



Issue 110—December 2020

NHS

Health Education England

Digital Learning Solutions Operational E-bulletin

Festive Season Support Schedule

	Thursday 24th December	09:00 to 17:00
	Friday 25th December	CLOSED 
	Monday 28th December	CLOSED 
	Tuesday 29th December	09:00 to 17:00
	Wednesday 30th December	09:00 to 17:00
	Thursday 31st December	09:00 to 17:00
	Friday 1st January	CLOSED 
	Monday 4th January	09:00 to 17:00

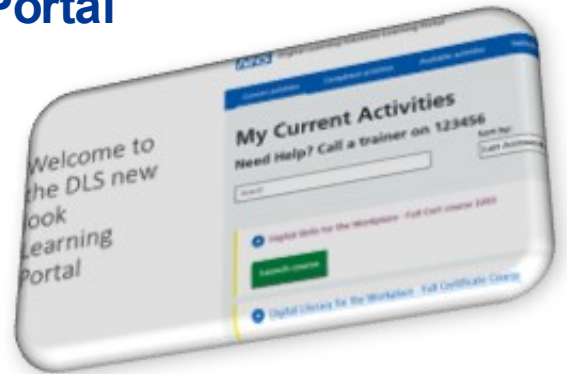
Should you need us, all support will be via Tracking System, **Support Tickets** only, unless you are unable to access the system.



Digital Learning Solutions

Introducing the *new look* Learning Portal

Digital Learning Solutions (DLS) have refactored the Learning Portal which delivers and manages learning for every DLS learner.



The new look Learning Portal provides all the usual functionality that learners are familiar with whilst at the same time being built on a modern technology platform that meets Government Digital Services (GDS) standards. Organisations switching to the new Learning Portal will be able to access the Digital Capability Self Assessment, currently being piloted with staff within HEE, when the roll out commences.

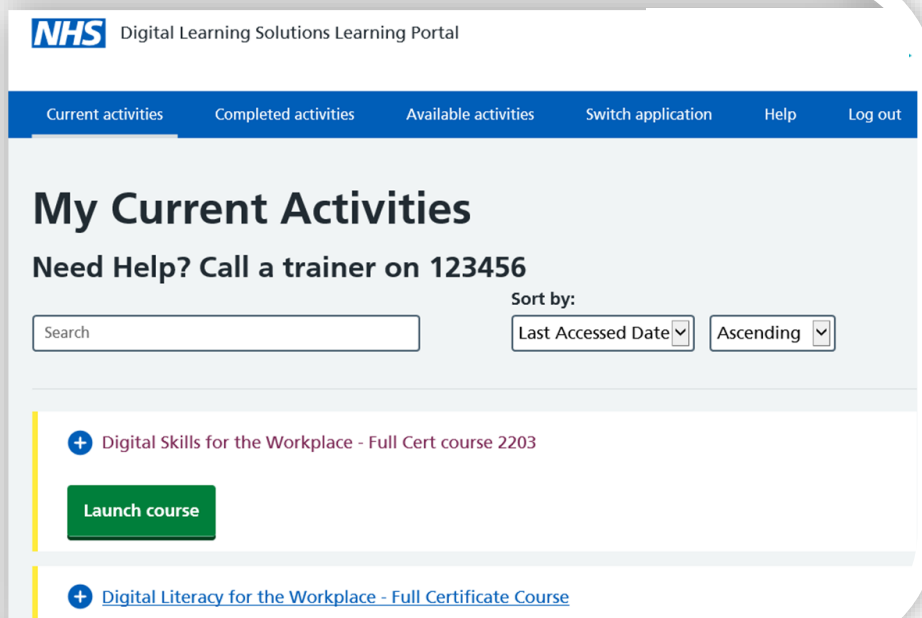
Feedback received from organisations attending recent user groups has indicated that the new look is cleaner and easier to navigate. The new Learning Portal has already been activated for eight centres and is part of a wider refactor which will include the learning menu early next year.

A brief taster of the new look Learning Portal, for centres that were unable to attend the user groups, is included below.

Welcome to the new look accessibility compliant Learning Portal.

The first thing you'll probably notice is that the navigation tabs look a little different, they do, but they still have the same functionality.

Welcome to
the DLS new
look
Learning
Portal



Navigating the new look Learning Portal:

Current activities

Completed activities

Available activities

Switch application

Help

Log out

- You have reached the **Welcome** page of your Learning Portal, from here you can: -
- See your **Current activities** – *courses you have enrolled on and started*
- Navigate to your **Completed activities** – *your completed courses and certificates*
- Enrol on **Available activities** – *the courses your centre has made available to enrol on*
- **Switch application** – *to return to the Application Selector*
- Get **Help** – *search system help*
- **Log out** – *leave your Learning Portal*

The Current activities tab:

Current activities

From the **Current activities** tab you can see any courses you are currently enrolled on. You can launch your course from here. If you've no current activities, you can navigate to **Available activities**.

