

# SPECIFIC EMPLOYEE TRAINING

## Low risk - office and services sector

(Article 37, Italian Legislative Decree 81/2008 - State-Regions Agreement 21/12/2011 - State-Regions Agreement  
 07/07/2016  
 European Directive 89/391/EEC)

**Intended participants:** Office and service sector workers.

**Purpose of the training:** To make workers aware of the specific risks associated with their job and work environment and to help them understand what preventive and protective measures to take in order to better manage risks and reduce the likelihood of accidents and occupational diseases.

**Certificate of attendance:** After successfully passing a final test, each participant will receive a certificate with training credit valid throughout Italy pursuant to the State-Regions Agreement of 7 July 2016. The documentation will be sent via computer to each user personally, and the Certificate and Training Record can then both be downloaded directly from the platform, in the administrative area.

**Overall course duration:** 4 hours

**Refresher training envisaged:** 6 hours of training every 5 years.

**Learning Method:** E-learning as indicated by Italian Decree 10087 of 06/11/2013 and circular 17/2013

**Course contents:**

Introduction to the course

Work environment

Work environment  
 Work equipment

Computer terminals

Regulations and definitions  
 The workstation

Smart working

Definition and legislation  
 Environment and work equipment  
 Related risks  
 Security

Occupational diseases related to working in offices

Ocular-visual disorder  
 Musculoskeletal disorders

Manual handling of loads

Definition  
 Factors affecting risk  
 Pushing and pulling  
 Risk factors  
 Lifting and transportation  
 Risks to health  
 Prevention measures

Psychosocial risks

Regulations  
 Work-related stress  
 Mobbing  
 Burnout

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<u>Technostress</u>	<p>Definition</p> <p>Causes and manifestation of technostress</p> <p>Prevention measures</p>
<u>Information overload</u>	<p>Definition</p> <p>Information overload addiction</p> <p>Main causes</p> <p>Disorders related to information overload</p> <p>Preventive measures</p>
<u>Biohazards</u>	<p>Biohazard</p> <p>Ways that microorganisms are transmitted</p> <p>Antibodies and vaccination</p> <p>The Therapy</p> <p>The prevention and protection measures</p> <p>Biohazards in office and service activities</p> <p>The biohazard from Legionella</p>
<u>Chemical risk</u>	<p>What are chemical agents?</p> <p>Absorption of chemical agents by the body</p> <p>The effects</p> <p>Chemical risk in low-risk activities</p>
<u>Labeling of hazardous substances</u>	<p>The pictograms in labels</p> <p>Hazard indications and safety advice</p>
<u>Sick Building Syndrome</u>	<p>Causes</p> <p>Symptoms</p> <p>Measure of prevention and protection</p> <p>Radon</p> <p>Prevention and protection measures</p>
<u>Electrical risks</u>	<p>Introduction to electrical risk</p> <p>The dangerous situations</p> <p>The law and the safeguarding of the workers</p> <p>Injuries caused by electricity</p> <p>Electrocution</p> <p>The electric arc</p> <p>Risk prevention and management</p> <p>Fires of electrical origin</p>
<u>PPE</u>	<p>Classification of PPE</p> <p>Employer obligations</p> <p>PPE and the safety officer</p> <p>Worker obligations</p> <p>PPE and offices</p>
<u>Management of emergencies</u>	<p>Emergency</p> <p>The emergency plan</p> <p>Fire emergencies</p> <p>Health emergencies</p> <p>Earthquake and flood emergencies</p>
<u>Safety signals</u>	<p>Safety signals</p> <p>Other types of safety signs</p>

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### Conclusions

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#### **Competence Profiles for Educational and Technical Management:**

Head/Scientific Coordinator of the course: Francesco Naviglio, Rocco Vitale.

Mentor/Content tutor: Chiara Ballarini

Process tutor: Roberta Cirelli

Platform developer: Simone Vannucci

**Speakers/Lecturers** who contributed to the drafting of the texts: Matteo Fadenti, Lucio Fattori, Elisabetta Maier, Paolo Gentile, Giorgio Brustolin, Guido Arnaldo Guidoboni, Andrea Noacco.

The lecturers are all in possession of the requisites set out in the Italian Interministerial Decree of 6 March 2013 “Criteria for the qualification of the figure of trainer for health and safety in the workplace”

#### **Technical Data Sheet**

Each AiFOS course is produced in compliance with the international SCORM 1.2 standard.

The platform is equipped with the LMS management system.

#### **TECHNICAL REQUIREMENTS FOR USING THE PLATFORM**

The technical requirements can be viewed in real time, and are always up-to-date, at the following link:

<https://service.aifos.org/home/e-learning/requisti-tecnici>

**How to register:** User registration on the platform.

**Skills and entrance qualifications:** Learners must have the opportunity to access the technologies used, familiarity with the use of the IT device chosen to participate in the course (computer or tablet) and a good knowledge of the language used.

**Communication interface:** Communication on the platform is made possible and guaranteed through direct contact with the content tutor who can be contacted at the e-mail address [tutor@aifos.it](mailto:tutor@aifos.it) and with the process tutor who can be contacted at the e-mail address [assistenza@aifos.it](mailto:assistenza@aifos.it).

**Activity Tracking Methods:** Each AiFOS course is produced in compliance with the international SCORM 1.2 standard. The use of this model enables AiFOS to guarantee the tracking of all the participant’s data and the use of the learning objects on its platform. The traceability of platform data, user accesses and certificates is retained by AiFOS, in accordance with the law.

The platform is equipped with the LMS management system, able to monitor and certify:

- The carrying out and completion of the educational activities of each user
- The traceability of each activity carried out during connection to the system and the duration
- The traceability of individual teaching units structured as Learning Objects, which contain a number of tools, such as the text of the lesson, audio explaining the topics, background documents, short example films and animations.
- How to take and pass the learning assessments.

**Time of availability of use:** the period of time available to complete the entire course is calculated from the time of registration of the participant on the platform (not from the receipt of the email sent). Depending on the type of course. The time available will always be visible and associated with the course on the platform.

**Learning Verification Methods:** Learning is verified through the administration of **progress tests** useful for self-learning, available for each teaching unit, and a **final test** aimed at consolidating the knowledge acquired during the entire course. Each final test includes 10 to 30 multiple choice questions (each consisting of at least three alternative answers) based on the type of course. The test pass mark is 70%.

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**AIFOS NATIONAL TRAINING SUBJECT:** AiFOS, the national trade association of Confcommercio-Imprese per l'Italia, operating throughout Italy, an 'ope legis' subject (Article 32, paragraph 4 of Italian Legislative Decree 9 April 2008, no. 81 and the State-Regions Agreement of 7 July 2016) for provision of training courses that issue certificates.

AiFOS as the provider undertakes to make the course access credentials available upon request of the competent supervisory bodies.

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