

Help

Menu



## Manual Handling Interactive

Course Duration: 30-35 Minutes



Click the arrow to begin the course.



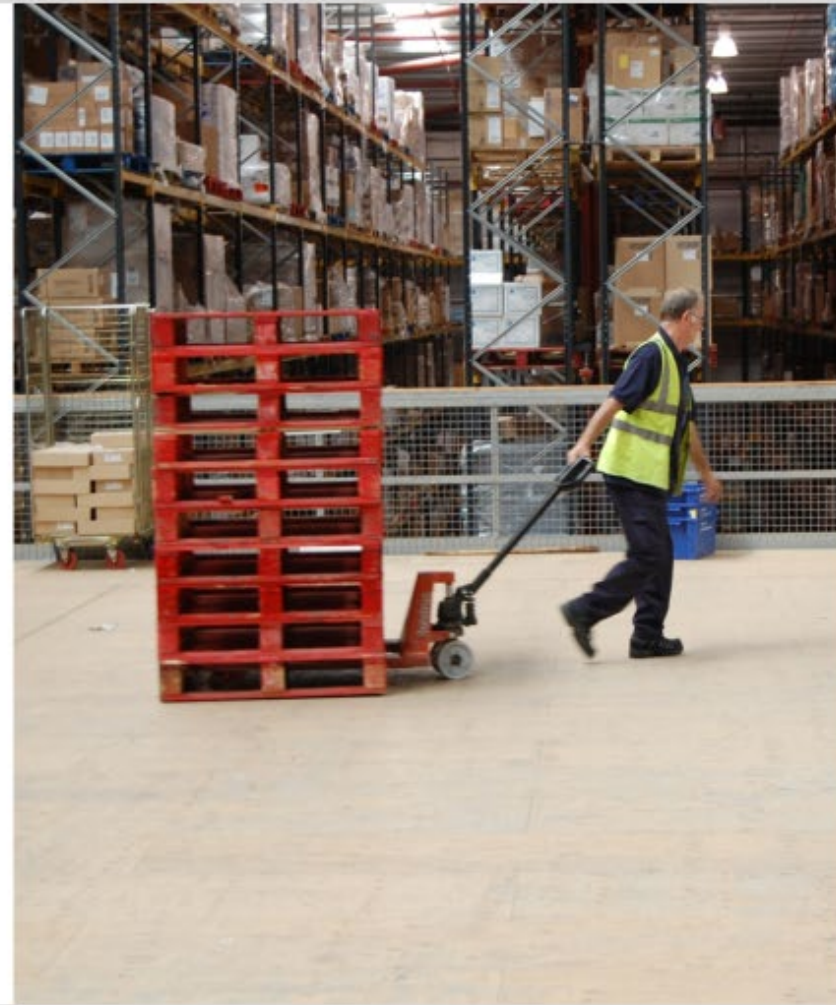
## Manual Handling

This e-learning presentation is the 1<sup>st</sup> step in your manual handling training.

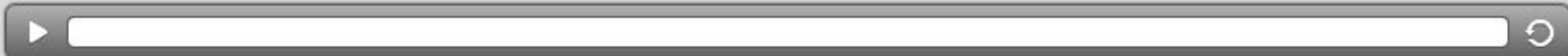
After you have completed this training you will be required to complete the practical training which will be delivered locally via your site Manual Handling Trainer.

To add your name to one of these sessions please enrol through eESS, under Manual Handling Practical Session.

More information can be found within the NSS Manual Handling Passport which can be found within the Manual Handling section in HR Connect.



Click the arrow to continue.



**On completion of this module, you should be able to:**

- Define Manual Handling
- Recognise common accidents and injuries
- Identify the related legislation
- Assess the key risks posed by the task, the individual, the load and the environment
- Recognise basic principles of Manual Handling



Recognise basic principles of Manual Handling, use effective techniques to lift and handle loads safely, comply with safe working practices when pushing and pulling, recognise the importance of using mechanical aids to minimise the risks.



**On completion of this module, you should be able to:**

- Use effective techniques to lift and handle loads safely
- Comply with safe working practices when pushing and pulling
- Recognise the importance of using mechanical aids to minimise the risks
- Avoid, assess and reduce Manual Handling, wherever possible
- Take appropriate action when lifting or handling as a team



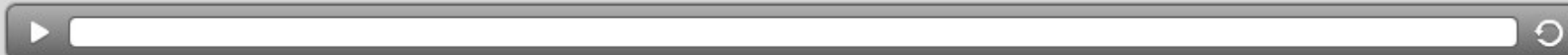
Click the arrow to continue.



**The images below show a variety of people who encounter Manual Handling on a daily basis in their jobs.**  
**Click on each image to see how Manual Handling effects each of their working day.**



The images below show a variety of people who encounter Manual Handling on a daily basis in their jobs. Click on each image to see how Manual Handling affects each of their working day.



Help Menu



"As a Donor Carer, my day starts when I set up the venue, and assist donors through the donation process. There is a lot of lifting in this job, but normally we work in pairs."






