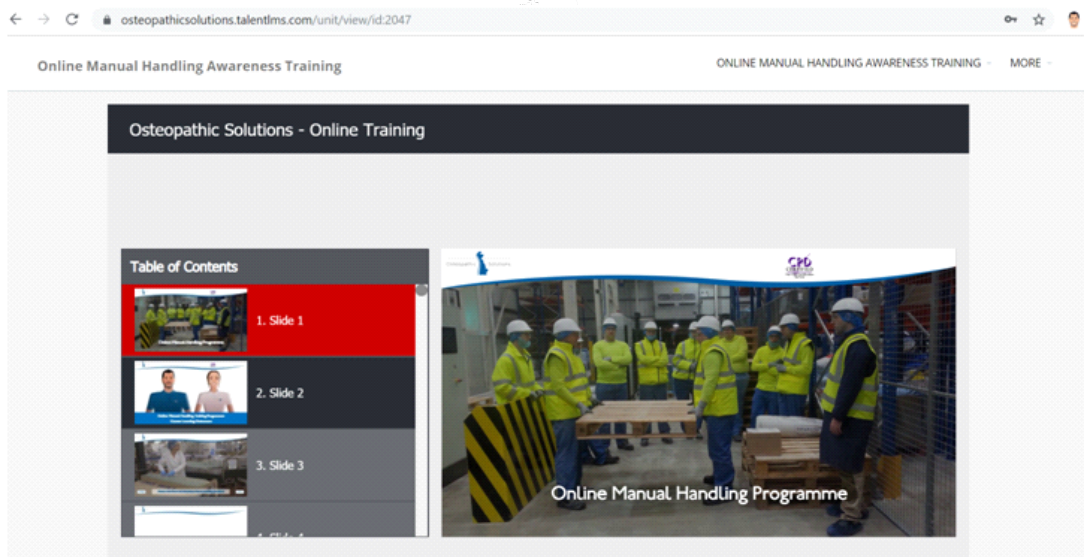


# Osteopathic Solutions Goes Online - A Development Project

November 2019

written by Emma Farrell, Training Coordinator & Social Media Manager

In June 2019, here at our Osteopathic Solutions' Head Office, we started our biggest project to date (both in development time and financial investment) with the development of our Online Manual Handling Training Programme.



Screenshot of Online Programme shown above - Demo available on [www.onlinemanualhandlingtraining.com](http://www.onlinemanualhandlingtraining.com)

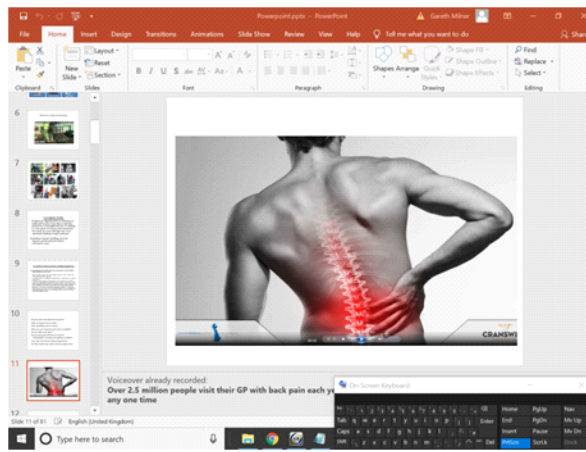
Our Director Gareth Milner and his nationwide team of Occupational Osteopaths believe that Manual Handling training should be delivered as a Practical Course for your workforce (whether by your In House Manual Handling Instructors or directly through Manual Handling Experts like us) especially to those who are doing regular, and possibly hazardous manual handling tasks.

Online Training Programmes have their role in 21st century training and development plans, and our unique Online Manual Handling Training Programme can quickly provide compliance under the Manual Handling Operations Regulations and the Health & Safety at Work Act; providing informative, engaging and effective training to support reductions in manual handling lost time accidents.

### The Initial Steps

The beginning of the programme was a little overwhelming in some ways, especially for our Director Gareth Milner, who was the mastermind behind the creation of the project from its earliest stage to its successful completion. Where do we start? Do we source a provider who will create the entire programme for us? Or do we break each area down and individually source companies? What development budget are we thinking?

My first task was to explore the web in search of potential creators of this online programme. Looking at their recent productions and testimonials, I observed their website pages attentively, wondering if they would be suited to create this all-important project for us. After all, it was the biggest project for Osteopathic Solutions to date (so no pressure Emma..). After some time, and an introductory email, I produced a list to Gareth of 10-12 potential creators of this E-Learning platform. Gareth in the meantime, had helpfully and diligently composed a PowerPoint filled with a basic outline of what we wanted for this Online Programme, which would then be sent by WeTransfer to these potential suppliers along with our summary introductory email. This comprehensive document took Gareth many hours to compose. See below for a glimpse into Gareth's information packed document which was soon going to come to life in the form of our Online Manual Handling Training Programme, suitable for effectively training all types of employees involved in Manual Handling activities (exciting for our Team!).

