

TRAINING NEEDS ANALYSIS AND RISK PROFILES

Educational Technology Center

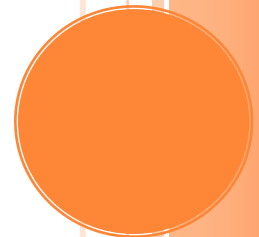
As part of the Risk Management Assessment for Educational Technology Center (ETC), a training need analysis is conducted to ensure that the resources invested by the ETC in training are targeted at areas where training and development is needed as it is very important as new technologies and flexible working practices are becoming widespread, thus, the ETC staff must correspond to that changes in terms of their skills and abilities. Also, analyzing what the training needs for ETC staff is very vital, to address the issues concerning the risks on their respective areas.

This document covers the analysis of training needs and the risks involved in ETC staff. Thus, the approval and successful implementation of the training needs analysis depends on the approval of the ETC management.

Prepared by: Ma. Luisa Jasa “Imaan”

ETC Risk Management Coordinator

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Training Needs Analysis and Risk Profiles

Position: Help Desk Technical Support		
Identified Risks		
Physical Risk <ul style="list-style-type: none"> • Electric shock • Manual handling (lifting, moving PCs) 		
Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with students and staff with challenging behaviors • Work pressures from students and staff 		
Facility Risk <ul style="list-style-type: none"> • Inadequate work space 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • Safety use of computer peripherals and power outlet • Manual handling / ergonomics • Risk assessments • Service Orientation • Customer and Personal Service • Public Safety and Security 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Required Training		
<ul style="list-style-type: none"> • Customer Service • Conflict Resolution • Verbal & Written Communication • Critical Thinking • Emergency Procedures • Recommended first aid 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Negotiated Training based on Job Description and Risks		
Training Identified	Training Available	Required
Computer Laboratory Technician Certificate of similar	<u>For Omani Staff:</u> as approved by the HoS/HoD <u>For Expat:</u> Induction Program	<input type="checkbox"/> <input type="checkbox"/>
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
General Manual Handling	Manual Handling of Computer Unit/Printer/electronic devices	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Maintenance and use of Computer peripherals	None	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Team Leader		
<u>Identified Risks</u>		
Physical Risk <ul style="list-style-type: none"> • Eye/ Back Strain Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with students and staff with challenging behaviors • Work pressures from students and staff 		
<u>Required Information, Knowledge, Skills of:</u>	Required	
<ul style="list-style-type: none"> • Psychological Management • Ergonomics • Risk assessments 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<u>Required Training</u>		
<ul style="list-style-type: none"> • Work Ethics and Techniques • Emergency Procedures • Recommended first aid • Leadership training • Conflict Resolution • Verbal & Written Communication • Management training including crisis management 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Negotiated Training based on Job Description and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Helpdesk Operator		
Identified Risks		
Physical Risk <ul style="list-style-type: none"> • Eye/ Back / Voice Strain Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with students and staff with challenging behaviors • Work pressures from students and staff 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • ICT Skills • Service Desk and Incident Management • Service Level Management • Risk Assessment • Service Orientation • Customer and Personal Service 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Required Training		
<ul style="list-style-type: none"> • Help Desk Service • Communication with non-technical people • Dealing with Unreasonable request 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Negotiated Training based on Job Description and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Photocopier Operator		
Identified Risks		
Physical Risk		
<ul style="list-style-type: none"> • Irritated eyes • Headache • Itching skin • Potential reproductive dangers 		
Psychological Risk		
<ul style="list-style-type: none"> • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff 		
Facility Risk		
<ul style="list-style-type: none"> • Working Area – poor ventilation 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • Operation and Control • Time Management • Equipment Maintenance • Risk Assessment • Service Orientation • Customer and Personal Service • Public Safety and Security 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Required Training		
<ul style="list-style-type: none"> • Help Desk Service Skills • Communication Skills with non-technical people • Dealing with Unreasonable request 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Negotiated Training based on Job Description and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Server / Systems Administrator		
Identified Risks		
Physical Risk <ul style="list-style-type: none"> • Eye Strain • Back Pain • Headache • Respiratory Problem Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff Facility Risk <ul style="list-style-type: none"> • Working Area – room temperature 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • IT Implementation • Change Management • Time Management • Network Infrastructure • Operating System and Application Server Skills • Risk Assessment • Public Safety and Security 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Required Training		
<ul style="list-style-type: none"> • Server Administrator • Server Infrastructure • Windows Server (depends on the version used in HCT) 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Negotiated Training based on Job Description and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Network Administrator		
Identified Risks		
