

# Digital Learning Solutions E-bulletin

## New Landing Page Coming Soon

Get ready  
for the  
new DLS  
integrated  
website

## Spring User Group Dates

Attendees at the Digital Learning Solutions Spring 19 User Groups will get information and updates on all the latest developments. This is also a good opportunity to meet and network with other centres and hear about what is happening in your local region.



Follow the location link to Eventbrite for venue details and to book a place.

Location:	Day:	Date:	Time:
<a href="#">Redditch</a> - Booking now	Wednesday	08/05/2019	13:30 to 16:00
<a href="#">London</a> - Booking now	Thursday	09/05/2019	11:30 to 14:00
<a href="#">Newcastle</a> - Booking now	Friday	10/05/2019	10:30 to 13:00
<a href="#">North West</a> - Booking now	Wednesday	15/05/2019	10:30 to 13:00
<a href="#">Leeds</a> - Booking now	Friday	17/05/2019	10:30 to 13:00
<a href="#">National Webinar</a> - Additional places added - Booking now	Monday	20/05/2019	10:00 to 12:00

NB. If you are unable to attend one of the face to face meetings please book a place on the National Webinar where we provide most of the information available to attendees at the User Group Meetings.


**Booking now - Booking now - Booking now**

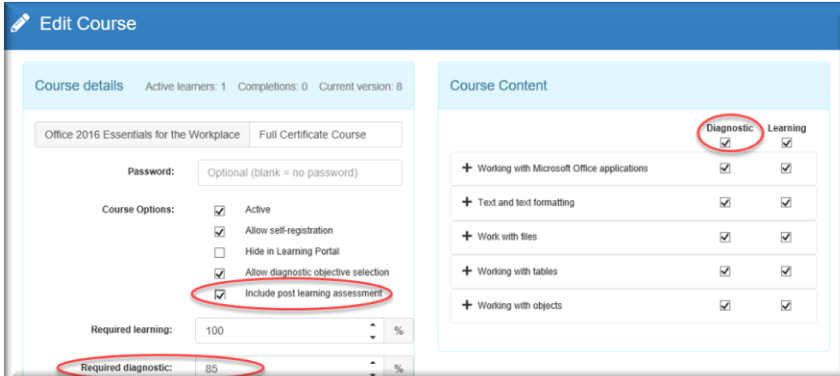
Digital Learning Solutions



## What's New

### Office 2016 & 365 Essentials for the Workplace Assessments

Diagnostic and Post Learning Assessments for Office Essentials have now been published to all centres. If you've already made the courses available at your centre the assessments can now be switched on in the Tracking System from **Course Setup** tab, Customise Course 



	Diagnostic	Learning
+ Working with Microsoft Office applications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
+ Text and text formatting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
+ Work with files	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
+ Working with tables	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
+ Working with objects	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Centres wishing to make the courses available to learners for the first time can do so now from the Tracking System, **Course Setup** tab, **Create new course** section.

### Unbranded “For the Workplace” Courses Published

Following Adobe's Shockwave announcement and our recommendation that centres move to courses that don't rely on Shockwave content, we've published a full set of courses that are unbranded to your centres:

- **Office Essentials for the Workplace** *(some references to 2013 within content)*
- **Outlook for the Workplace**
- **Word for the Workplace**
- **Excel for the Workplace**
- **PowerPoint for the Workplace**

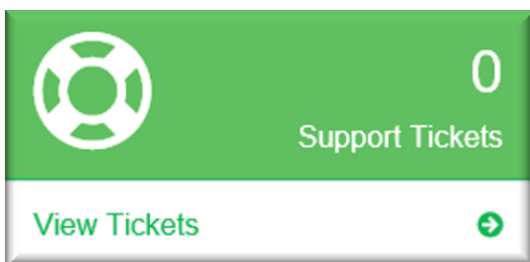


The courses are based on the 2013 content, [but we believe that for most learners this is a suitable alternative to the 2010 Shockwave courses.](#) The skills within the courses are generic and transferable and follow the same or very similar processes. The courses are available now from the Tracking System, **Course Setup** tab, **Create new course** section.