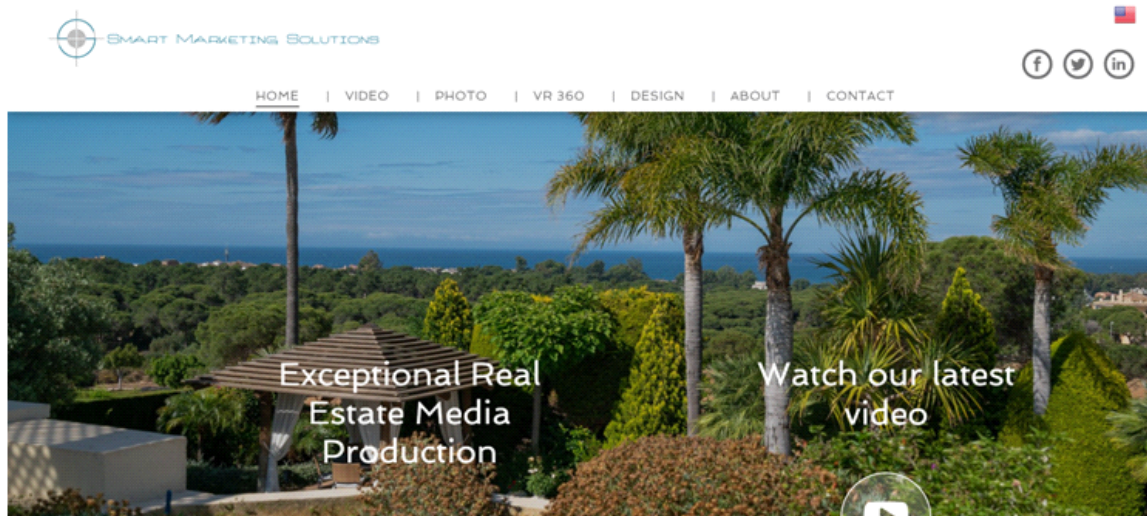


## A Change of Plan

After many phone calls by myself and Gareth, working together on conference calls with these E-learning providers with the quotes provided, we began to question these quotes as the prices offered seemed ludicrous, considering we had most of the information ready to just 'plug-in.' Or perhaps it wasn't as simple as just 'plugging' the information in?

Many of the companies we contacted were large software providers, with a team of 20 plus designers, a 'flash' head office and a client base of major UK corporations. It was starting to become clear to us as to why these quotes seemed exaggerated and overestimated. With that said, it was back to the drawing board. We are not a huge, corporate company and it would be a big risk to splash a colossal amount of money (for our business) on this training programme if it could be done at half the price, with the same quality, by simply taking a different approach. That approach was to look at each section of this Manual Handling training programme and break it down, with a view to getting a provider to design each section. So, it was back to online searching... We were in need of the following: a Graphic Designer, an Animation Provider (we needed caricatures of myself and Gareth created to talk the learner through training programme), voiceovers (an Irish one for me!), a payment system, website management, a Marketing campaign and most importantly the actual Online Manual Handling Programme. While behind the scenes, we were also in the process of changing Accreditation Providers. We are now accredited with the CPD Certification Service. So as you can imagine, a busy few months at the Osteopathic Solutions head office, as well as running day to day business!

As I searched the web again, narrowing down potential providers, Gareth mentioned our need for a creator for this training programme to one of his current trusted suppliers, and close friend Shane Du Toit of Smart Marketing Solutions. Smart Marketing Solutions ([www.smartmarketingsolutions.co.uk](http://www.smartmarketingsolutions.co.uk)) are a Marketing & Design specialist who Gareth has worked closely with since 2015 in the creation of Bespoke video productions for us. See below for a screenshot of their website.



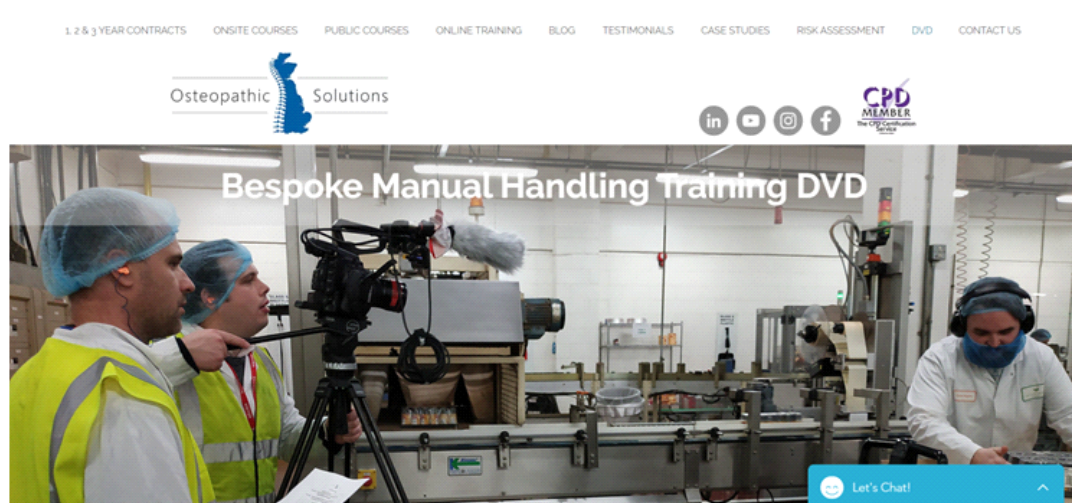
Working closely with Gareth, Smart Marketing Solutions and Shane Du Toit (see below) have created the following productions for us:

- Public 2 Day Manual Handling Instructor Course Explainer Video <https://youtu.be/wmOt2ACz-RQ>
- Onsite Manual Handling Training Explainer Video <https://youtu.be/wmOt2ACz-RQ> (filmed in 2015)
- Bespoke Manual Handling DVD Production for British Pepper & Spice <https://youtu.be/BEN1icK2fOY>
- Bespoke Manual Handling DVD Production for Pukka Pies [https://youtu.be/uA\\_5\\_FFt60U](https://youtu.be/uA_5_FFt60U)