My Current Activities

Need Help? Call a trainer on 123456

Need help? Contact
your local centre

Looking for
something?
Use the
Search and
Sort by
options

Search

Sort by:

Last Accessed Date

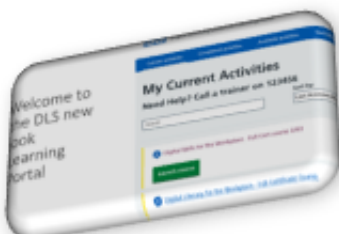
Descending

+ [Excel 365 for the Workplace - Full Certificate Course](#)

Launch course

Launch course here to
start learning

To see more screenshots and learn more about the new look Learning Portal visit the Tracking System, **Support, Resources, Trainer Resources**:



[DLS009—New Look Learning Portal Quick Start Delegate Guide](#)

**Centres wishing to switch to the new learning Portal
should raise a new support ticket.**

User Groups—Thank you for Attending

We had a huge response from centres for places at our user groups this time around. Thank you to all the centres that participated, we hope you found the information and updates provided useful.

Reminders—Please raise a ticket to:

- o Try the new look [Learning Portal](#)
- o Register your interested in the Digital Capability Self Assessment (DCSA)—demonstrated at the user groups. (More information about the DCSA will be made available to all centres in the January bulletin)



We look forward to seeing you all again in Spring 2021, we'll announce the dates via this bulletin and Tracking System notifications as soon as we have them available.

Visibility of Your Suggestions—Reminder

The DLS team like to believe that as a service, we are responsive to your issues and also your suggestions for how we might improve the services and products we offer. Whilst we can't always implement every suggestion we can assure you we do listen and consider each and every one of them.

However, we have recently recognised that whilst we do have an internal system for handling and processing suggestions and requests, this process is not visible to you as our customers. We are in the process of implementing a new system so that we can provide a higher level of transparency. Whilst we implement this we wanted to assure you that you can at any time comment on or chase an existing request by way of our ticket help system.

We'll notify you all again when the new system is up and running.



Get involved with your local Technology Enhanced Learning network—Reminder

The Digital Learning Solutions Team moved to Health Education England in April 2020 and became part of the Technology Enhanced Learning (TEL) team. There are TEL Network Groups in England that might be of use to you, offering opportunities to:

- Meet with your regional TEL colleagues once a quarter
- Share updates on what you and your regional colleagues are working on
- Link in with regional colleagues for peer to peer support
- Receive development activities to help you in your TEL work
- Receive updates from and ask questions about
 - Health Education England Technology Enhanced Learning
 - Electronic Staff Record (ESR)
 - The Learning Hub

To get involved with your local Technology Enhanced Learning network in your region please email tel@hee.nhs.uk with your name, email address, organisation and region so we can put you in contact with the right person. If you know of anyone else in your organisation or network who would benefit from joining this TEL group, please feel free to let them know about this opportunity.

Ticket Support—Reminder

Anyone who has raised a ticket recently, may have received a response from a name they are not familiar with as part of the DLS team.

We want to let you know that we are in the process of integrating our support services and that additional support is being provided from the e-Learning for Healthcare (e-LfH) support team.

This team currently provide outstanding support to the e-LfH customers, so we're expecting you'll notice their professionalism and expertise as they begin to support your DLS centre.

Please note there is no change in the process to gain support, centres should continue to raise support tickets via the DLS Tracking System as usual. It is now more important than ever that your requests come via this ticket system. Please don't contact us via email unless you are unable to access the system.



Raise a DLS Tracking System support ticket for help, support, queries, questions, training..... EVERYTHING!

Digital learning Solutions Training Webinars

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

Content Management System (CMS) The CMS System enables centres to create bespoke courses using national DLS content. Click [here](#) to view training dates and register for your preferred date.



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.

Self Assessment Raise a ticket to book an overview to see how your centre can create self assessments for learners.

Top 10 centres

1	Leeds Teaching Hospitals Trust	6	Herts Urgent Care
2	Kettering General Hospital Foundation Trust	7	North Cumbria Integrated Care NHS Foundation Trust
3	Northumbria Healthcare NHS Foundation Trust	8	Coventry & Warwickshire Partnership NHS Trust
4	Plymouth Hospital NHS Trust	9	IC24
5	Mid Yorkshire Hospitals NHS Trust	10	Worcestershire Acute Hospitals NHS Trust

DLS learning:

No. of learners last month	5931
Total DLS learners	361363



Digital Learning Solutions

Contact us:

DLS Centre: [Raise a Ticket](#)
Email: dls@hee.nhs.uk
Web: www.dls.nhs.uk