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.

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ETC Risk Management Coordinator

Date: March 30,2015

Psychological Health

Training Needs Analysis and Risk Profiles

Position: Help Desk Technical Support	\mathbf{t}		
<u>Identified Risks</u>			
Physical Risk			
 Electric shock 			
 Manual handling (lifting, moving Personal Pe	Cs)		
Psychological Risk			
Harassment and bullying			
 Conflict with students and staff with 	h challenging behav	viors	
 Work pressures from students and s 	staff		
Facility Risk			
Inadequate work space			
Required Information, Knowledge, Ski	lls of:	Require	ed
Safety use of computer peripherals :			
Manual handling / ergonomics	P = 1. = = = = = = = = = = = = = = = = =		
• Risk assessments			
Service Orientation		П	
Customer and Personal Service			
Public Safety and Security			
Required Training			
Customer Service			
• Conflict Resolution			
Verbal & Written Communication			
Critical Thinking			
Emergency Procedures			
Recommended first aid			
• Recommended first and			
Negotiated Training base	d on Joh Dogarin	tion and Dialea	
Training Identified			Daninal
	Training.		Required
Computer Laboratory Technician	For Omani Staff: the HoS/HoD	as approved by	
Certificate of similar		n	_
D 1: 1.1 D:00: 1. D 1	For Expat: Induct	tion Program	
Dealing with Difficult People	None		
Managing Violence at Workplace	None	a 0	
General Manual Handling	Manual Handling		
	Unit/Printer/elect	ronic devices	
Ergonomics in the Office	None		
Understanding Risk Assessment	Seminar/Training	s - Risk	
	Assessment		
Maintenance and use of Computer	None		
peripherals			

ETC Risk Management

None

Position: Team Leader

Training Needs Analysis and Risk Profiles

<u>Identified Risks</u>			
Physical Risk			
Eye/ Back Strain			
Psychological Risk			
Harassment and bullying			
Conflict with students and staff with	h challenging hehay	ziors	
Work pressures from students and s	2 2	1015	
Work prossures from students and s	Juli		
Required Information, Knowledge, Ski	lls of:	Require	d
 Psychological Management 			
 Ergonomics 			
 Risk assessments 			
Required Training			
 Work Ethics and Techniques 			
• Emergency Procedures			
 Recommended first aid 			
 Leadership training 			
 Conflict Resolution 			
 Verbal & Written Communication 			
 Management training including cris 	sis management		
Negotiated Training base	d on Job Descript	ion and Risks	
Training Identified	Training A	Available	Required
Dealing with Difficult People	None		
Managing Violence at Workplace	None		
Ergonomics in the Office	None		
Understanding Risk Assessment	Seminar/Trainings	s – Risk	
	Assessment		
Psychological Health	None		

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Position: Helpdesk Operator			
<u>Identified Risks</u>			
Physical Risk • Eye/ Back / Voice Strain Psychological Risk • Harassment and bullying • Conflict with students and staff with • Work pressures from students and s	~ ~	iors	
Required Information, Knowledge, Ski	lls of:	Require	d
• ICT Skills			
Service Desk and Incident Managen	nent		
Service Level Management			
Risk Assessment			
 Service Orientation 			
 Customer and Personal Service 			
Required Training			
 Help Desk Service 			
 Communication with non-technical 	people		
 Dealing with Unreasonable request 			
N 100 1	1 110		
Negotiated Training base			D : 1
Training Identified	Training A	Available	Required
Dealing with Difficult People	None		
Managing Violence at Workplace	None		
Ergonomics in the Office	None		
Understanding Risk Assessment	Seminar/Trainings Assessment	s – Risk	
Psychological Health	None		

Position: Photocopier Operator

Training Needs Analysis and Risk Profiles

<u>Identified Kisks</u>			
Physical Risk			
Irritated eyes			
Headache			
Itching skin			
Potential reproductive dangers			
Psychological Risk			
 Harassment and bullying 			
 Conflict with staff with challenging 	behaviors		
 Work pressures from staff 			
Facility Risk			
 Working Area – poor ventilation 			
Required Information, Knowledge, Ski	lls of:	Require	d
 Operation and Control 			
• Time Management			
 Equipment Maintenance 			
Risk Assessment			
 Service Orientation 			
 Customer and Personal Service 			
 Public Safety and Security 			
Required Training			
 Help Desk Service Skills 			
 Communication Skills with non-tech 	nnical people		
• Dealing with Unreasonable request			
Negotiated Training base	d on Job Descript	ion and Risks	
Training Identified	Training .	Available	Required
Dealing with Difficult People	None		
Managing Violence at Workplace	None		
Ergonomics in the Office	None		
Understanding Risk Assessment	Seminar/Trainings	s – Risk	
	Assessment		
Psychological Health	None		