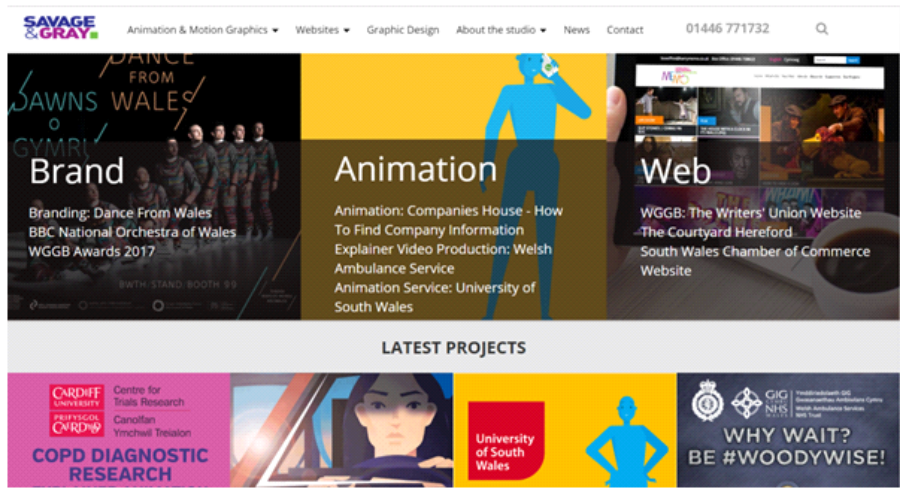
Shane Du Toit, Director of Smart Marketing Solutions

For more information on our Bespoke Manual Handling DVD Productions please view [www.osteopathicsolutions-manual-handling.co.uk/bespoke-manual-handling-dvd](http://www.osteopathicsolutions-manual-handling.co.uk/bespoke-manual-handling-dvd)



Back to Gareth's phone call with Shane! Due to Shane's broad skillset in Marketing & Design, and work background for Osteopathic Solutions, Gareth proposed the creation of this online training programme to Shane, with Shane describing the Adobe Software for this project as basically a 'Powerpoint on Steroids'. We were somewhat relieved and excited to know that this would be a project that he could take on board for us. Success! We had a supplier ticked off our list, and a quality, reliable and reasonably priced one at that!

We then had to think about the all-important caricatures. A fun addition to our Online Project. After contacting many providers of this it was time to narrow down our favourites, and pay close attention to their costings, an important aspect in this major business development. In the end we decided to choose Animation providers Savage & Gray Design ([www.savageand-gray.co.uk](http://www.savageand-gray.co.uk)). They are a Cowbridge, Wales based Animation Company who produce many unique animated designs and caricatures for companies across the UK. Screenshot from their webpage pictured on the next page.

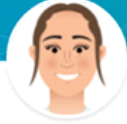


David Gray, Animator & Director at Savage & Gray

After taking some pictures of myself and Gareth in our work uniforms, Gareth sent the images across to Savage & Gray, for us to be pleasantly surprised by the caricatures in which David Gray had designed. Such fun!



We were grinning from ear to ear (just like the above image) checking these out on a Wednesday morning, taking a few minutes out to appreciate Savage and Gray's fantastic efforts as we worked through our day to day duties. We were so impressed we even put them as our LinkedIn profile pictures to familiarise the future learners of our online Manual Handling Training Programme with the on-screen characters they may come into contact with. David even gave us work polo tops, one white and one blue imitating our usual head office attire.



**Emma Farrell**  
 Training Coordinator & Social  
 Media Manager at Osteopathic  
 Solutions Ltd



**Osteopathic Solutions**

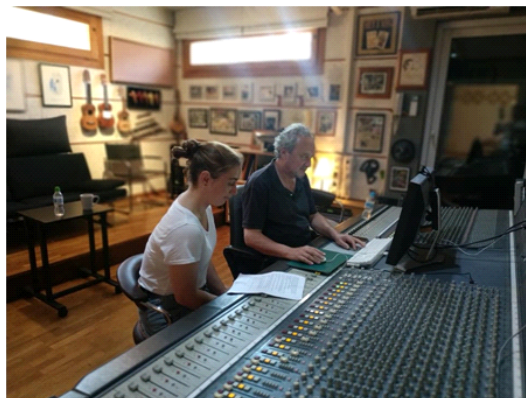


**Gareth Milner · 1st**  
 Director/ Business Owner of Osteopathic Solutions Ltd,  
 Manual Handling & Patient Handling Consultant, Osteopath

Next it was time to think voiceovers! We wanted to make the caricatures within this project just like us. This meant sourcing an Irish voiceover for me. With that, I hit the web with my headphones on, scouring webpages which contained Irish, female voice actors. I'll be honest, I wasn't that impressed with what I was hearing initially. Most of these voices sounded like they were in their 60s, and their accent sounded nothing like mine. When I did come across a few youngish neutral-Irish accents their prices came back extortionate. £500 for 20 minutes of reading a few paragraphs in a studio seemed well over the odds, and quite simply not conducive to the service. It was at that moment Gareth proposed the idea of using my actual voice for the programme. At first, I was unsure... I wasn't experienced in this line of work so would I be able to do it? Would it sound ok? I laughed at the thought of myself in a recording studio reeling off a script, as at first it seemed somewhat alien to me.

The following Friday I made my way up to the nearest recording studio to our Head Office in preparation to record my voiceover. It was definitely a Friday with a difference. Gareth handed me the script and I headed into one of their recording rooms to begin recording. Luckily, I wasn't too nervous, and after an hour of speaking into a microphone in a small sound-proof room, with Gareth listening to me in the background, I swiftly read through my script, with minimal blunders. (thankfully).

Despite the initial horror and embarrassment of hearing my own voice projected on the recording studio's owner's speakers, I actually quite enjoyed it! Maybe I am in the wrong profession?! (Joking!).



