Health & Safety eLearning platform FAQs

CHUBB®

System requirements

✓ **Why isn't the system responding?**

The most common reason is using an unsupported browser.
The eLearning platform has been designed to work with commonly used modern browsers, including:
- Google Chrome (latest version) - Windows, Mac OS X, iOS, Android
- Apple Safari (latest version) - Mac OS X, iOS
- Microsoft Edge (latest version) - Windows
- Mozilla Firefox (latest version) - Windows

If you or your trainees are not using the latest versions of one of these browser/operating system combinations, you may still be able to access the site and use the pages but it might not display as designed, nor provide the best user experience.

The system will NOT work with Microsoft Internet Explorer.

Training content and duration

✓ **How long does the training take?**

It usually takes around 30-40 minutes to complete each module, including a short multi-choice validation quiz (80% pass mark).

✓ **What legal requirements are included?**

The training is available in versions tailored to legal requirements in either Great Britain (also applicable in Northern Ireland, although not the specific stautes cited) or the Republic of Ireland.

✓ **What languages are supported?**

The training is available in English.

✓ **Which modules have audio?**

Audio is being added progressively, starting with the most frequently used modules.

✓ **Can I customise the training materials?**

The training content has been developed to meet the relevant accreditation and approval requirements and is not customisable.

Registering on the platform

✓ **How do I register to use the platform?**

Follow our **Quick Start Guide**.

✓ **Why haven't I received my registration email?**

Please check your spam or junk folders, and make sure your email system is not blocking messages from "....@healthandsafetyclick.net"

If you still cannot register successfully, please email: chubb@healthandsafetyclick.net

Help and support

✓ **How do I find out how to use the platform?**

The platform has an Interactive User Guide. The User Guide will launch the first time you login, and when there are system updates. This will give you step-by-step instructions on how to use the platform and access all the features. At any time, you can also get a reminder of how to use individual functions via the "User Guide for this page" - just click the small (i) at the top right of the Chubb logo to access. The full User Guide can also be found in the Online Support Portal - click the link at the top of the screen.

✓ **Some parts of the dashboard are hard to see or obscured by the User Guide – what can I do?**

The appearance of some pages and of the User Guide can sometimes be improved by using the zoom feature of your browser. Try changing the zoom to between 80% and 90%.

✓ **How do I get help?**

Please try the Interactive User Guide, accessible from the Online Support Portal via the link at the top of the screen. If you still have a query, send in a question using the Tickets option in the Online Support Portal. You will receive an email response as soon as possible.

Admin and user management

✓ How many administrators can I have? Can the Primary Administrator be changed?

You can create as many administrators as you need to manage your training rollout. Your Primary Administrator has overall control and we will use their email address as the main contact for any messages we need to send you. If required, we can change your Primary Administrator to one of the other registered admins - just send in a request using the Online Support Portal.

✓ How do I rollout the training to staff who don't have an email address?

If staff do not have a company email address and are not willing to use a personal one, you can create dummy addresses for them. Please note:
- The dummy email address must still be unique to each user
  e.g. F.Bloggs@ABCelearning.net
- You will need to give that user their login details by another method, as well as other details e.g. deadlines on courses assigned to them, reminders for modules they have not completed

✓ I've registered staff but they've not received their welcome emails - what do I do?

When you register your Users onto the platform a welcome email is automatically generated. If Users say they have not received the welcome email, please first check that their email address is correct / has not changed. Then get them to check all spam and junk folders. If there is still no trace, ensure the email has not been blocked by your organisation's security system. Emails will arrive from "....@healthandsafetyclick.net"

Access to the platform

✓ Who can have access to the Chubb Health & Safety eLearning platform?

Chubb clients in the UK and Republic of Ireland with a current Employers' Liability policy have free and unlimited access to the Chubb platform. Your Chubb policy number is used for validation as part of the registration process.

✓ What happens if we leave Chubb?