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Position: Server / Systems Administrator

Training Needs Analysis and Risk Profiles

<u>Identified Risks</u>			
Physical Risk			
• Eye Strain			
Back Pain			
Headache			
Respiratory Problem			
Psychological Risk			
Harassment and bullying			
Conflict with staff with challenging	behaviors		
Work pressures from staff			
Facility Risk			
• Working Area – room temperature			
Required Information, Knowledge, Ski	lls of:	Require	d
 IT Implementation 			
• Change Management			
• Time Management			
Network Infrastructure			
 Operating System and Application Server Skills 			
Risk Assessment			
 Public Safety and Security 			
Required Training			
 Server Administrator 			
 Server Infrastructure 			
 Windows Server (depends on the ve 	rsion used in		
HCT)			
Negotiated Training base			
Training Identified	Training A	Available	Required
Dealing with Difficult People	None		
Managing Violence at Workplace	None		
Ergonomics in the Office	None		
Understanding Risk Assessment	Seminar/Trainings	s-Risk	
	Assessment		
Psychological Health	None		

Position: Network Administrator

Training Needs Analysis and Risk Profiles

Harassment and bullying Conflict with staff with challenging behaviors Work pressures from staff Facility Risk Communication room - poor ventilation Inadequate work space Required Information, Knowledge, Skills of: Soft Skills include:	<u>Identified Risks</u>			
Fire Electric Shock Safety and Security Psychological Risk Harassment and bullying Conflict with staff with challenging behaviors Work pressures from staff Facility Risk Communication room - poor ventilation Inadequate work space Required Information, Knowledge, Skills of: Soft Skills include: Problem Solving Communication and Coordination Basic Technical Assistance Project Management Hard Skills include: System Administration Operating System System and Network Configuration Firewalls Risk Assessment Public Safety and Security Required Training Network Administration Microsoft Certification in Network CISCO Certification in Network CISCO Certification in Network Connection and Required Dealing with Difficult People None Managing Violence at Workplace Remired Fraining Resement Required Training Identified Seminar/Trainings - Risk Seminar/Trainings - Risk Seminar/Trainings - Risk Seminar/Trainings - Risk	Physical Risk			
• Safety and Security Psychological Risk • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff Facility Risk • Communication room - poor ventilation • Inadequate work space Required Information, Knowledge, Skills of: • Soft Skills include: • Problem Solving • Communication and Coordination • Basic Technical Assistance • Project Management • Hard Skills include: • System Administration • Operating System • System Administration • Firewalls • Risk Assessment • Public Safety and Security Required Training • Network Technology • Network Administration • Microsoft Certification in Network • CISCO Certification None Managing Violence at Workplace None				
• Safety and Security Psychological Risk • Harassment and bullying • Conflict with staff with challenging behaviors • Work pressures from staff Facility Risk • Communication room - poor ventilation • Inadequate work space Required Information, Knowledge, Skills of: • Soft Skills include: • Problem Solving • Communication and Coordination • Basic Technical Assistance • Project Management • Hard Skills include: • System Administration • Operating System • System Administration • Firewalls • Risk Assessment • Public Safety and Security Required Training • Network Technology • Network Administration • Microsoft Certification in Network • CISCO Certification None Managing Violence at Workplace None	• Electric Shock			
Psychological Risk Harassment and bullying Conflict with staff with challenging behaviors Work pressures from staff Work pressures from staff Facility Risk Communication room - poor ventilation Inadequate work space Required Information, Knowledge, Skills of: Problem Solving Communication and Coordination Basic Technical Assistance Project Management Hard Skills include: System Administration Operating System System and Network Configuration Firewalls Risk Assessment Public Safety and Security Required Training Network Technology Network Administration Microsoft Certification in Network CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Dealing with Difficult People Managing Violence at Workplace None Understanding Risk Assessment Seminar/Trainings - Risk Assessment Seminar/Trainings - Risk Assessment				
Harassment and bullying Conflict with staff with challenging behaviors Work pressures from staff Facility Risk Communication room - poor ventilation Inadequate work space Required Information, Knowledge, Skills of: Soft Skills include:	Psychological Risk			
Conflict with staff with challenging behaviors Work pressures from staff Facility Risk Communication room - poor ventilation Inadequate work space Required Information, Knowledge, Skills of: Soft Skills include:				
• Work pressures from staff Facility Risk • Communication room - poor ventilation • Inadequate work space Required Information, Knowledge, Skills of: • Soft Skills include: • Problem Solving • Communication and Coordination • Basic Technical Assistance • Project Management • Hard Skills include: • System Administration • Operating System • System Administration • Firewalls • Risk Assessment • Public Safety and Security Required Training • Network Technology • Network Administration • Microsoft Certification in Network • CISCO Certification None Managing Violence at Workplace None Understanding Risk Assessment Seminar/Trainings – Risk Assessment Seminar/Trainings – Risk Assessment		behaviors		
• Communication room - poor ventilation • Inadequate work space Required Information, Knowledge, Skills of: • Soft Skills include: • Problem Solving • Communication and Coordination • Basic Technical Assistance • Project Management • Hard Skills include: • System Administration • Operating System • System and Network Configuration • Firewalls • Risk Assessment • Public Safety and Security Required Training • Network Technology • Network Administration • Microsoft Certification in Network • CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Dealing with Difficult People Managing Violence at Workplace None □ Understanding Risk Assessment Seminar/Trainings − Risk Assessment □ Understanding Risk Assessment	Work pressures from staff			
Inadequate work space Required Information, Knowledge, Skills of:	Facility Risk			