In the photos on the previous page myself and Gareth are working with recording studio Owner and Musician, Tony, to produce my recording for the training programme.

For Gareth's voiceover, he used a professional voiceover artist called Sean Antony who works alongside our supplier, Smart Marketing Solutions. Shane at Smart Marketing Solutions introduced Gareth to UK based Sean Antony's voice talents back in 2015 when he helped to produce our Manual Handling Training Explainer Video for Osteopathic Solutions. See a screenshot from Sean's website below.



For more information on Sean Antony and his friendly, upbeat voiceover services please view: <https://seanantonyvo.com/>

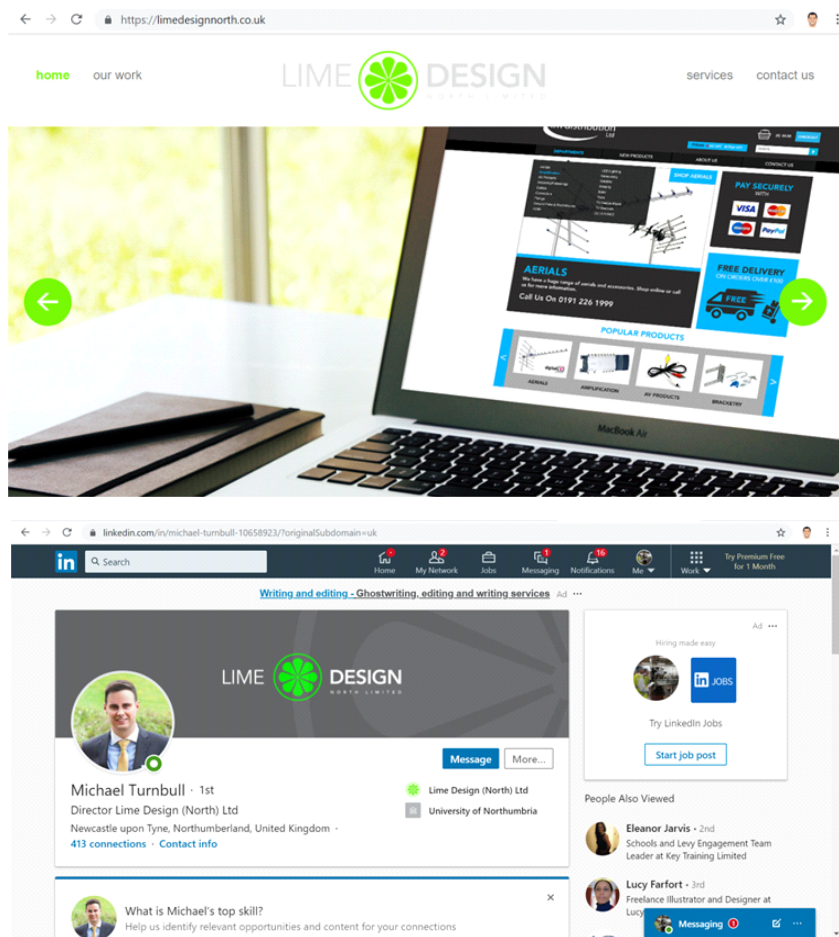
With my voiceover complete, Gareth sent it across to Shane at Smart Marketing Solutions and David at Savage and Gray, and we were one further step closer to completion.

As I mentioned above, behind the scenes of this important online project, we were also becoming accredited with a new Accreditation provider: The CPD Certification Service. The CPD Certification Service was established in 1996 as the leading independent CPD Accreditation Institution operating across all industry sectors to complement the Continuing Professional Development policies of professional institutes and academic bodies. Osteopathic Solutions now provide the CPD Certification Service Accredited Manual Handling Instructor ('Train the Trainer') Assessor Courses onsite (<https://www.osteopathicsolutions-manualhandling.co.uk/manual-handling-instructor>) and at public venues across the UK (<https://www.osteopathicsolutions-manualhandling.co.uk/public-manualhandlinginstructor>).



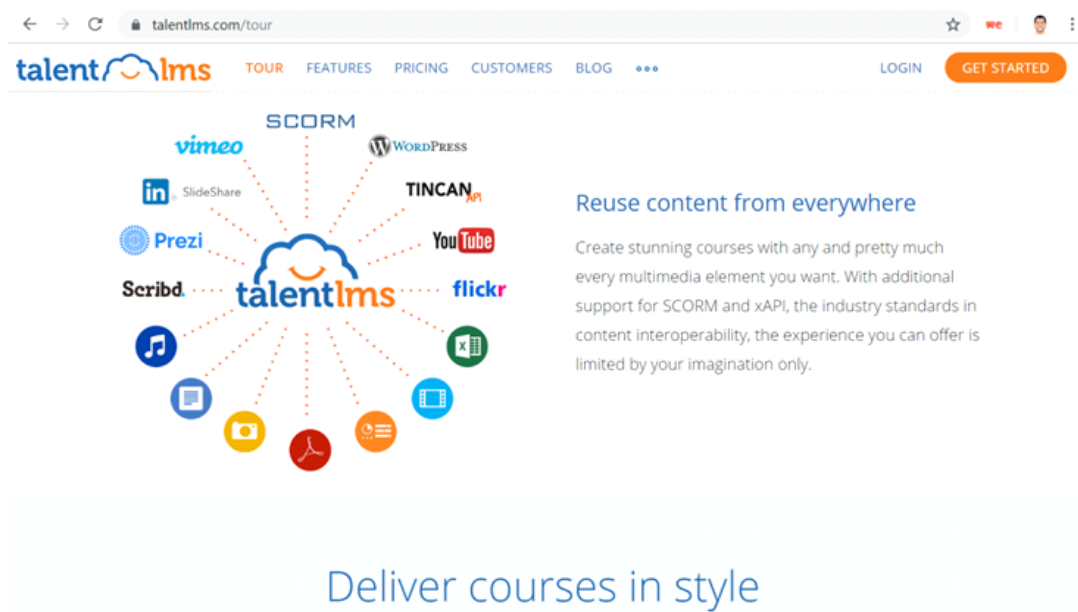
For more information about our accreditation with The CPD Certification Service please view: <https://www.osteopathicsolutions-manualhandling.co.uk/cpd-certification-service>