We have made this decision after consultation with several centres who have already successfully implemented this at a local level and anticipate that your centre will also benefit.

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## Contacting Us



Thank you to the majority of centres who are now contacting us via our ticket support system. We hope that this is becoming a useful resource to report and track any faults, questions, suggestions etc. from your centre.

For the stragglers, it couldn't be easier to contact us, just raise a Tracking System support **Ticket**.

Need help to raise a new ticket, visit the Tracking System Help:

<https://www.itskills.nhs.uk/tracking/help/SupportTickets.html>

Please note: We only support administrators **not learners**—please see our [Terms of Use](#)

Administrators can raise queries using our ticket support system, a ticket can be raised following an internal investigation of the issue so that relevant observations and testing results can be shared for further investigation by the central team. We have increasingly published communications to raise awareness of this.

Centres can book **free training** from the central team for administrators to equip them with the skills to use our systems to support the learners at their organisation.

**From 1st March 2019 tickets must be raised, emails will be disregarded**, other than those where you are unable to access the system. This will enable us to prioritise and deal with all your queries appropriately and efficiently.

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## “How to.....”

Each month we share with centres the most common question raised via our Service Desk tickets and the response.....



### **Q. How can new Tracking System Administrators register to our IT Skills Pathway centre?**

A. Once a centre manager has registered, they will be able to approve registration requests for other staff within their centre. There can only be one centre manager for a centre and they need to have registered in order to approve additional registration requests. Registration requests are approved from the **Centre Logins** tab (only visible to the Centre Manager) on the IT Skills Pathway Tracking System.

It's easy to self-register as a centre user:

1. From the login screen click **New User Registration**
2. Select the name of your centre from the dropdown list (be careful to select your centre, some centres have similar names)
3. Complete your **Forename, Surname** and **Email** fields
4. Choose a username and password that you will remember and complete the **Username, Password** and **Confirm Password** fields
5. Click **Register**

Centre managers will be approved automatically and may login immediately. Other centre users must be approved by their centre manager before they can login. If your centre does not have a designated centre manager specified when you register, you can request access by emailing the system administrators at [IT.Skills@nhs.net](mailto:IT.Skills@nhs.net).

*NOTE: the Tracking System is **NOT** accessed by delegates/learners. The tracking system has been designed to help training managers and administrators manage the delivery of IT Skills Pathway products within their organisations. For details on how to give learners access to IT Skills Pathway learning materials, see [Launching Customised Courses](#) within the help documentation.*

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## Training Webinars

### Content Management System (CMS)

The CMS System enables centres to create bespoke courses using all of the content available from the IT Skills Pathway. Click [here](#) to view training dates and register for your preferred date.

### IT Skills Pathway Tracking System

Monthly team training webinars are now available to book. To see dates and book a place with Eventbrite click [here](#).

## Webinar



*Our webinars are delivered via Skype*

### Hosting Content

Want to learn more about hosting your own in-house content on the Tracking System? Raise a ticket on the Tracking System and let us know your availability for a 30 minute webinar.

### Content Creator

Content Creator is an authoring tool for developing your own local content and a 30 day free trial is available to centres. Please raise a ticket on the Tracking System if you are interested in this trial.

### Top Pathway centres:

1	University of Manchester	6	Teesside University
2	Worcestershire Acute Hospitals NHS Trust	7	North West Skills Development Network
3	Coventry & Warwickshire Partnership NHS Trust	8	NHS Pathways
4	Sheffield Teaching Hospitals NHS Foundation Trust	9	East Sussex Healthcare NHS Trust
5	Royal Surrey County Hospital NHS Trust	10	Royal Cornwall Hospitals NHS Trust

### Pathway learning:

No. of learners last month	2363
Total pathway learners	284996



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### Contact us:

ITSP Centre: [Raise a Ticket](#)  
 Email: [it.skills@nhs.net](mailto:it.skills@nhs.net)  
 Web: [www.itskills.nhs.uk](http://www.itskills.nhs.uk)