"As a Donor Carer, my day starts when I set up the venue, and assist donors through the donation process. There is a lot of lifting in this job, but normally we work in pairs."

⏮ ⏪ ⏩ ⏭

▶

Help Menu



"I wouldn't say that there's a lot of lifting in my job. But I do move paper reams to and from the copier. Sometimes, I shift office equipment around too."






"I wouldn't say that there's a lot of lifting in my job. But I do move paper reams to and from the copier. Sometimes, I shift office equipment around too."

⏮ ⏪ ⏩ ⏭

▶

Help Menu



"Most of the items I deliver are lightweight, but we also handle heavier items. Without the right lifting techniques, I might suffer a serious injury."







"Most of the items I deliver are lightweight, but we also handle heavier items. Without the right lifting techniques, I might suffer a serious injury."





⏮ ⏪ ⏩ ⏭

▶

Help Menu



"You might think that restocking the shelves is risk-free. But, I often move heavy trolleys from the warehouse to the loading bay so I have to take precautions."

"You might think that restocking the shelves is risk-free. But, I often move heavy trolleys from the warehouse to the loading bay so I have to take precautions."

⏮ ⏪ ⏩ ⏭

▶

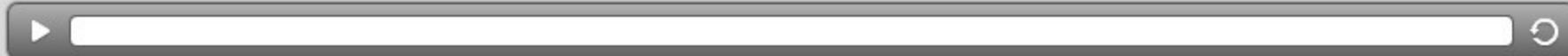
In this section, you will cover:

- What is Manual Handling?
- Types of accidents and injuries / what are the risks?
- Manual Handling regulations and associated legislation



## What is Manual Handling?

Click the arrow to continue.



“

**Manual Handling is:**

Any transporting, holding or supporting of a load - including the lifting, putting down, pushing, pulling, carrying, throwing, gripping or moving - by hand or bodily force.

**The Manual Handling Operations Regulations.**”

Click the arrow to continue.



To help you understand why Manual Handling is important, let's find out about the typical accidents and injuries that can occur if you fail to take precautions.

**Click on each character to learn more.**




To help you understand why Manual Handling is important, let's find out about the typical accidents and injuries that can occur if you fail to take precautions. Click on each character to learn more.



Help Menu

To help you understand why Manual Handling is important, let's find out about the typical accidents and injuries that can occur if you fail to take precautions.

**Click on each character to learn more.**



**"Lifting and helping people move around are key parts of my job. So, it's important that I comply with the guidance to prevent back problems in later life."**

"Lifting and helping people move around are key parts of my job. So, it's important that I comply with the guidance to prevent back problems in later life."

Media controls: play, pause, stop, previous, next, progress bar.

Help Menu

To help you understand why Manual Handling is important, let's find out about the typical accidents and injuries that can occur if you fail to take precautions.

**Click on each character to learn more.**



**"When I first came here, I thought my job was pretty low risk. But, there's quite a bit of stock movement. We use trolleys where possible, but we twist and bend whenever we visit the shelves."**


"When I first came here, I thought my job was pretty low risk. But, there's quite a bit of stock movement. We use trolleys where possible, but we twist and bend whenever we visit the shelves."

Media controls: play, pause, stop, previous, next, progress bar.

Help Menu

To help you understand why Manual Handling is important, let's find out about the typical accidents and injuries that can occur if you fail to take precautions.

**Click on each character to learn more.**



**"I believe occupations such as postal workers, agricultural workers and those in the building trade have a higher than average rate of musculoskeletal disorders. Basically MSDs impact on muscles, joints and tendons. No surprise there - when you think of the work we do."**

"I believe occupations such as postal workers, agricultural workers and those in the building trade have a higher than average rate of musculoskeletal disorders. Basically MSDs impact on muscles, joints and tendons. No surprise there, when you think of the work we do."

Media controls: play, pause, stop, previous, next, progress bar.

Help Menu

To help you understand why Manual Handling is important, let's find out about the typical accidents and injuries that can occur if you fail to take precautions.

**Click on each character to learn more.**



**"Upper limb disorders - affecting the hands, wrists, arms, elbows, neck and shoulders - are common in our trade. But, we are all responsible for reducing the risks."**

"Upper limb disorders - affecting the hands, wrists, arms, elbows, neck and shoulders are common in our trade. But, we are all responsible for reducing the risks."

Media controls: play, pause, stop, previous, next, progress bar.



Help Menu

# The Statistics

Total Cases

508,000

158,000

Does age make a difference?

16-34 year age group have lower rates of ULD's

45-54 year age group show higher rates of back disorders

Most at risk

- Icon of a forklift
- Icon of a person carrying a heavy box
- Icon of a heart with a cross
- Icon of a factory

Click the arrow to continue.

Pause, Play, Previous, Next, Refresh icons

Progress bar

Help Menu

**Musculoskeletal disorders are one of the most common injuries associated with Manual Handling.**  
Which of the following statements are True?  
**Select all that apply**

- MSDs include back injuries, as well as upper and lower limb disorders.
- MSDs often affect care workers and those in the postal and construction trades.
- Accidents and injuries only affect older workers. It's something that young people don't need to worry about.