Back to our online project. We now needed a Graphic Designer to create an image of this Online Programme displayed on a mobile, tablet and computer screen to show potential clients that our E-Learning project will be compatible on mobile, tablet and Laptop. As well as this, we also had a few other company projects we needed designed and professionally put together. Again, I searched the web for many providers checking out examples of their past projects and the all-important costings. The Graphic Design company we chose are Newcastle based Lime Design North. ([www.limedesignnorth.co.uk](http://www.limedesignnorth.co.uk)) headed up by Michael Turnbull (LinkedIn profile below).



The LMS provider we decided to go with was Talent LMS. To brief you, LMS is a learning management system software application for the administration, documentation, tracking, reporting, and delivery of educational courses, training programs, or learning and development programs. The learning management system concept emerged directly from e-Learning. Learning management systems were designed to identify training and learning gaps, utilizing analytical data and reporting. Learning management systems are focused on online learning delivery but support a range of uses, acting as a platform for online content, including courses, both asynchronous based and synchronous based. An LMS may offer classroom management for instructor-led training or a flipped classroom, used in higher education, but not in the corporate space.

### Talent LMS – Our Chosen LMS Provider

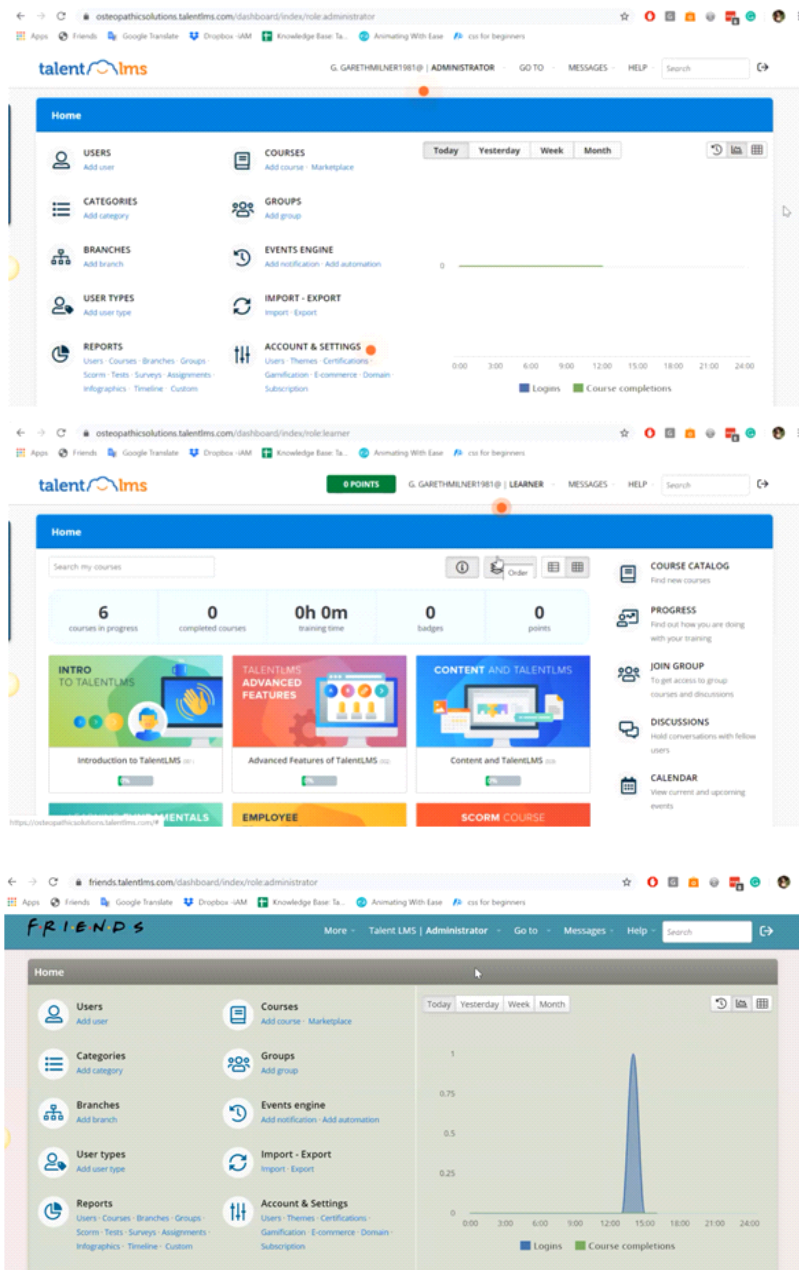


Deliver courses in style



We decided to go with Talent LMS due to their honest costings and helpful, friendly attitude. Maria, one of Talent LMS team members kindly set up a recorded video call to show our Director Gareth Milner how to use the software. The hour-long demo helped to display the ins and outs of the tool and how to use it as efficiently as possible. There are three areas of the Talent LMS software for us to use: The Administrator, The Instructor and The User. Please see below for screenshots of this video demo.

For more information on Talent LMS and their services please view <https://www.talentlms.com/>



Each section of the programme is customisable to the needs of the user. Osteopathic Solutions can use our own custom domain, user and theme to allow our LMS to be visually tailored to our specific visual requirements.

