

Digital Learning Solutions E-bulletin

The Big Reveal

As per our email on 17th January you'll be aware that we successfully released new Tracking System updates to all centres on 22nd January, including:-

- [Manage Notification Preferences](#)

The ability to manage notification preferences from My Details, you decide what you receive.

- [Add a Profile Image](#)

Upload your profile picture (optional), this will be displayed next to your tickets, you'll also see our profile images when we reply.

- [Learning Pathway Defaults](#)

Set a completion date on a course, make a course mandatory and set a validity period for learners.

- [Groups](#)

Add groups, manage groups and allocate courses to the groups.

All of the new features are fully documented in the Tracking System online help.



New Year, New Name—Reminder

The IT Skills Pathway has transitioned to a new name – **Digital Learning Solutions**.

Why we've made this change?

Whilst generic IT training (MS Office, Digital Skills etc.) will always be an important part of what we offer, more recent developments such as Content Creator and the Content Management System and proposed future developments such as more Learning Management System (LMS) functionality have led us to the conclusion that our current name doesn't accurately reflect what we do anymore.

How will this affect me?

At this stage, it won't make a great deal of difference to you. Communications from the team now reference "Digital Learning Solutions" rather than "IT Skills Pathway". You can retain all IT Skills Pathway references and logos on your learning materials and you can continue to brand everything you do with your learners as "IT Skills Pathway". We will soon be creating new URLs for Digital Learning Solutions but will ensure that existing links such as www.itskills.nhs.uk continue to function as they do currently.

Will you have new logos etc.?



Yes, these have been developed and use the same four colours utilised in the current Pathway designs. The new logos are now being used in all our communications with you.

What do I need to do?

Nothing at all! We'll keep you fully updated on the changes as they occur as and when they are likely to affect you.



**Digital Learning
Solutions**

Digital Learning Solutions



Changes to support of all Shockwave learning materials—Important information for all centres

We are making some changes to the level of support we offer for our older Shockwave courses. These are as follows:

- Following the end of our contract with Morecambe Bay, we are no longer able to make changes to any of the following Shockwave dependant learning or assessments. **None of these courses are being retired at this time** but will remain in their current format.
 - Any course prefixed with Entry Level
 - Any course prefixed with Level 1, 2, or 3
 - Any course prefixed with “Old”
- As more of the organisations we support move to newer Internet browsers we are aware that courses requiring Shockwave will become increasingly difficult to run. By way of a reminder, **before raising a ticket** you should ensure that:
 - The browser being used supports Adobe Shockwave (This is likely to be limited to Internet Explorer)
 - www.itskills.nhs.uk has been added to Trusted sites
 - Only the latest version of Shockwave is installed (all old versions are manually uninstalled)
 - You have tested the course on your machine to establish if this is a local issue to the learner’s machine
 - Ensure that the FAQ: <https://www.itskills.nhs.uk/tracking/faqs?tag=TroubleShooter> has been read and complied with

Microsoft have already announced that they will be withdrawing support for Office 2010 and we will be implementing a support process that matches this in due course. We strongly recommend switching to the latest versions of our courses (all entitled “For the workplace”) at the earliest opportunity.

In summary,

- No changes will be made to the content of any Shockwave courses
- Before raising a ticket, please ensure you have checked the necessary technical requirements on the machine experiencing the issue

”How to.....” Learner find my centre—Reminder

Learners often visit our external website so please check your centre Website Profile is up to date. This is one way you can encourage your learners to contact you not us.



We want to ensure that your learners contact the right person first time, rather than being passed around and potentially delaying their learning.

Centres can do this from the Tracking System, **Dashboard** tab click **Edit Details**. This month we'd like you to check the section **Organisations covered** and update this if your centre covers more than one organisation.

Future developments to our external website will enable learners to search by organisation and this information will help your learners to quickly find the appropriate centre for help and advice.

Update Centre Details

Tracking System Details

Region:

Centre Name:

Centre Manager

Forename:

Surname:

Email:

Telephone:

Notify Email:

Banner text:

Additional Registration Prompts for Delegates

Note: Existing answers may be invalid if you change the prompts.

Prompt 1: Base / office / place of work
Blucher Site
Wansbeck Site
Newburn Site

Prompt 2: Department / team
Ward 1-5
Ward 6-10
Ward 11-15

Prompt 3: Contact telephone number
Optional. Enter response options on separate lines (max 4000 characters).

IT Skills Pathway Website Details

Note: The details entered below will be published on the IT Skills Pathway website.

Centre telephone:

Centre email:

Centre postcode:

Opening hours:

Centre web address:

Organisations covered:

Training venues:

Other information:

Office versions: Office 2003
 Office 2007
 Office 2010

Delivery methods: class room
 workshop
 e-learning
 self-study

Official exams: official exams offered
 external candidates accepted
 external candidates charged

Reminder—New for the Workplace courses:

Digital Literacy for the Workplace Digital Skills for the Workplace



We are pleased to bring to you the new single consolidated “for the Workplace” courses for **Digital Literacy** and **Digital Skills**.

These courses replace: Entry Level Digital Literacy, Entry Level Digital Skills, Digital Skills for the Workplace 2016 and Digital Skills for the Workplace 365.

All these courses have now been rebranded as **Old**.

We have recognised that branding with levels and versions is unnecessary and confusing for our centres.

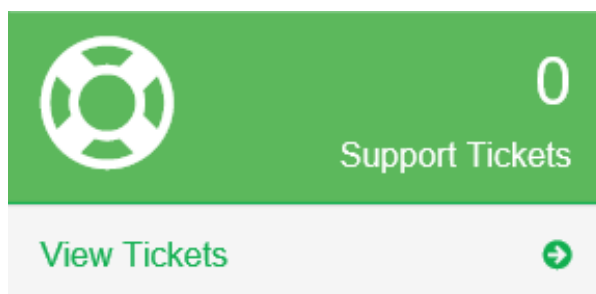
All **new** learners should be offered immediately the new courses which are available now from the **Create new course** panel in your centres Tracking System.

Current learners can continue to use the materials until support ends on **1st April 2019** however centres should be aware, we will no longer be updating this content.

Contacting us and Terms of Use

Reporting a fault, asking a question, making a suggestion..... just some of the reasons why you may need to contact us. It couldn't be easier, just raise a Tracking System support **Ticket**.

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.



Whilst we know that the vast majority of our centres support their learners we are increasingly receiving requests from learners to provide support. We need centres to be clear about our **Terms of Use** which have recently been updated. The Terms of Use are available in the footer of all our systems.

We only support administrators **not learners**. 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.

We thank the vast majority of centres who do support their learners and raise tickets appropriately.

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	Skills Development Network, Yorkshire and Humber
2	Teesside University	7	Sheffield Teaching Hospitals NHS Foundation Trust
3	Royal Surrey County Hospital NHS Trust	8	Middlesbrough College
4	NHS Pathways	9	Coventry & Warwickshire Partnership NHS Trust
5	Royal United Hospitals Bath NHS Foundation Trust	10	Northumbria Healthcare NHS Foundation Trust

Pathway learning:

No. of learners last month	2183
Total pathway learners	275196



Digital Learning Solutions

Contact us:

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