also needed to collect as many points as they could along their journey. They needed to score a minimum number of points to move from one level to the next.



The program was highly appreciated since it was a brilliant blend of visual appeal and instructional strategy. The game-based approach ensured that the learners not only enjoyed the training but also retained the facts for a longer period.

Learners started at the Stone Age. They had two challenges ahead of them:

- Getting out of the Stone Age by answering a series of questions on various DSE facts pertaining to the display, Keyboard, and Work desk. Learners had to attempt all questions before they could get out. They had to be careful about their answers, because if they did not score 80%, they needed to start from the beginning. To help them answer the questions, learners got ‘Tips.’ They also got detailed feedback based on the answer they chose.
- Collecting as many points as they could before getting out. They got these points as additional reward for answering the Jackpot questions correctly. This level had two Jackpot questions. The learners could designate any two questions as Jackpot questions. These were the questions that they felt most confident about getting right.

The next level was the Metal Age. In this level, the learners needed to answer questions relating to Space, Room Layout, and Lighting. Here, the ‘Tips’ were not available upfront. Learners could access them but scored lesser points if they did.

The final level was the Electronic Age where the learners answered questions related to Work chair, Noise, Heat, and Ventilation and Eye Test. In this level, the ‘Tips’ were provided upfront—however, learners had only 45 seconds to answer each question. They lost points if they took longer than this.

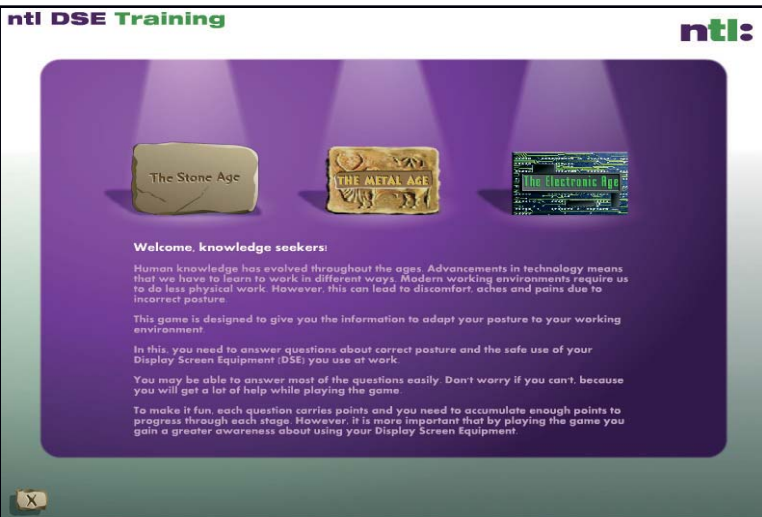
Based on how they performed, learners could complete all the three levels in one attempt or needed to play one or more levels multiple times. At the end of the game, learners were given a certificate.

TECHNOLOGY USED

The program was SCORM-compliant and designed using Flash MX.

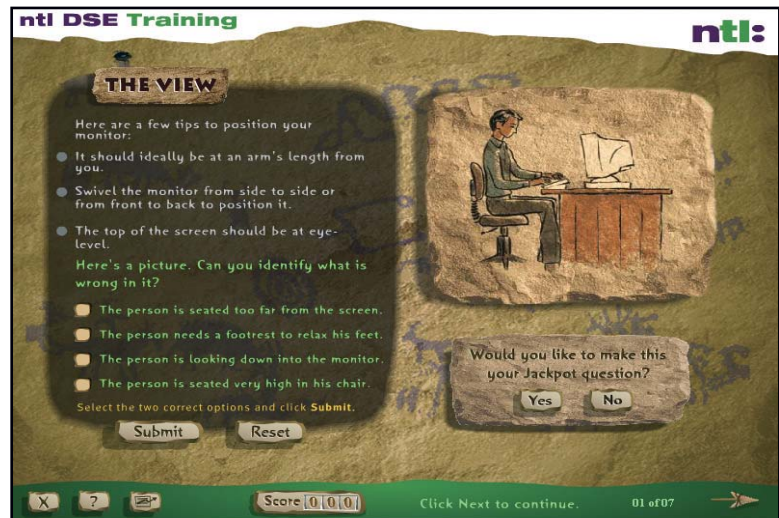
SOME SAMPLE SCREENSHOTS

The screenshots offer a brief glimpse of ntl's program on the safe usage of DSE. To experience our products at work, you may view our demos by registering online at www.tatainteractive.com.



Screenshot depicting the Stone Age.

The menu screen showing an introduction of the three Ages.



Metal Age where the hints were available on a click.