Required Information, Knowledge, Skills of: Required • Soft Skills include: ○ Problem Solving □ ○ Communication and Coordination □ □ ○ Basic Technical Assistance □ □ ○ Project Management □ □ • Hard Skills include: □ □ ○ System Administration □ □ ○ Operating System □ □ ○ System and Network Configuration □ □ ○ Firewalls □ □ • Risk Assessment □ □ • Public Safety and Security □ □ Required Training • Network Technology □ □ • Network Administration □ □ • Microsoft Certification in Network □ □ • Negotiated Training based on Job Analysis and Risks Training Identified Required Dealing with Difficult People None □ Managing Violence at Workplace None □ Understanding Risk Assessment Seminar/Tr	• Communication room - poor ventila	ation		
Soft Skills include:				
O Problem Solving Communication and Coordination Basic Technical Assistance Project Management Hard Skills include: System Administration Operating System System and Network Configuration Firewalls Risk Assessment Public Safety and Security Required Training Network Technology Network Administration Microsoft Certification in Network CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Training Available Required Dealing with Difficult People Managing Violence at Workplace None Ergonomics in the Office None Understanding Risk Assessment Seminar/Trainings – Risk Assessment		lls of:	Require	d
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o Basic Technical Assistance o Project Management • Hard Skills include: o System Administration o Operating System o System and Network Configuration o Firewalls o Firewalls o Public Safety and Security Required Training o Network Technology o Network Administration o Microsoft Certification in Network o CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Dealing with Difficult People None Managing Violence at Workplace None Ergonomics in the Office None Understanding Risk Assessment Seminar/Trainings − Risk Assessment				
Project Management Hard Skills include: System Administration Operating System System and Network Configuration Firewalls Risk Assessment Public Safety and Security Required Training Network Technology Network Administration Microsoft Certification in Network CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Dealing with Difficult People None Managing Violence at Workplace None Ergonomics in the Office None Understanding Risk Assessment Seminar/Trainings – Risk Assessment		nation		
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Operating System Operating System System and Network Configuration Firewalls Risk Assessment Public Safety and Security Required Training Network Technology Network Administration Microsoft Certification in Network CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Training Available Dealing with Difficult People None Managing Violence at Workplace None Understanding Risk Assessment Seminar/Trainings − Risk Assessment				
Operating System System and Network Configuration Firewalls Risk Assessment Public Safety and Security Required Training Network Technology Network Administration Microsoft Certification in Network CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Training Available Required Dealing with Difficult People None Managing Violence at Workplace None Ergonomics in the Office Understanding Risk Assessment Seminar/Trainings – Risk Assessment				
O System and Network Configuration O Firewalls O Risk Assessment O Public Safety and Security Required Training O Network Technology O Network Administration O Microsoft Certification in Network O CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Training Available Dealing with Difficult People Managing Violence at Workplace None Ergonomics in the Office Understanding Risk Assessment Seminar/Trainings – Risk Assessment				
O Firewalls O Risk Assessment O Public Safety and Security Required Training O Network Technology O Network Administration O Microsoft Certification in Network O CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Training Available Dealing with Difficult People Managing Violence at Workplace None Ergonomics in the Office Understanding Risk Assessment Seminar/Trainings − Risk Assessment	o Operating System			
 Risk Assessment Public Safety and Security Required Training Network Technology Network Administration Microsoft Certification in Network CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Dealing with Difficult People Managing Violence at Workplace Ergonomics in the Office Understanding Risk Assessment Seminar/Trainings – Risk Assessment 	 System and Network Configuration 			
Public Safety and Security Required Training Network Technology Network Administration Microsoft Certification in Network CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Dealing with Difficult People None Managing Violence at Workplace None Ergonomics in the Office Understanding Risk Assessment Seminar/Trainings − Risk Assessment				
Required Training Network Technology Network Administration Microsoft Certification in Network CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Training Available Dealing with Difficult People None Managing Violence at Workplace None Ergonomics in the Office Understanding Risk Assessment Seminar/Trainings – Risk Assessment				
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• CISCO Certification Negotiated Training based on Job Analysis and Risks Training Identified Dealing with Difficult People Managing Violence at Workplace Ergonomics in the Office Understanding Risk Assessment None Seminar/Trainings − Risk Assessment □				
Negotiated Training based on Job Analysis and Risks Training Identified Training Available Required Dealing with Difficult People None □ Managing Violence at Workplace None □ Ergonomics in the Office None □ Understanding Risk Assessment Seminar/Trainings – Risk Assessment □				
Training Identified Training Available Required Dealing with Difficult People None □ Managing Violence at Workplace None □ Ergonomics in the Office None □ Understanding Risk Assessment Seminar/Trainings − Risk Assessment □	• CISCO Certification			
Training Identified Training Available Required Dealing with Difficult People None □ Managing Violence at Workplace None □ Ergonomics in the Office None □ Understanding Risk Assessment Seminar/Trainings − Risk Assessment □	Negotiated Training bas	sed on Job Analys	sis and Risks	
Dealing with Difficult People None □ Managing Violence at Workplace None □ Ergonomics in the Office None □ Understanding Risk Assessment Seminar/Trainings − Risk Assessment □				Required
Managing Violence at Workplace None □ Ergonomics in the Office None □ Understanding Risk Assessment Seminar/Trainings − Risk Assessment □	Dealing with Difficult People			•
Ergonomics in the Office Understanding Risk Assessment Seminar/Trainings – Risk Assessment		None		
Understanding Risk Assessment Seminar/Trainings – Risk Assessment				
Assessment			s - Risk	
Psychological Health None		_	-	
	Psychological Health	None		