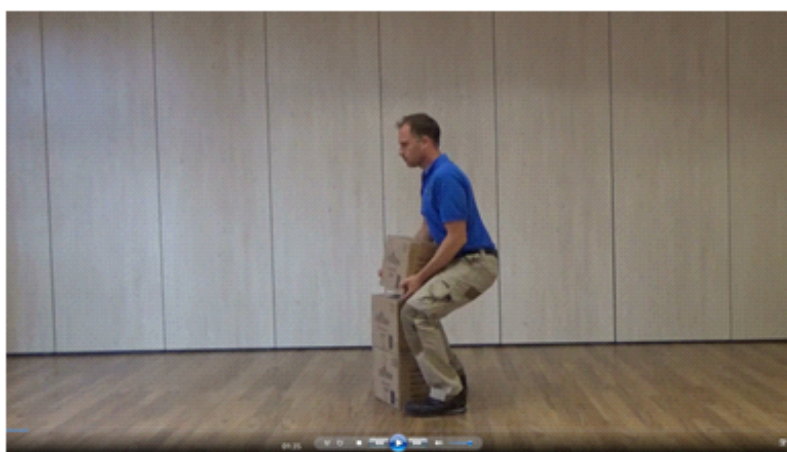
### A Taster of Our Content

So what can you expect to view on our exciting new Manual Handling Training Programme? In our professional, information packed programme, you can expect plenty of engaging video footage of Manual Handling tasks being performed in varying industries (Version 2 available in Summer 2020 featuring video content from Food Production, Manufacturing, Logistics & Council Operations), engaging click and reveals containing useful definitions, all with the help of onscreen Caricatures of myself and Gareth supporting you along the way!

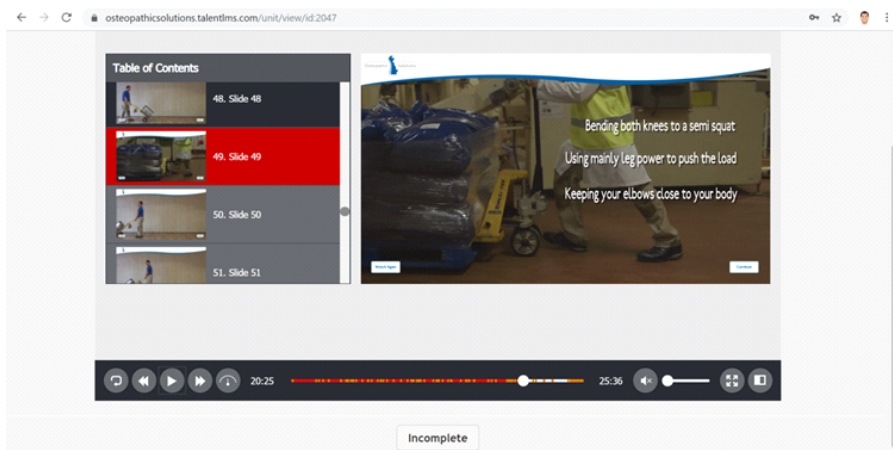
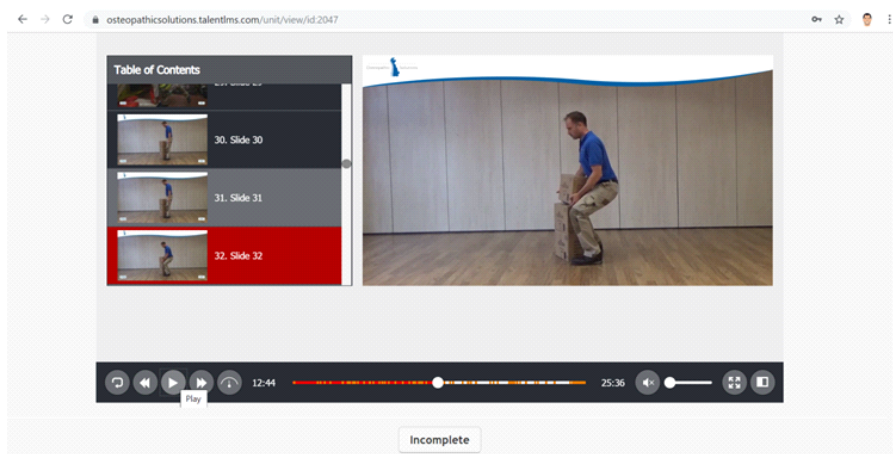
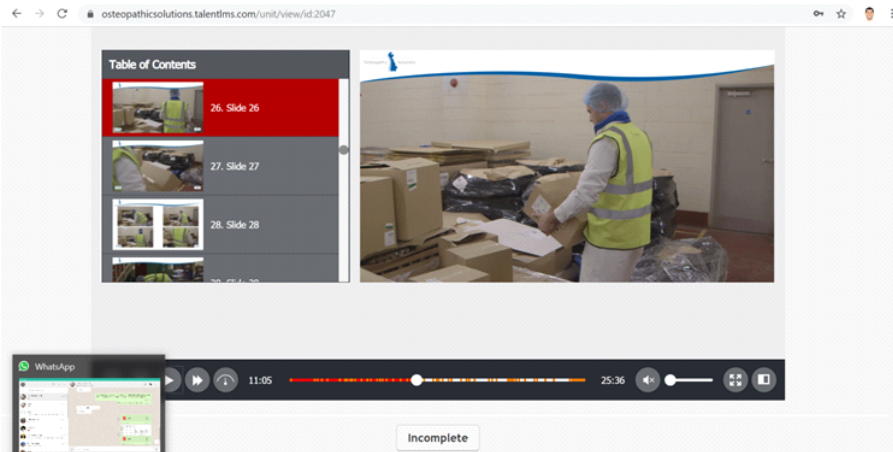
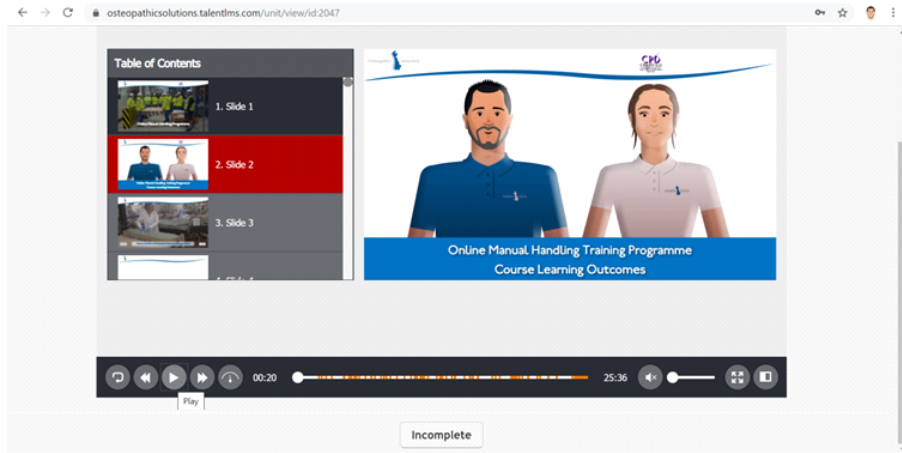
The features and benefits of this training programme include:

