NHS
Digital

Digital Learning Solutions E-bulletin

We hope it's not too late to wish all our readers a very happy 2020!

It's all about YOUR learners—hints and tips

You already know that we <u>don't</u> support your learners as we have over 300,000 delegates out there how could we possibly do that?

Due to a continued increase in the number of contacts directly from learners, we encourage you to take the steps below to ensure that they are able to contact you directly with queries.

<u>**From 1st February the central team will no longer be responding to any emails received from learners.**</u>

We want to make sure we end the frustration for your learners by helping you to help them easily find their local centre contacts. Here are some of the ways we support centres to do this:

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1. Get your centre on the map:

When a learner contacts DLS a message will signpost them back to the DLS website https://www.dls.nhs.uk/findyourcentre. Please ensure your centres contact information is available and up to date here.

See the system help file for guidance about updating this information in your Tracking System: https://www.dls.nhs.uk/help/DLSWebsiteCentreInformation.html

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2. Learning Portal and Learning Menu—Banner Text:

Your centre should have set up some banner text in the Tracking System, **Dashboard**, **Centre Details.** This banner text will appear once learners are logged into the Learning Portal and is available on the Learning Menu.

For example your banner text could be: "Need help? Contact tel: <*add your centre telephone number here*>, email: <*add your centre email address here*>, we're open Monday to Friday 09:00 to 17:00"

See the system help file for guidance about updating this information in your Tracking System: https://www.dls.nhs.uk/help/CentreDetails.html

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3. Resources: We provide Word resources so centres can add their centre contacts and share these with learners. For examples see the Tracking System, **Support** tab, **Resources**, **Trainer Resources.**

Also, just a reminder about our Terms of Use…...

- *It is the responsibility of every organisation to provide appropriate support to the delegates within their remit. Under no circumstances should learners contact the Digital Learning Solutions team direct to resolve issues or for advice.*

- *When providing support to delegates, organisation administrators should make all reasonable attempts to resolve issues before escalating via a support ticket to the Digital Learning Solutions team.*

Digital Learning Solutions

Microsoft Apps—Flash Survey (Centre Managers only)

All centre managers have received a flash survey from the DLS team this week about potential future course development of **Microsoft Apps**. This will provide all centres with the opportunity to let us know if a given course will be a useful resource for their workforce (if developed). The flash survey will take no longer than 2 minutes to complete.

Your answers are important to us and will help us to understand what is needed to support IT skills in your organisation. **If you are a centre manager, and have not undertaken the flash survey yet, please click the link to begin the survey:** https://www.smartsurvey.co.uk/s/Z6AKI/

To include your centre in our results please complete the flash survey by **Monday 17th February**.

Digital Learning Solutions - Privacy Notice Changes

We've made some changes to our Privacy Notice that we need to make you aware of.

These changes are specifically to cover the use of data for the purpose of granting access and are detailed below.

Section: Who has access to your data

In some circumstances it may be necessary to make your data available to staff outside of your own Digital Learning Solutions centre. This will only be done where it is necessary to have access to your data to facilitate access to live IT systems dependant on training having been undertaken. These staff are bound to terms and conditions of use which restrict them to using this data in accordance with data protection principles for the purpose of granting access to live IT systems.

The full Privacy Notice is available from the web links in all systems.

Webinars delivered using MS Teams — Reminder

Just to let you know our training, overviews and "how to" webinars are now delivered using
MS Teams

See page 3 of this bulletin to book dates for February 2020

Please raise a support ticket if this will be a problem for your centre.

Digital Learning Solutions - Courses from ESR unavailable

We are investigating an ongoing issue affecting all DLS courses if they are accessed from ESR. Pleased be assured that we are working with the ESR team to resolve this issue.

This is only relevant to centres whose learners use ESR as the means to access DLS courses. Centres who access our courses directly (using the DLS Learning Portal or local links) are unaffected and delegates can continue with learning.

For those centres using ESR, learners can be offered direct links to their learning from your Tracking System or a link to the Learning Portal in the interim.

We apologise for the inconvenience this may cause and will notify you once the issue is resolved.

Digital learning Solutions Training Webinars

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.

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 now delivered via MS Teams

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 10 centres

1	Leeds Teaching Hospitals Trust	6	Worcestershire Acute Hospitals NHS Trust
2	Mid Yorkshire Hospitals NHS Trust	7	Royal Surrey County Hospital NHS Trust
3	NHS Digital Terminology and Classifications Delivery Service	8	Mid Essex Hospital Services Trust
3	Coventry & Warwickshire Partnership NHS Trust	9	Teesside University
5	Northumbria Healthcare NHS	10	NHS Business Services Authority

DLS learning:

No. of learners last month	1556
Total DLS learners	305183

Digital Learning Solutions

Contact us:
DLS Centre: **Raise a Ticket**
Email: it.skills@nhs.net
Web: www.dls.nhs.uk