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Position: Network Engineer			
<u>Identified Risks</u>			
Physical Risk			
• Fire			
Electric Shock			
 Safety and Security 			
Psychological Risk			
Harassment and bullying			
• Conflict with staff with challenging	behaviors		
Work pressures from staff			
Facility Risk			
 Communication room - poor ventila 	ation		
Inadequate work space			
Required Information, Knowledge, Ski	lls of:	Require	d
ICT Skills	<u> </u>		
 Analytical Skills 			
Time Management			
Risk Assessment			
 Public Safety and Security 			
Required Training			
COMPTIA Network Certification			
 Microsoft Certification in Network 			
 CISCO Certification 			
Negotiated Training bas	sed on Job Analys	sis and Risks	
Training Identified	Training	Available	Required
Dealing with Difficult People	None		
Managing Violence at Workplace	None		
Ergonomics in the Office	None		
Understanding Risk Assessment	Seminar/Training	s - Risk	
	Assessment		
Psychological Health	None		

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<u>Position</u> : Database Developer			
Identified Risks			
Physical Risk	behaviors		
Required Information, Knowledge, Ski	lls of:	Require	d
• .NET			
• Oracle			
• Technical Skills			
Problem-Solving Skills	N1 -11		
Communication and Interpersonal S	Skills		
• Time Management			
• Risk Assessment			
Required Training			
 Oracle 11g Forms and Reports Deve 	elopment		
 Oracle Database Administration 			
• Certification on ASP.NET			
Negotiated Training bas	sed on Job Analys	is and Risks	
Training Identified	Training A		Required
Dealing with Difficult People	None		
Managing Violence at Workplace	None		
Ergonomics in the Office	None		
Understanding Risk Assessment	Seminar/Trainings	s - Risk	
	Assessment		
Psychological Health	None		