- Only £25 + vat Per User
- Client Learning Management System Log In
- CPD Certification Service Certified
- Only 30 Minutes to Complete
- 17 Question Multiple Choice Assessment
- Printable Online Certificate on Completion
- Available in English, Polish, Czech & Punjabi
- Compliance with Manual Handling Regulations
- Inherently Video Based Practical Content
- Suitable for all Employees, Staff & Managers

On a recent trip to one of our Public Manual Handling Instructor (Train the Trainer) Courses in Redhill (for more information on our Public Manual Handling Instructor Assessor 'Train The Trainer' Courses please view <https://www.osteopathicsolutions-manualhandling.co.uk/public-manualhandlinginstructor>) myself and Gareth took video footage of the varying Manual Handling techniques and practices being carried out for our online training programme. These tasks included 'BackSafe' lifting, carrying, lowering, pushing, pulling and team handling practices.



Please see below for screenshots of the programme itself.



The images on the previous page capture the kind of footage you will see displayed when the programme hits your screens, inclusive of useful information, clearly breaking down each Manual Handling technique for the learner.

As well as this, there is a multiple choice assessment for the learner, with a certificate issued and emailed from myself, on completion ready to print.

### Our New Website Page

Check out below a screenshot of our website page where you can order this exciting new training programme. Available to order from <https://www.osteopathicsolutions-manualhandling.co.uk/online-manual-handling-training>

### How to Order

The order process is simple. You can download the PDF order form from this link <https://www.osteopathicsolutions-manual-handling.co.uk/online-manual-handling-training> under the 'How to Order' section. Complete and sign the Order Form. Email it to: [handling@osteopathicsolutions.co.uk](mailto:handling@osteopathicsolutions.co.uk). Your LMS portal login details will be emailed to you within 24 hours within receipt of the Order Form.



### Online Manual Handling Training Order Form

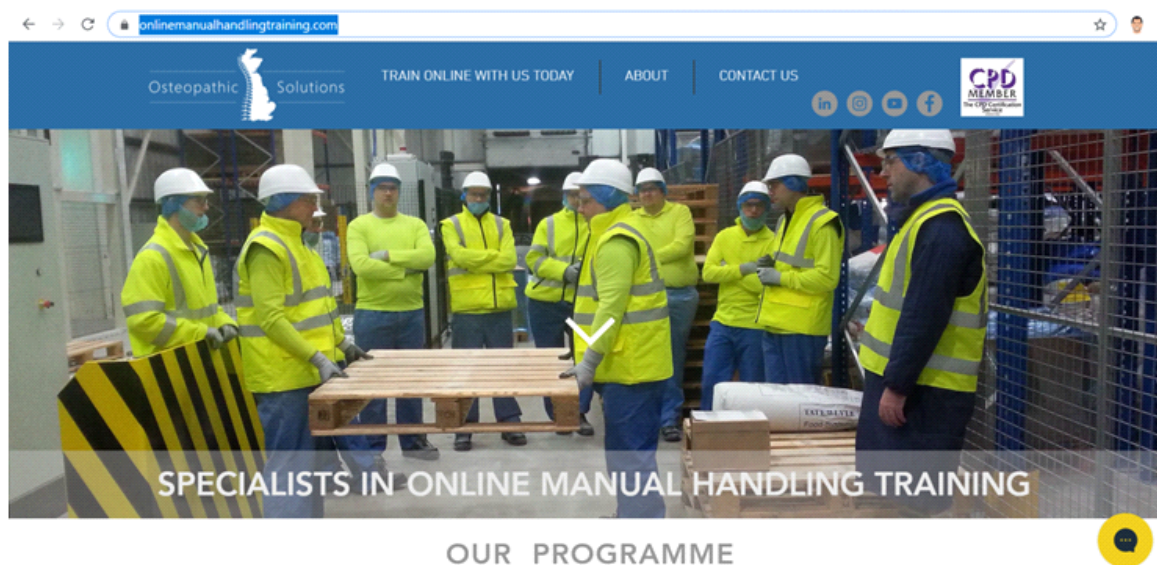
Client	<input type="text"/>
Number of users to complete Online Manual Handling Training	<input type="text"/>
Contract Fee (£25 +VAT per user)	£ <input type="text"/> +VAT
Purchase Order Number	<input type="text"/>