SUBMIT

Musculoskeletal disorders are one of the most common injuries associated with Manual Handling. Which of the following statements are true? Select all that apply.

Pause, Play, Previous, Next, Refresh icons

Progress bar



Of course, every industry is governed by legislation - the rules and guidance that must be met to ensure safety.

It is important to be aware of what legislation applies. This helps you to clarify your own and your employer's responsibility, and also gives you examples of good practice.

**The key piece of legislation is:**

**The Manual Handling Operations Regulations**

Click the arrow to continue.



Let us now test your understanding. Here are some 'load handling' activities.

Click on the images you think are Manual Handling activities



Let's now test your understanding. Here are some 'load handling' activities. Click on the images you think are Manual Handling activities.



In this section, you will cover:

- The task
- The individual
- The load
- The environment



## Assessing the Risks

Click the arrow to continue.



The Task



The Individual



The Load




The Environment

Click the arrow to continue.



Help Menu



**The Task**

The Individual

The Load

The Environment

Click the arrow to continue.

⏸ ⏪ ⏩ ⏹


▶  ↻

Help Menu

**How does the way you work affect your safety?**

One of the key areas of Risk Assessment is the task. This is where you focus on what tasks you carry out where lifting, handling or carrying are involved.

**Tip:**  
Being aware of the exact work you undertake and identifying the risks involved are vital. This knowledge helps you to minimise risks and protect your safety.



Click the arrow to continue.

⏸ ⏪ ⏩ ⏹

▶  ↻

A number of key risks may be posed by work tasks.

They may be related to:

Task Layout

Work Routine

Do you adopt awkward postures?  
 What distance is your body from the load?  
 Do you twist your body?  
 What lifting or handling distances are involved?  
 Are you pushing or pulling?  
 Do you make sudden movements?



Task Layout - do you adopt awkward postures? What distance is your body from the load? Do you twist your body? What lifting or handling distances are involved? Are you pushing or pulling? Do you make sudden movements?



A number of key risks may be posed by work tasks.

They may be related to:

Task Layout

Work Routine

Is there prolonged physical effort?  
 Are you carrying for long distances with little or no rest?  
 What rates of work are required?  
 Is there seated handling?  
 Do you lift, carry or handle loads as part of a team?




Work Routine - is there prolonged physical effort? Are you carrying for long distances with little or no rest? What rates of work are required? Is there seated handling? Do you lift, carry or handle loads as part of a team?



Help Menu

Manual Handling may be a routine and necessary part of your job - it is for many people, as most work involves moving or lifting at some time.

Click on each image to view some examples.



Manual Handling may be a routine and necessary part of your job - it is for many people, as most work involves moving or lifting at some time. Click on each image to view some examples.


⏸ ⏪ ⏩ ⏹

▶

Help Menu

Manual Handling may be a routine and necessary part of your job - it is for many people, as most work involves moving or lifting at some time.

Click on each image to view some examples.



**Claire:**  
"I work within a laboratory. It's fairly repetitive work and I'm sitting down most of the time. I try to move around when I can."

"I work within a laboratory. It's fairly repetitive work and I'm sitting down most of the time. I try to move around when I can."

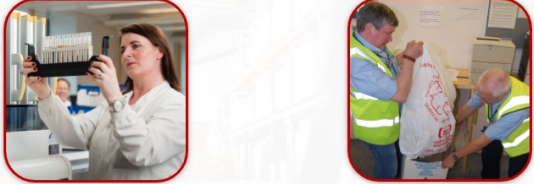
⏸ ⏪ ⏩ ⏹

▶

Help Menu

Manual Handling may be a routine and necessary part of your job - it is for many people, as most work involves moving or lifting at some time.

Click on each image to view some examples.



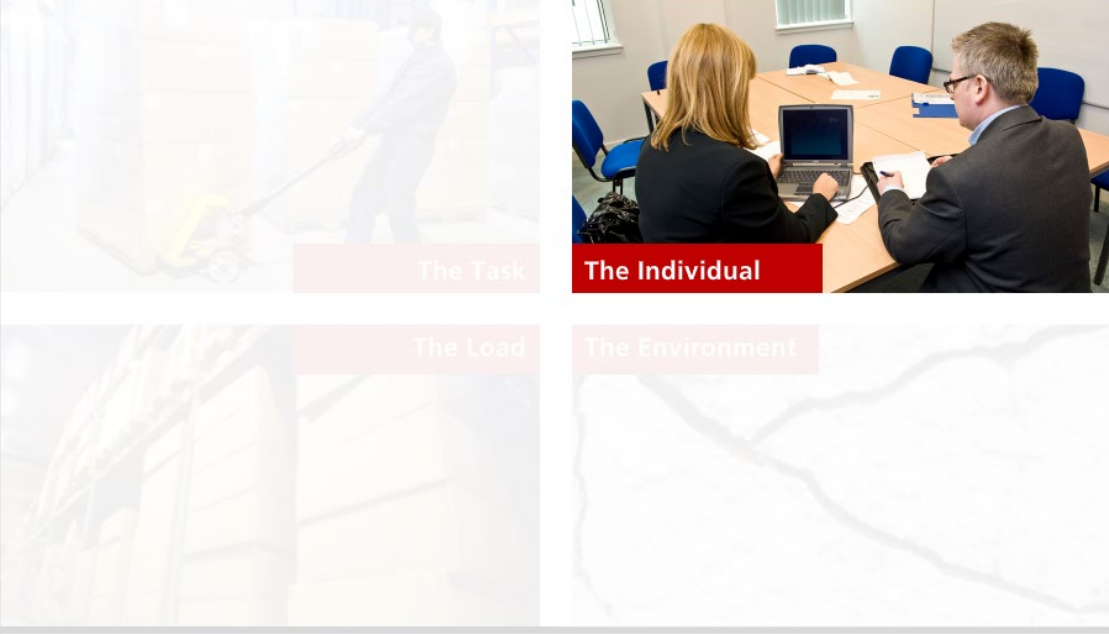
**Jason:**  
"As a porter, its my job to push trolleys around the building and within the surrounding grounds. I can't avoid moving, but I can do it safer."

