How to Resolve a Self-Assessment Concern
BSC Health & Safety e-Learning Platform

Introduction

You may have courses on your platform that contain a self-assessment activity. The self-assessment activity allows employees to log any issues with their workstations. These issues can be tracked and any resolutions logged on your Health & Safety e-Learning Platform.

How to access employee self-assessments

There are four ways you can access an individual's self-assessment:

Method One: The Actions list

You can access a list of users with unresolved issues via the Actions list (**Administration** > **Actions list**)
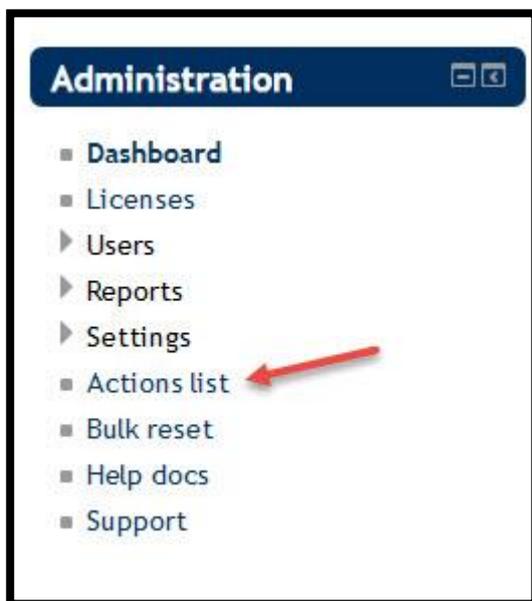

Figure 1 - The Actions List on the Administration Block

The Actions List will display a list off all users with outstanding self-assessment issues. Clicking on any of the red "Please resolve the issue" links will take you into that individual's self-assessment.

Actions list

New attempt to Home Worker Risk Assessment submitted on Monday, 13 February 2017, 10:26 AM by Jane Austen, **Please resolve the issue**

New attempt to DSE Self Assessment submitted on Wednesday, 15 April 2015, 12:02 PM by Mary Shelley, **Please resolve the issue**

New attempt to DSE Self Assessment submitted on Thursday, 19 March 2015, 11:35 AM by George Orwell, **Please resolve the issue**

New attempt to DSE Self Assessment submitted on Wednesday, 8 October 2014, 10:17 AM by Leo Tolstoy, **Please resolve the issue**

New attempt to DSE Self Assessment submitted on Wednesday, 16 April 2014, 10:56 AM by Jane Austen, **Please resolve the issue**

Figure 2 - The Actions List

Method Two: The Dashboard

You can access a list of unresolved issues via the "Issues overview" report on the Dashboard by clicking on the number in the "Open" column.

Issues overview ⑦

	Closed	Open
Home Worker Risk Assessment	0	4
DSE Self Assessment	57	38

Figure 3 - The Issues Overview section on the Dashboard

This will take you to a self-assessment overview report, filtered to only show unresolved issues. Clicking on any of the "Unresolved" links will take you to that individual's self-assessment.

First name / Surname	Username	Question	Status	Submitted on
Jane Austen	employee3	Is the backrest of your chair adjustable to support your back correctly and comfortably?	Unresolved	16/04/2014
Jane Austen	employee3	Is the height of your desk suitable for comfortable working?	Unresolved	16/04/2014
Jane Austen	employee3	Do you need to be supplied with a footrest?	Unresolved	16/04/2014
Jane Austen	employee3	Do you have sufficient leg-room under your desk for your comfort?	Unresolved	16/04/2014
Jane Austen	employee3	Is there enough space to rest your hands in front of the keyboard?	Unresolved	16/04/2014
Jane Austen	employee3	Can you find a comfortable keying position?	Unresolved	16/04/2014
Jane Austen	employee3	Is the air quality around your workstation comfortable?	Unresolved	16/04/2014