If your policy with Chubb is not renewed, we will contact your primary administrator to inform you of the applicable grace period allowed for you to download records of completed training before access is withdrawn.

Module Content Summaries[*]

Health & Safety

Accident Reporting

- Why accidents happen
- How to reduce the chance of accidents occurring
- How to investigate accidents
- Record keeping
- Legal requirements for accident reporting

Asbestos Awareness

- Effects of asbestos inhalation on the body
- Different types of asbestos
- Where it can be found
- What to look out for
- People most likely to be affected
- How it should be managed at work
- Legal duties

Chemical Safety

- Different types of hazardous substances
- Why they are used in the workplace
- Classification of chemicals in relation to how harmful they are
- Difference between chemicals and biological agents
- Ways in which harmful substances can enter the body
- Risk assessments and harm prevention
- Legal duties

Confined Spaces

- Definition of confined spaces and environments
- Confined space hazards and how to control them
- Types of work carried out in confined spaces
- Systems to ensure safety in confined space work
- Legal duties

Note: this is an awareness course. Additional practical training will be required to enable people to access confined spaces safely.

Electricity

- How electricity works
- What we use it for
- Electrical hazards and faults
- Control measures used to prevent and mitigate harm
- First aid for electric shock
- Legal duties

Equipment Safety

- What we mean by work equipment
- Hazards and common injuries caused by work equipment
- Control mechanisms required to manage the risk
- Legal duties

Fire Safety

- Fire hazards and causes of fire
- How fires spread
- Methods of fire prevention
- What to do in the event of a fire
- Emergency procedures

Note: this is a general awareness course. Additional training will be required relevant to the fire prevention and emergency arrangements in your workplace.

First Aid (Management)

- Risk factors e.g. business size / nature of the work that will determine the extent of first aid provision needed
- Considerations that must be made when providing first aid
- What should be done when a person requires first aid in the workplace
- Selection and training requirements for appointed first aiders
- Legal requirements

Health & Safety Law

- Main elements of Health and Safety Law (Great Britain)
- How common and civil law impact the workplace
- Health and safety law enforcement
- The different statutes (criminal laws) and what duties they place on employers and employees
- Sanctions and penalties that can be applied for non-compliance

Health & Safety Management

- What we mean by H&S Management in the workplace
- Principles of effective H&S management
- Benefits of good H&S management and why it's important
- Legal duties

[*] Due to legislative differences, not all courses are available in ROI

Manual Handling for Operatives

- What we mean by manual handling
- How to identify and assess manual handling risks
- Techniques to minimise risk of injury
- Legal duties

Note: this is an awareness course. Additional practical training will be required to enable people to undertake lifting and handling safely in the workplace.

Noise

- How noise can cause harm
- Hearing damage - signs and symptoms
- Where high noise levels may be found
- Measuring noise
- How to control employee exposure
- Legal duties

Risk Assessment

- What we mean by risk assessment
- Why it is important
- When they need to be carried out
- How to do a risk assessment - 5 steps
- Legal duties

Slips, Trips and Falls

- The impact of slips, trips and falls on people and business
- How to identify potential hazards
- Effective ways of reducing risk
- Legal duties

Transport Safety

- Types of vehicles found in the workplace
- Common workplace transport hazards
- Effective ways to reduce risks
- Legal duties

Working at Height

- What we mean by working at height
- Common hazards when working at height
- Key considerations for safe work at height
- Hierarchy of control
- Responsibilities for implementation
- Legal duties

Workplace Wellbeing

Managing Stress at Work

- Stress and work-related stress
- Avoiding stress at work
- Stress and health and safety at work
- Stress risk assessment
- Stress policy
- Line manager responsibilities
- Dealing with stress
- Legal requirements

Mental Health Awareness

- What we mean by mental health
- Stress and mental health
- Mental ill health - recovery
- How to promote mental health at work
- Supporting someone with a mental health problem at work
- Supporting people to return to work
- What we mean by reasonable adjustments
- Returning to work
- Managing reactions from colleagues

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