"As a porter, its my job to push trolleys around the building and within the surrounding grounds. I can't avoid moving, but I can do it safer."

⏸ ⏪ ⏩ ⏹

▶

Help Menu



The Task

**The Individual**

The Load


The Environment

Click the arrow to continue.

⏸ ⏪ ⏩ ⏹

▶  ↻

Help Menu



**Does the task require unusual strength or height?**  
Might someone who is petite find it harder to stock high shelves in a supermarket?

**Are there any differences between the genders?**  
In general, the lifting strength of women is slightly less than for men, but there is some overlap - some women can handle greater loads than some men.


**Might age make a difference to someone's ability to lift?**  
Typically, physical capability declines with age, reaching a peak in the early twenties. So, the risk of injury is highest for those in their teens and anyone in their fifties or sixties.

Click the arrow to continue.

⏸ ⏪ ⏩ ⏹

▶  ↻


Help Menu




**What personal protective clothing or equipment (PPE) is available, if any, to reduce any risks when lifting?**  
Are protective gloves advisable when lifting loads with sharp edges, or freezer products?

**Sometimes, abdominal or back support belts may be available to help with lifting. Are they used in your workplace?**  
If so, do you know how to use them and whether they can be adjusted?

Click the arrow to continue.





Help Menu

**Some colleagues are talking about Manual Handling. They make a number of observations.**  
Drag each statement to the correct position then click submit

"Men can always lift more than women."

"Women are much better at lifting than men."

"People in their early twenties are considered to be at the peak of their lifting capability."


"Training can improve your safety when handling goods manually."

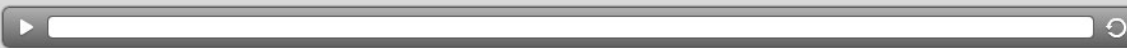
SUBMIT

Fact

Fiction

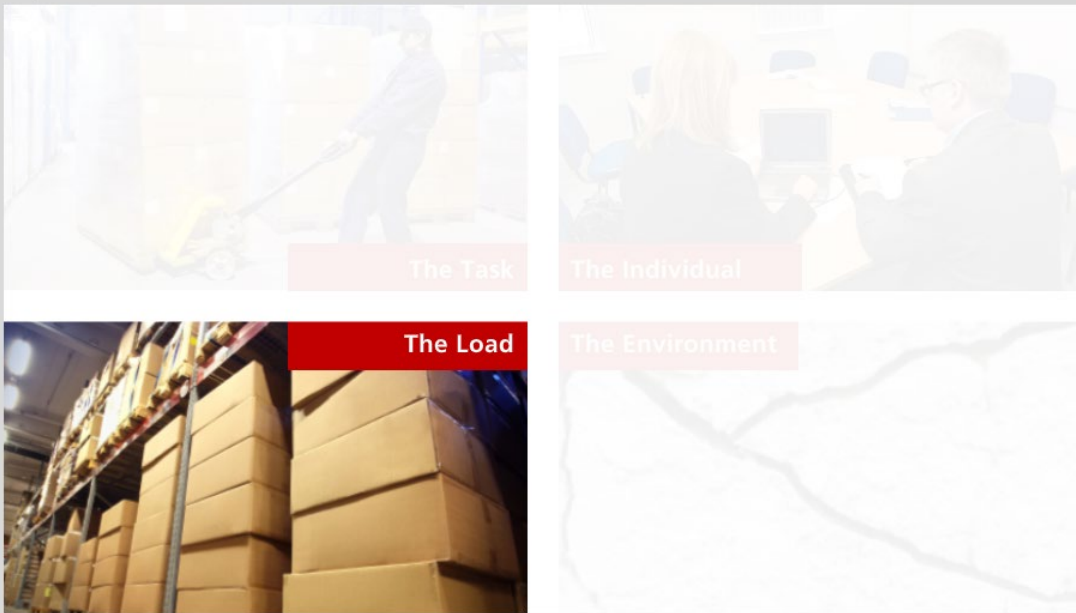
Some colleagues are talking about Manual Handling. They make a number of observations.  
Drag each statement to the correct position then click submit.







