



The following exemplar is fully documented to show what is possible when purchasing the **System Version** of the **Training Resource Package “Developing Manual Handling Skills: Part 1 – Core Skills for the Workplace”**.

You’ll find it’s as easy to do as **MasterMove** did below.

## MasterMove – An “In-House” Business Case

### Background

Alan Bates runs a successful furniture removal company that has bases in all national capitals in Australia. MasterMove prides itself on quality and timely service to all of its clients.

Recently Alan has grown more concerned about the number of small **strain type injuries** being reported by his workforce. Both the busy warehousing and loading and driving divisions seem to be equally affected. Alan of course wishes to **avoid these injuries** due to the **downtime and associated management time** this causes by having to reorganise the various workforces to maintain busy schedules.

He also knows the longer term effects these injuries may have to his **workers compensation premiums** and of course, at a personal level, he does not like to see **good workers hurt on the job**. The “big one”, meaning a serious injury, to a worker could also be around the corner if some action is not taken.

Alan has developed his organisation so that at the major base in each state there is a staff member that is the **designated trainer and training coordinator** for the site. These people are responsible for the delivery of industry specific training, and training specific to the needs of MasterMove.

When it comes to manual handling training most sites have either hired in a professional training organisation or contacted a local Physiotherapist in the past. There has been no real consistency in delivery between each site.

Those hiring a professional training organisation pay the required fees of around **AUD \$180 to \$AUD250 per head per day**. Group sizes are usually a minimum of 10 and a nationally recognised qualification is gained at the end. The local Physiotherapist comes with a **professional fee of around \$AUD1800 per day** and, although they are expert in their knowledge of how the body works, they rarely have the qualifications to provide recognised training.



Alan decides that MasterMove requires **a consistent approach** no matter what site an employee may be working at. He would also like to use the existing training skills and “on site credibility” of his in-house trainers to provide the better manual handling training that he sees is required. He also believes that this will **save significant funds** for MasterMove in its very competitive business environment.

Initially Alan had great difficulty in locating **timely and relevant materials**. Despite a week of research his staff are only able to locate **basic PDF documents, some colourful cartoon type charts and a couple of outdated short DVDs**.

A chance conversation with a colleague at the last state Transport Association meeting leads Alan to investigate a newly developed “**Complete Training Resource Package**” that easily fits his in-house training model.

## The Business Model

Alan has now made a significant decision in the safety of the workers in his business.

He decides to purchase the **Training Resource Package “Developing Manual Handling skills : Part 1 - Core skills for the workplace ”** for his Sydney MasterMove base.

Alan is attracted to this package as it contains **all of the ingredients** and training know-how to enable all of his training team to be able to **confidently and capably deliver a full day’s training** in manual handling.

Alan was very enthusiastic about the product’s **flexible four part delivery** method. The MasterMove company, being a national operation, runs a 24 / 7 operation and complicated rostering prevents the workforce participating in a full day block of training. The four part modular design fits in beautifully with the demands of any of his state bases.

## A Month Later

Alan Bates is now a very happy National Operations Manager.

After seeing the outstanding results his Sydney based trainer, Neville, has achieved word has spread of the quality of delivery and content. His other trainers have been talking and they can see themselves being able to deliver these materials at each of their respective bases.

Alan is quite happy to purchase each of them a starter package as he will then know that he has in place a **standardised national system of training in manual handling skills**. All workers will be methodically put through the core skills



training by his own team of on-site trainers. He has both **consistency of delivery and materials at each site** and **internal control and co-ordination** of the delivery itself.

The modern DVD material and comprehensive Trainer's Guide and Participant's Handbooks provide much interesting and instructive vision and ready reference material.

### **The details and the financial breakdown**

Let's now look at how Alan saved not only the cost of externally procuring training, but secured a new cornerstone of safety for all of MasterMove's employees.

#### **Alan's Initial Investment per site**

##### **\$AUD445 inc GST**

For this each trainer at each site received a **System Starter Pack** (Non Commercial Version) of materials consisting of :

- An 50 minute DVD divided into 4 sections
- 1 Trainer's Guide
- 10 copies of a Participant's Handbook

This allows the MasterMove Trainer at each base to run **four complete 90 minute training sessions** for an **initial 10 participants** with no other cost involved.

MasterMove also gets **priority access to a Helpline** for 12 months, enabling the training team to access any assistance with conducting training they may need. Virtually any question can be quickly answered. From confidence building tips on how to instruct effectively, right through to any suggestions for improving general workplace safety.

So for an initial outlay of **\$AUD445 inc GST** at each site Alan was able to introduce the materials with a small group and give his onsite trainer experience in delivering the materials.

Each trainer is now able to deliver top quality training on Manual Handling, with back up support.



**Let's compare this to bringing in a professional outside trainer or expert.**

At commercial rates MasterMove would have had to pay on average around **\$AUD1800 for a days training.**

So by purchasing a non commercial starter package 10 workers are trained at a **saving of more than \$AUD1300 for this first session.**

Further training using these materials saves even more. **Participants Handbooks at a net \$AUD 15 each to in-house allows for continuous training on this site saving approximately \$1650 for every 10 workers trained.** These sort of savings are compelling!

### **Further developing the training system**

Alan decides that he wishes to link all the training that that his trainers are delivering to courses **approved in the national training system.**

Some of Alan's trainers already have the minimum qualifications to deliver and assess the outlined competencies (Certificate level 4 in workplace training and assessment in Australia). Alan decides to put all trainers through courses to qualify them at this level. He also forms a good working relationship with a Registered Training Organisation that can then **issue National Accreditation under their auspices** for the training that the workers do. In this way Alan has "completed the training circle" for MasterMove.

### **In Summary**

Providing your in-house trainers with high quality resource materials makes for far more effective and practical training.

The economic argument of reducing outsourcing is also compelling when the training resource materials capture the essence of the expertise required on the topic of manual handling. This is especially true when the materials are in a form any competent trainer can successfully deliver.

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