



Issue 122—December 2021



Health Education England

## Digital Learning Solutions Operational E-bulletin

### A big THANK YOU from the team

We'd like to take this opportunity to thank all centres for your endless help and support:

Attending focus groups, testing learning and assessment materials, providing guidance through our expert advisory group, making excellent suggestions for improvement, testing the improvements, reviewing the refactored platform, volunteering to be early adopters, championing digital skills within your organisations, for telling us when we get it right and when we get it wrong, attending user groups, sharing your experiences and providing useful feedback, completing our flash surveys, suggesting content ideas, testing, testing and more testing.



We couldn't do this without you.

**A massive thank you from all of us to all of you.**



**It's almost  
time to kick  
back and  
enjoy the  
break.  
Happy 2022**



# Digital Learning Solutions

## Festive Season Support Schedule

We've started planning for the festive holiday season and we're sharing our schedule to support your centre, should you need us.



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

Monday 27th December	<b>Bank Holiday – CLOSED</b>
Tuesday 28th December	<b>Bank Holiday – CLOSED</b>
Wednesday 29th December	09:00 to 17:00
Thursday 30th December	09:00 to 17:00
Friday 31st December	09:00 to 17:00
Monday 3rd January 2022	<b>Bank Holiday – CLOSED</b>
Tuesday 4th January 2022	09:00 to 17:00

Please be patient if you do raise a support ticket, support will be limited and more complex issues may not be picked up until 4th January.



**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 utilise self assessments for learners.

### Top 10 centres

1	Leeds Teaching Hospitals Trust	6	Mid Yorkshire Hospitals NHS Trust
2	Northumbria Healthcare NHS Foundation Trust	7	NHS Digital Terminology and Classifications Delivery Service
3	Kettering General Hospital Foundation Trust	8	North Cumbria Integrated Care NHS Foundation Trust
4	HUC	9	Coventry & Warwickshire Partnership NHS Trust
5	North West Anglia NHS Foundation Trust	10	Royal Surrey County Hospital NHS Trust

### DLS learning:

No. of learners last month:	5814
Total DLS learners	433058



**Digital Learning Solutions**

#### Contact us:

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