Help Menu



The Task

The Individual

**The Load**

The Environment

Click the arrow to continue.

⏸ ⏪ ⏩ ⏹

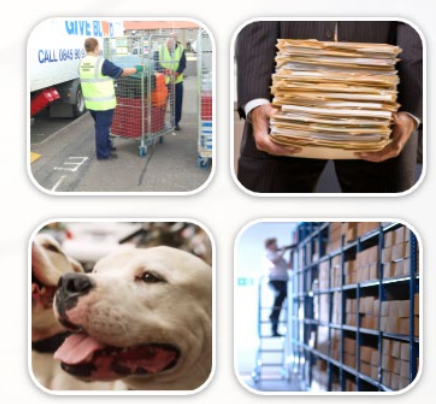
▶  ↻

Help Menu

Before carrying out any lifting or handling at work, take the time to assess the characteristics of the load. Specifically, you should think about the **load size and weight**.

**For example:**

- Is it likely to move suddenly - for example, as with animals?
- Is the load difficult to reach?
- Is the load of a shape and size which might obscure you?
- Is it being pushed or pulled?



Click the arrow to continue.

⏸ ⏪ ⏩ ⏹

▶  ↻

Ok so, so you have identified the key characteristics of the load. This is vital if you are going to work safely. What else can you do?

For example:

- Can you make it more help to prevent sudden and uncontrolled movement?
- Can you break it into manageable loads for example, into two 5kg loads?
- Can you make it easier to grasp the load by using handles or placing the load in a container?
- Can you push instead of pull?

### How can you best assess the weight or characteristics of a load?

**Tilting or rocking the load first enables you to assess the weight before lifting.**

Tilting or rocking the load first enables you to assess the weight before lifting.



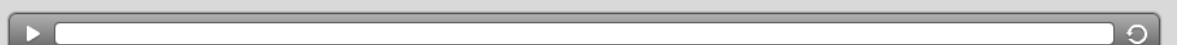
Of course, you should always check the information contained on the load or any packaging for specific information. This may give the weight of the load as well as any special precautions to be followed.

Clearly, you don't lift or move a package of glassware in the same way as a box of engine parts or ream of paper! Each item has different handling requirements.


**By checking any labels before lifting or handling, you can help to ensure your safety and protect what you are lifting.**




Click the arrow to continue.




Help Menu




The Task



The Individual



The Load



**The Environment**


Click the arrow to continue.

|| ⏪ ⏩ ↻


||  ↻

Help Menu


**The key environmental considerations are:**



Space




Floor Surface



Working at Different Levels



Temperature



Lighting

**Click each image to learn more.**

There are a number of key environmental considerations such as space, floor surface, working at different levels, temperature and lighting which affect your safety when lifting or handling loads. Click each image to learn more.

|| ⏪ ⏩ ↻

||  ↻


Help Menu

### Space

Can you move around easily when you are lifting or moving loads? Or is there restricted head room? If so, this may cause you to adopt poor posture (such as stooping), and increase the risk of injury.

Do you work around furniture or other obstructions, which perhaps increase the need for leaning or twisting?

**It is crucial that aisles and passageways are kept clear, and free of obstructions - good housekeeping is a must!**



Click X to close this pop-up box

Do you work around furniture or other obstructions, which perhaps increase the need for leaning or twisting? It is crucial that aisles and passageways are kept clear and free of obstructions - good housekeeping is a must!

⏸ ⏪ ⏩ ⏹

Help Menu


### Floor Surface

Check out the floor surface in your working environment. What do you see?

Are the floors flat, smooth and well-maintained? Or are they uneven, slippery and unstable?

Floor surface plays a huge role in your ability to lift safely - leading to trips, slips and falls, if you are unaware of any issues.

**Remember too that floor surface is important when you are using mechanical aids. Broken tiles or debris can cause the trolley to move unexpectedly, for example.**



Click X to close this pop-up box

Remember too that floor surface is important when you are using mechanical aids. Broken tiles or debris can cause the trolley to move unexpectedly, for example.

⏸ ⏪ ⏩ ⏹

Help Menu


### Working at different levels

Ideally, all Manual Handling should be carried out at the same level. But, if this is not possible, there should be a gentle slope linking each area.

**Remember that slopes are especially important when pushing or pulling as additional effort is needed.**

And what about the height of your work surface? Too much bending down or reaching up to shelving, for example, puts additional strain on the body.

**If possible, use other work surfaces (for example, a bench or trolley) to reduce excessive movement.**



Click X to close this pop-up box

And what about the height of your work surface? Too much bending down or reaching up to shelving, for example, puts additional strain on the body. Tip: if possible, use other work surfaces (for example, a bench or trolley) to reduce excessive movement.

⏸ ⏪ ⏩ ⏹

Help Menu


### Temperature

Extremes of temperature, high humidity and strong air currents can affect handling.