Figure 4 - The Issues Overview report as viewed via the Dashboard

Method Three: Self-Assessment Reports

Individual self-assessments can be accessed via two self-assessment reports: "Overview" and "Assessment Attempt". Both reports can be accessed via the self-assessment section of the reports list (**Administration** > **Reports** > **Self Assessment**).
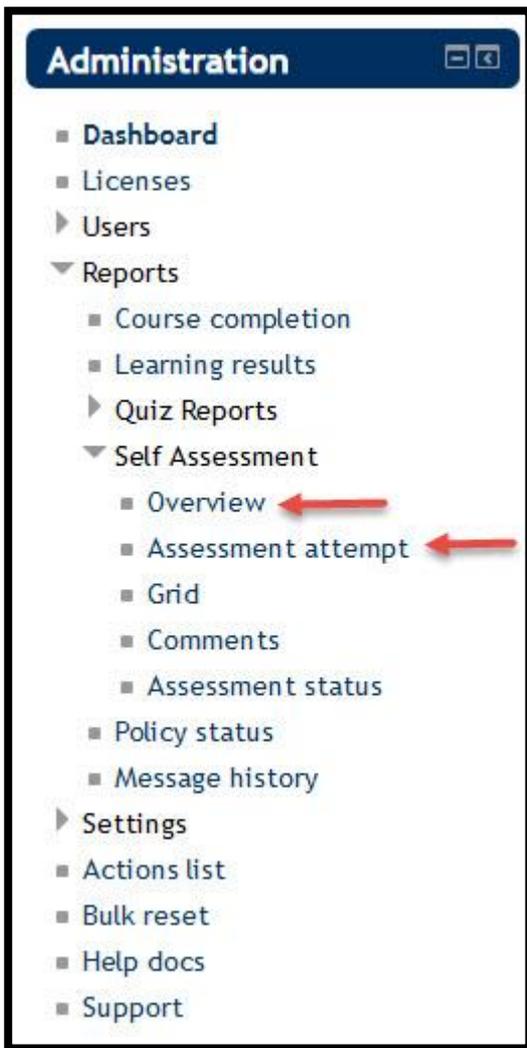
Figure 5 - Self-assessment reports on the Administration block

The **self-assessment overview** report can be filtered to show only unresolved issues by clicking the "Show more" link in the **Filters** box and selecting "Unresolved" in the **Status** drop-down. On the resulting report, you can click on any "Unresolved" link to access that individual's self-assessment.

The **assessment attempt** report displays a list of all submitted self-assessments. The number of unresolved issues can be found in the "Resolved" column. Clicking on the links in that column will take you to that individual's self-assessment.

Method Four: Notification Emails
You may have configured email notifications to alert administrators or managers to outstanding issues. These emails will contain links to the self-assessment activity.
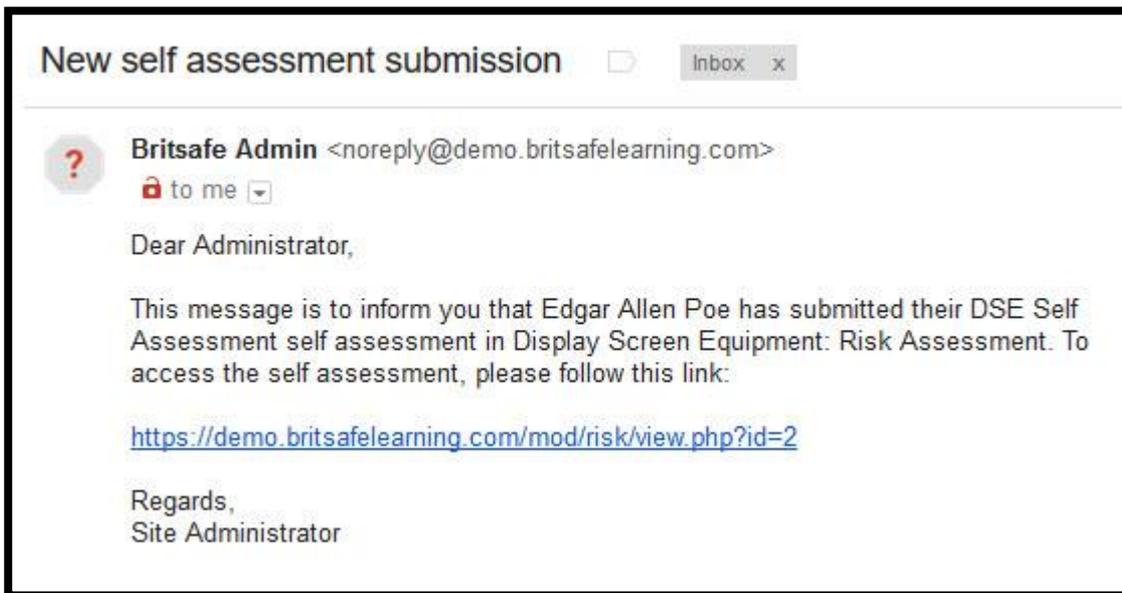
Figure 6 - A notification containing a link to a self-assessment

Resolving Issues

Once you have accessed an individual's self-assessment you can comment on or resolve any open issues. Each open issue will contain three links:

- **Help**: Self-help advice to assist the employee in resolving their own issues
- **Add comment**: Make a comment on the issue that is visible to you, the employee and the employee's manager
- **Resolve this issue**: Make a comment and mark an issue as resolved

Figure 7 - Self-Assessment "Resolve issues" screen

You can resolve an issue by clicking on the **Resolve this issue** link, entering a comment and saving. The issue will now be marked as resolved. It is important to log any interaction with the concern since this creates a solid trail for auditing.

Figure 8 - Commenting on and resolving an issue

Once an issue has been marked as resolved it cannot be reopened.

Figure 9 - A resolved issue