Physical Risk <ul style="list-style-type: none"> • Fire • Electric Shock • Safety and Security Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff Facility Risk <ul style="list-style-type: none"> • Communication room - poor ventilation • Inadequate work space 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • Soft Skills include: <ul style="list-style-type: none"> ○ Problem Solving ○ Communication and Coordination ○ Basic Technical Assistance ○ Project Management • Hard Skills include: <ul style="list-style-type: none"> ○ System Administration ○ Operating System ○ System and Network Configuration ○ Firewalls • Risk Assessment • Public Safety and Security 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ○ Problem Solving ○ Communication and Coordination ○ Basic Technical Assistance ○ Project Management 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ○ System Administration ○ Operating System ○ System and Network Configuration ○ Firewalls 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> ○ Risk Assessment ○ Public Safety and Security 	<input type="checkbox"/>	<input type="checkbox"/>
Required Training		
<ul style="list-style-type: none"> • Network Technology • Network Administration • Microsoft Certification in Network • CISCO Certification 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • Network Administration • Microsoft Certification in Network • CISCO Certification 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • Microsoft Certification in Network • CISCO Certification 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • CISCO Certification 	<input type="checkbox"/>	<input type="checkbox"/>
Negotiated Training based on Job Analysis and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Network Engineer		
Identified Risks		
Physical Risk <ul style="list-style-type: none"> • Fire • Electric Shock • Safety and Security Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff Facility Risk <ul style="list-style-type: none"> • Communication room - poor ventilation • Inadequate work space 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • ICT Skills • Analytical Skills • Time Management • Risk Assessment • Public Safety and Security 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Required Training		
<ul style="list-style-type: none"> • COMPTIA Network Certification • Microsoft Certification in Network • CISCO Certification 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Negotiated Training based on Job Analysis and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Database Developer		
Identified Risks		
Physical Risk <ul style="list-style-type: none"> • Eye/ Back Strain Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff Facility Risk <ul style="list-style-type: none"> • Inadequate work space 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • .NET • Oracle • Technical Skills • Problem-Solving Skills • Communication and Interpersonal Skills • Time Management • Risk Assessment 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Required Training		
<ul style="list-style-type: none"> • Oracle 11g Forms and Reports Development • Oracle Database Administration • Certification on ASP.NET 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Negotiated Training based on Job Analysis and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Database Administrator		
Identified Risks		
Physical Risk <ul style="list-style-type: none"> • Eye/ Back Strain Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff Facility Risk <ul style="list-style-type: none"> • Inadequate work space 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • Systems Analysis & Design • Database Theory • Technical Skills • Problem-Solving Skills • Communication and Interpersonal Skills • Time Management • Risk Assessment • Database Design • Physical Disk Storage • Data Security • Back Up & Recovery • Change Control Management 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Required Training		
<ul style="list-style-type: none"> • Database Administrator Certification • Oracle Database Certification • MCSE – Data Platform or Business Intelligence 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Negotiated Training based on Job Analysis and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Website Administrator		
Identified Risks		
Physical Risk <ul style="list-style-type: none"> • Eye/ Back Strain Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff Facility Risk <ul style="list-style-type: none"> • Inadequate work space 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • Communication and Interpersonal Skills • Time Management • Risk Assessment • HTML • CSS • PHP • MySQL 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Required Training		
<ul style="list-style-type: none"> • Certification on Website Administrator • Certified Web Professional 	<input type="checkbox"/> <input type="checkbox"/>	
Negotiated Training based on Job Analysis and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Graphic Designer		
Identified Risks		
Physical Risk <ul style="list-style-type: none"> • Eye/ Back Strain Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff Facility Risk <ul style="list-style-type: none"> • Inadequate work space 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • Communication and Interpersonal Skills • Time Management • Risk Assessment • Photoshop • Adobe Illustrator • Creativity • Artistic Ability • 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Required Training		
<ul style="list-style-type: none"> • Trainings in the following: <ul style="list-style-type: none"> ○ Adobe Photoshop ○ Illustrator 	<input type="checkbox"/> <input type="checkbox"/>	
Negotiated Training based on Job Analysis and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>

Training Needs Analysis and Risk Profiles

Position: Instructional Designer		
Identified Risks		
Physical Risk <ul style="list-style-type: none"> • Eye/ Back Strain Psychological Risk <ul style="list-style-type: none"> • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff Facility Risk <ul style="list-style-type: none"> • Inadequate work space • Poor work station set up • Lighting • Sun/glare • Ventilation/air quality • Physical Security 		
Required Information, Knowledge, Skills of:	Required	
<ul style="list-style-type: none"> • Communication and Interpersonal Skills • Time Management • Risk Assessment • Photoshop • Fireworks • Captivate • Course Lab • Breeze 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Required Training		
<ul style="list-style-type: none"> ○ E-Learning Instructional Designer 	<input type="checkbox"/>	
Negotiated Training based on Job Analysis and Risks		
Training Identified	Training Available	Required
Dealing with Difficult People	None	<input type="checkbox"/>
Managing Violence at Workplace	None	<input type="checkbox"/>
Ergonomics in the Office	None	<input type="checkbox"/>
Understanding Risk Assessment	Seminar/Trainings – Risk Assessment	<input type="checkbox"/>
Psychological Health	None	<input type="checkbox"/>