**For example, high temperature and humidity increase fatigue, and perspiration also makes it hard to grip loads.**

If you need to move loads in low temperatures, personal protective clothing (such as gloves) may be worn, which also reduces grip and dexterity.

Obviously, unpredictable gusts of wind can also affect balance and make bulky loads hard to manoeuvre.



Click X to close this pop-up box

If you need to move loads in low temperatures, personal protective clothing (such as gloves) may be worn, which also reduces grip and dexterity. Obviously, unpredictable gusts of wind can also affect balance and make bulky loads hard to manoeuvre.

⏸ ⏪ ⏩ ⏹

Help Menu


### Lighting

Wherever you are required to lift or move goods, lighting should be good, free from glare and with no contrast between areas of low and bright lighting.

**Did you know?**

Poor lighting can lead to trips and poor posture (such as stooping), and areas of shadow increase the risk of trips.

**It is recommended that you walk the route before lifting or moving loads around your environment. This enables you to note any hazards and take action to reduce the risks.**



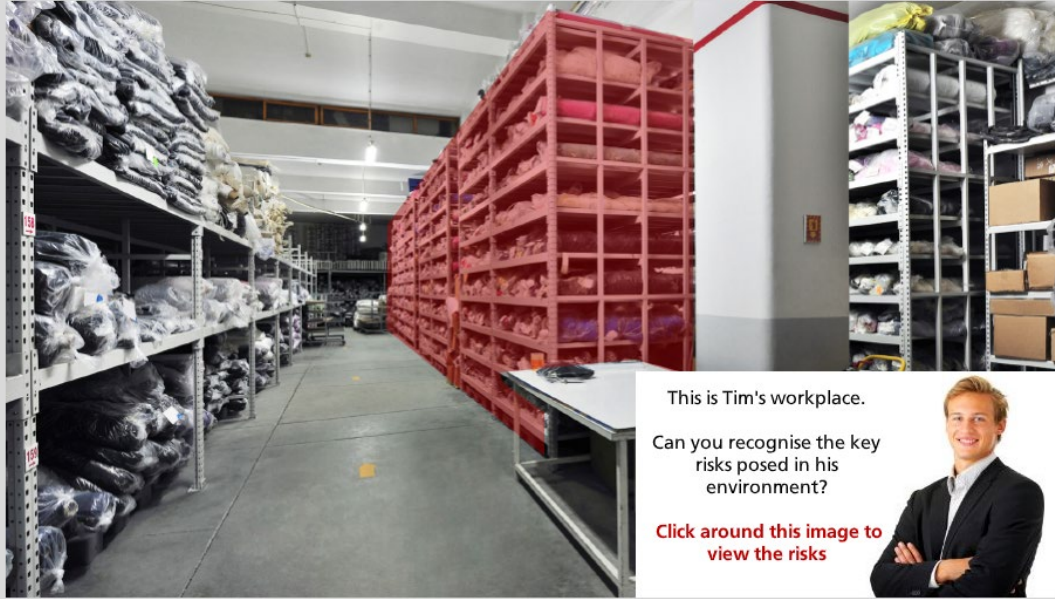
Click X to close this pop-up box

It is recommended that you walk the route before lifting or moving loads around your environment. This enables you to note any hazards and take action to reduce the risks.

⏸ ⏪ ⏩ ⏹

Help

Menu



This is Tim's workplace.

Can you recognise the key risks posed in his environment?

**Click around this image to view the risks**


This is Tim's workplace, can you recognise the key risks posed in his environment?  
Click around this image to view the risks.



Help Menu

In this section, you will cover:

- Effective lifting/handling
- Using mechanical aids
- Pushing and pulling
- Team lifting



## Better Lifting and Handling

Click the arrow to continue.

|| ◁ ▷ ↺


▶ \_\_\_\_\_ ↺

Help Menu

Just because you know what techniques to use does not guarantee you will *always* lift safely.

Safe lifting practices can be forgotten when faced with the reality of lifting at work, perhaps because of tight deadlines or if there are other people around. But, this should be avoided at all costs.

**It's easier to spot mistakes in other people than in yourself. So you may find it helpful to develop a culture of peer review in your working environment. Encourage your team to watch you lifting at work and to comment on how you might improve. And remember to do the same for them, to drive up lifting and carrying standards at work!**

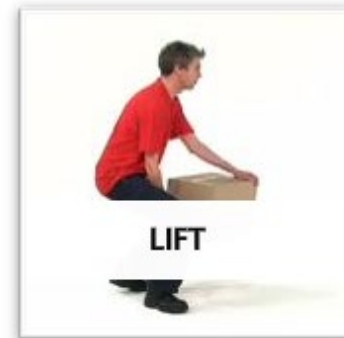


Click the arrow to continue.