## Online Programme Outline & Learning Outcomes:

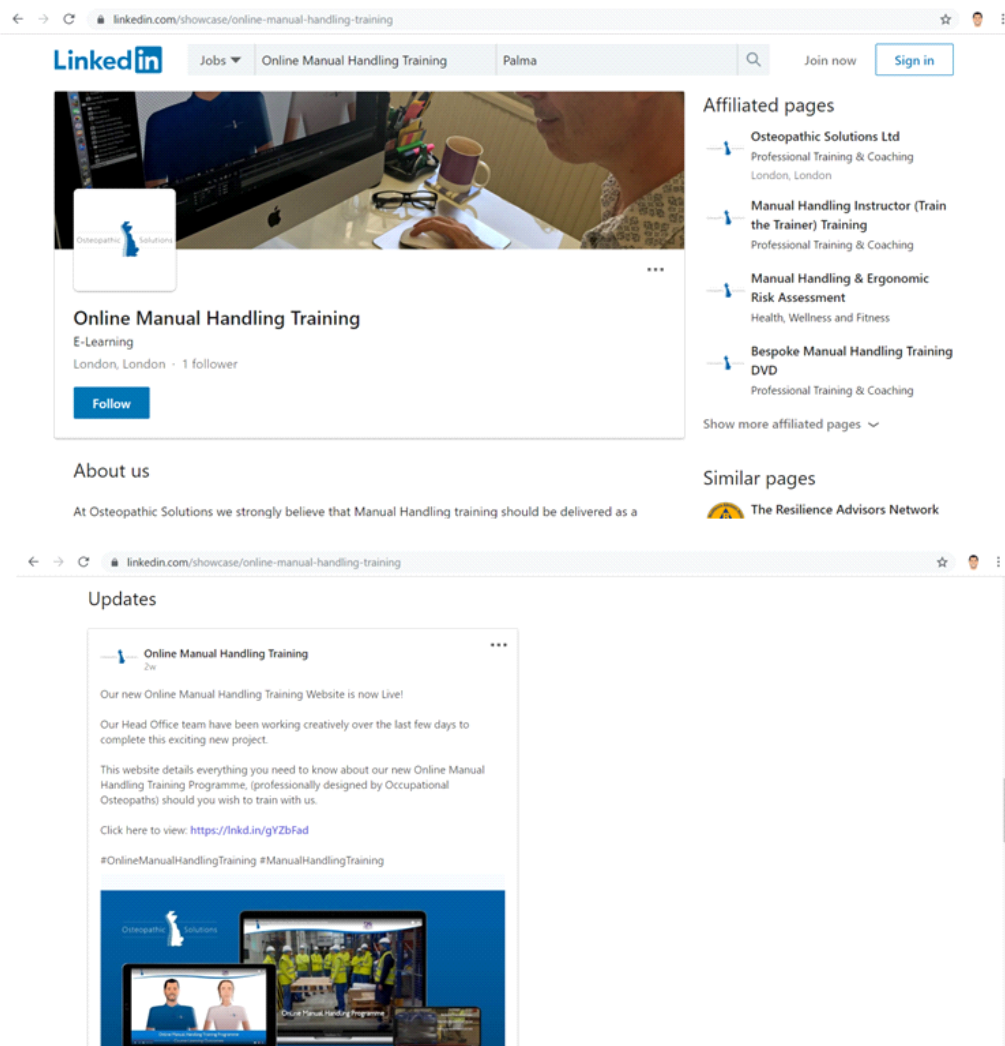
- Attendees will understand their responsibility within the Manual Handling Operations Regulations
- Attendees will understand the personal consequences of Back Injury involving symptoms & physical disability
- Attendees will obtain a basic knowledge & understanding of simple anatomy & biomechanics of the spine
- Attendees will understand how Musculoskeletal Disorders (MSDs) are caused in their working environment through their natural practice of unsafe lifting, carrying, lowering, pushing, pulling & team handling
- Attendees will obtain an enhanced postural awareness
- Attendees will be competent in safer lifting, carrying, lowering, pushing, pulling, team handling techniques and practices in their working environment
- Attendees will be able to apply safer Manual Handling techniques and practices to awkward loads in their working environment.
- Attendees will reduce the likelihood of suffering a Manual Handling Injury at work

## Our 3<sup>rd</sup> Website!

To increase our online activity for Online Manual Handling Training we then set up our 3<sup>rd</sup> business website [www.online-manualhandlingtraining.com](http://www.online-manualhandlingtraining.com)



This new website was also showcased on our LinkedIn Showcase Page shown below.



This new website, and our 'setting UK standards' Online Manual Handling Training Programme reflects our push to be the 'GO TO' provider for Manual Handling Risk Management.

Would you like to find out more about our Online Manual Handling Training Programme?

Please view [www.osteopathicsolutions-manualhandling.co.uk/online-manual-handling-training](http://www.osteopathicsolutions-manualhandling.co.uk/online-manual-handling-training)

Or view [www.onlinemanualhandlingtraining.com](http://www.onlinemanualhandlingtraining.com)

Or email [garethmilner@osteopathicsolutions.co.uk](mailto:garethmilner@osteopathicsolutions.co.uk)

Or call Gareth on 0845 299 3513 with any queries you may have.

We hope you enjoy this Online Training Programme, and its abilities to reduce your manual handling lost time accidents, helping you to solve your manual handling problems, and improving your business!