<u>Position</u> : Database Administrator			
<u>Identified Risks</u>			
Physical Risk			
Eye/ Back Strain			
Psychological Risk			
Harassment and bullying			
 Conflict with staff with challenging 	hohoviova		
Work pressures from staff	Dellaviors		
Facility Risk			
• Inadequate work space			
Required Information, Knowledge, Ski	11 _{0.0} f.	Require	٦
	11S 01.	Require	u
Systems Analysis & DesignDatabase Theory		_	
D 11 01: 01:11			
)	71-:11-		
• Communication and Interpersonal S	SKIIIS		
 Time Management Risk Assessment			
Database Design Physical Dial Statement Output Design Design			
Physical Disk Storage			
Data Security			
Back Up & Recovery			
• Change Control Management			
Required Training			
 Database Administrator Certification 	on		
 Oracle Database Certification 			
• MCSE – Data Platform or Business	Intelligence		
Negotiated Training bas	sed on Job Analys	is and Risks	
Training Identified	Training A		Required
Dealing with Difficult People	None		
Managing Violence at Workplace	None		
Ergonomics in the Office	None		
Understanding Risk Assessment	Seminar/Trainings	s – Risk	
5	Assessment		
Psychological Health	None		

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Position: Website Administrator			
Identified Risks			
Physical Risk			
• Eye/ Back Strain			
Psychological Risk			
 Harassment and bullying 			
 Conflict with staff with challenging 	behaviors		
 Work pressures from staff 			
Facility Risk			
 Inadequate work space 			
Required Information, Knowledge, Ski	lls of:	Require	d
 Communication and Interpersonal S 	Skills		
Time Management			
Risk Assessment			
• HTML			
• CSS			
• PHP			
• MySQL			
Required Training			
Certification on Website Administra	ator		
 Certified Web Professional 			
Negotiated Training bas	sed on Job Analys	sis and Risks	
Training Identified	Training	Available	Required
Dealing with Difficult People	None		
Managing Violence at Workplace None			
Ergonomics in the Office None			
Understanding Risk Assessment Seminar/Trainings – Risk		s - Risk	
	Assessment		
Psychological Health	None		

Position: Graphic Designer			
Identified Risks			
Physical Risk	behaviors		
 Inadequate work space Required Information, Knowledge, Ski 	lle of:	Require	d
Communication and Interpersonal States		rtequire	·u
• Time Management	JKIII S		
Risk Assessment			
 Photoshop 			
Adobe Illustrator			
Creativity			
Artistic Ability			
•			
Required Training			
• Trainings in the following:			
o Adobe Photoshop			
o Illustrator			
Negotiated Training bas	sed on Job Analys	sis and Risks	
Training Identified	Training		Required
Dealing with Difficult People	None		
Managing Violence at Workplace	None		
Ergonomics in the Office	None		
Understanding Risk Assessment Seminar/Trainings – Risk			
	Assessment		
Psychological Health	None		

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Position: Instructional Designer

Training Needs Analysis and Risk Profiles

<u>Identified Risks</u>			
Physical Risk			
Eye/ Back Strain			
Psychological Risk			
Harassment and bullying			
• Conflict with staff with challengin	g behaviors		
Work pressures from staff			
Facility Risk			
 Inadequate work space 			
 Poor work station set up 			
• Lighting			
• Sun/glare			
 Ventilation/air quality 			
Physical Security			
Required Information, Knowledge, Sl	<u>xills of:</u>	Require	ed
 Communication and Interpersonal 	l Skills		
 Time Management 			
 Risk Assessment 			
 Photoshop 			
 Fireworks 			
• Captivate			
• Course Lab			
• Breeze			
Required Training			
o E-Learning Instructional I	Designer		
Negotiated Training b			
Training Identified	Training	Available	Required
Dealing with Difficult People	None		
Managing Violence at Workplace	None		
Ergonomics in the Office	None		
Understanding Risk Assessment	Seminar/Training	s-Risk	
	Assessment		
Psychological Health	None		

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