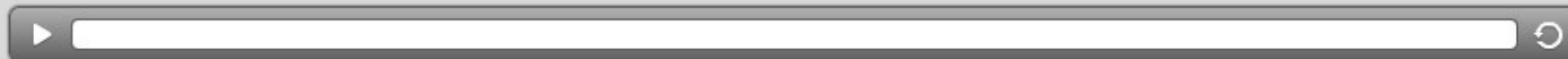
|| ◁ ▷ ↺

▶ \_\_\_\_\_ ↺

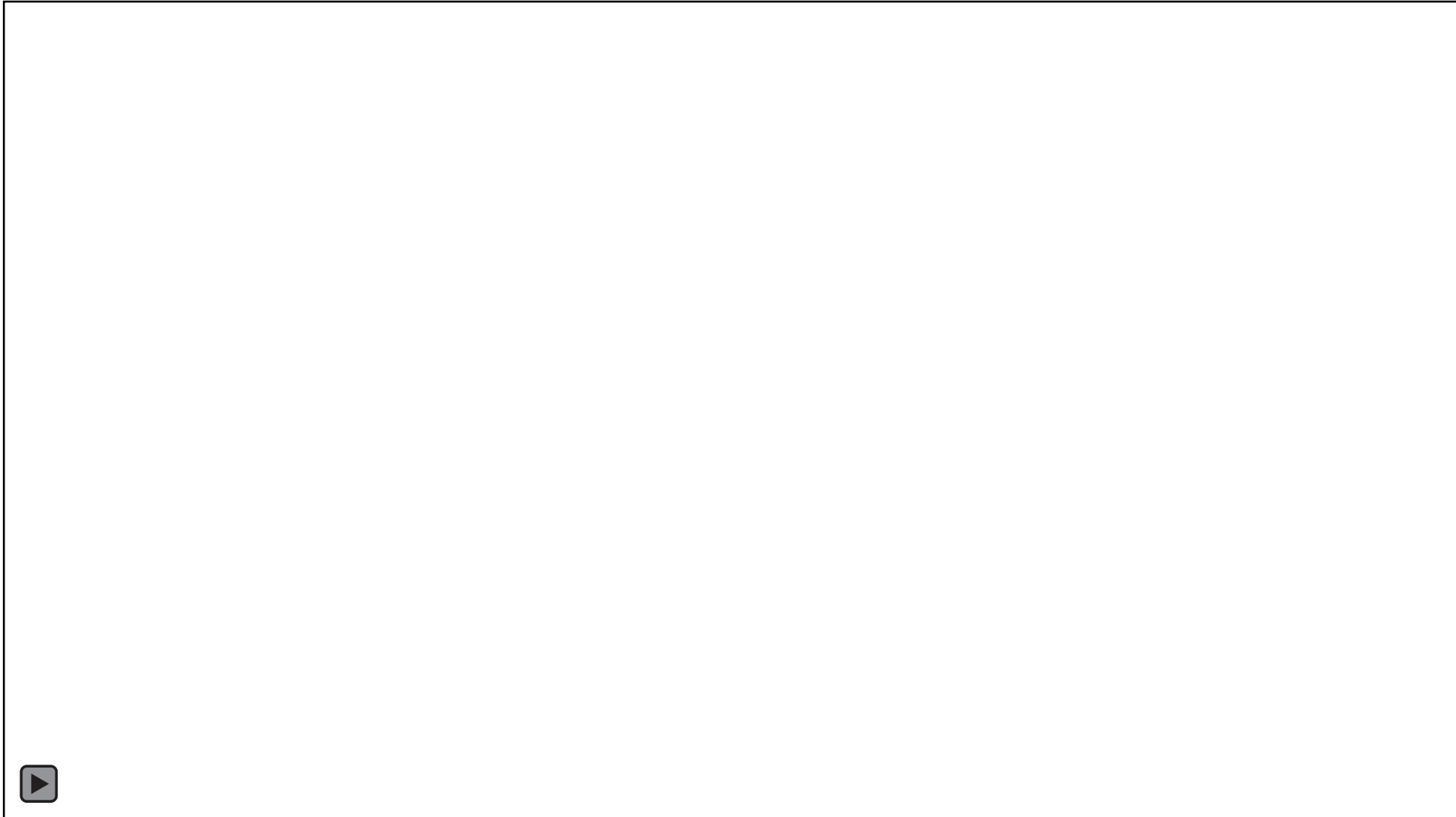
The method in which you manually handle a load is quite simple and is based on a few key points.



Click the arrow to continue.



This is a video session





## What action should you take if the load is heavier than the recommended lifting guidelines?

Depending on what your organisation does, different devices may be available.

### For example:



Mechanical aids can help reduce the strain on your body but you must still take precautions when pushing or pulling loads.

Make sure that any mechanical aid you use is clean and free from damage. All equipment should be checked and maintained regularly to ensure it is in good condition.

Click the arrow to continue.



As we've seen, mechanical aids can reduce the risks of injury, particularly if you need to move heavy, bulky or irregular shaped loads over distance.

But, any pushing and pulling is still classed as Manual Handling - as physical effort is required to move each load. So, you will need to take precautions and use the right techniques to prevent injury.

### Did you know?

**11%** of Manual Handling related accidents involved pushing and pulling, with most people (**44%**) experiencing back injuries.



Click the arrow to continue.



The dangers of pulling a load are injury to your back through straining or twisting.

If you're pushing and the load goes out of control, it will go away from you. But if you're pulling, it can run over you.

**If you find you have to pull a load:**

- Maintain a straight back
- Grip the trolley/truck firmly and take the weight of the load
- Using the power from your legs, start the movement slowly and smoothly, and in a controlled manner
- If at any point you feel uncomfortable, stop and reassess the situation. You may need to lighten the load or get help



Click the arrow to continue.



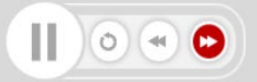
Team lifting is where more than one person is involved in the lifting or carrying process.

This might be necessary, for example, where a large consignment has to be unloaded, or if a long object needs to be carried - such as ladders or wood.

**Team lifting may reduce the risk of injury to a single individual, and may make lifting possible when it is beyond the capability of one person.**



Click the arrow to continue.



## How can you maintain safety when lifting or handling as a team?

### As a minimum, you should:

- Appoint a leader in the team
- Pick team members of a similar height and strength
- Clarify the key commands (for example, "Stop", "Lift", "Down" and "Walk")
- Ensure that everyone follows the commands of the leader
- Practise lifting as a team before undertaking the task



### Tip:

All teams rely on good communication. Lifting teams are no different. So, think about personalities too when choosing team members.

Tip: all teams rely on good communication. Lifting teams are no different. So, think about personalities too when choosing team members.



## How can you maintain safety when lifting or handling as a team?

### As a minimum, you should:

- Appoint a leader in the team
- Pick team members of a similar height and strength
- Clarify the key commands (for example, "Stop", "Lift", "Down" and "Walk")
- Ensure that everyone follows the commands of the leader
- Practise lifting as a team before undertaking the task

### Tip:

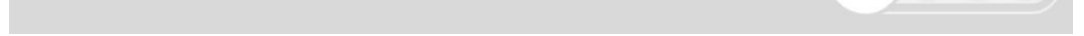
All teams rely on good communication. Lifting teams are no different. So, think about personalities too when choosing team members.

### Did you know?

The load that a team can handle safely is less than the sum of loads that individuals can handle when working alone. In other words, the load that a 2-person team can handle is roughly two-thirds the sum of their individual capabilities.



Click the arrow to continue.



**You should now have a good knowledge of lifting and handling.**

Which image best shows the correct posture to hold a load?

Select the right answer and click submit



SUBMIT

You should now have a good knowledge of lifting and handling. Which image best shows the correct posture to hold a load? Select the right answer and click submit.



Help Menu

Click on each section name to read its summary

---

**Introduction** →

**What is Manual Handling?**

**Assessing the Risks**

**Better Lifting and Handling**

From early in the morning until late at night, Manual Handling is a key requirement for many different occupations. But, a failure to follow safe working practices can cause major problems.

As these personal stories show, there is often a human price paid in terms of injury - such as reduced mobility, and ongoing pain, as well as the financial cost with people absent because of ill-health.

So, whenever you are required to lift or handle loads at work, you must take adequate precautions to protect yourself and others.

So, whenever you are required to lift or handle loads at work, you must take adequate precautions to protect yourself and others.

Help Menu

Click on each section name to read its summary

---

**Introduction**

**What is Manual Handling?** →

**Assessing the Risks**

**Better Lifting and Handling**

Manual Handling is the transporting or supporting of a load - including lifting, putting down, pushing, pulling, carrying or moving - by hand or bodily force.

It is crucial in all occupations, regardless of the job you do.

Failure to comply with safe practices when lifting or moving any loads at work can be costly for you and your organisation.

Failure to comply with safe practices when lifting or moving any loads at work can be costly for you and your organisation.

Help Menu

**Click on each section name to read its summary**

---

- [Introduction](#)
- [What is Manual Handling?](#)
- [Assessing the Risks](#)
- [Better Lifting and Handling](#)

Stop, think and plan before carrying out any lifting or handling at work.

Rock or tilt the load before lifting to assess its weight.

Adopt a good posture for the lift with your feet in the right position.

During lifting, keep the load as close to your waist as possible and do not twist or over-reach.

If you think you may need help, get other colleagues involved from the start.

Don't be afraid to stop and readjust your grip to maintain safety.

During lifting, keep the load as close to your waist as possible and do not twist or over-reach. If you think you may need help, get other colleagues involved from the start. Don't be afraid to stop and readjust your grip to maintain safety.

Help Menu

**Click on each section name to read its summary**

---

- [Introduction](#)
- [What is Manual Handling?](#)
- [Assessing the Risks](#)
- [Better Lifting and Handling](#)

Mechanical aids should always be used if a load exceeds recommended weight guidelines, or if you can eliminate or reduce risks.

Team lifting is where more than one person is involved in the lifting or carrying process.

11% of Manual Handling incidents involve pushing or pulling.

Always make sure that a Risk Assessment has been carried out before pushing and pulling.

Use the correct techniques when pushing and pulling to maintain safety.

Click the arrow to continue.

















