Digital Learning Solutions E-bulletin

Announcing the Spring User Group Dates

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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:
Redditch - *Booking now*		Wednesday	08/05/2019	13:30 to 16:00
London – *Booking now*		Thursday	09/05/2019	11:30 to 14:00
Newcastle - *Booking now*		Friday	10/05/2019	10:30 to 13:00
North West - *Booking now*		Wednesday	15/05/2019	10:30 to 13:00
Leeds - *Booking now*		Friday	17/05/2019	10:30 to 13:00
National Webinar - *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.

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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. Do you have learning materials for Windows 10?

A. Yes. There is no specific Windows 10 course, but the good news is it is embedded within all our "For the Workplace" courses which have been developed using Windows 10. It may be worth having a look at the modules in **Digital Skills for the Workplace** e.g. **Working with Windows** and of course you can create customised courses for Windows 10 within the Tracking System or bespoke courses using the Content Management System.
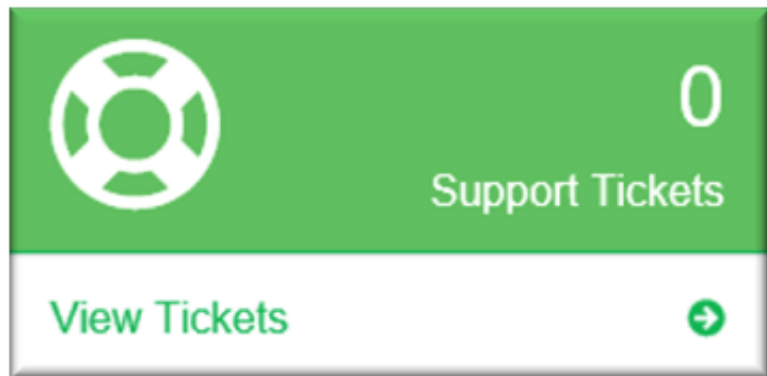
Digital Learning Solutions

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**.

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.

Please note: We only support administrators *not learners*—please see our

Terms of Use

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.

"How to" Raise a support ticket

If you have been unable to find the answer to your question after viewing the Help documentation or by reading the FAQs, you can raise a support ticket.
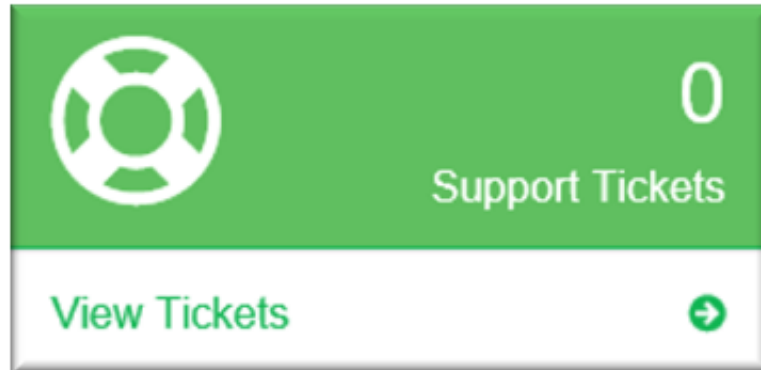
To raise a support ticket from the Dashboard Support Tickets "big button" or the **Support** tab, **Tickets:**

- Click New Support Request

- Detail a Subject for your ticket (i.e. "Do I still need Shockwave?")

- Choose a Request Type

- If you choose "Report a problem with systems or content", you will be asked whether to Retrieve Device and Browser Information answer "Yes" to this if the problem can be recreated in the browser that you are using.

- If you are reporting a problem with a course, please choose the course from the drop-down list and provide an example delegate ID (not a learners) that support can use when investigating the problem.

- Use the Details box to provide a detailed description of your problem or request. You can paste screenshots into this in some web browsers (not Internet Explorer). There is also an Insert Image function that will work in all browsers.

- Click Submit.

Your ticket will be viewed by the Support Team who will reply within 2 days. If the ticket results in the need for a bug fix or an update to the materials or tracking system, these will be implemented within 1 week. For non critical updates or fixes, these will be implemented within 4 weeks.

When the Support Team replies to your ticket you will receive an email informing you of any comments added to the ticket or if it is closed. You may also close a ticket once opened, if you feel it is no longer an issue.

Please note, Centre Managers can view all tickets raised for their centre and Centre Administrators can only view tickets they have raised.

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

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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	Oxford Health NHS Foundation Trust
2	Royal Surrey County Hospital NHS Trust	7	University Hospitals Coventry and Warwickshire NHS Trust
3	Worcestershire Acute Hospitals NHS Trust	8	Sheffield Teaching Hospitals NHS Foundation Trust
4	Coventry & Warwickshire Partnership NHS Trust	9	NHS Pathways
5	Teesside University	10	NHS Digital Terminology Classification Delivery Service

Pathway learning:

No. of learners last month	2853
Total pathway learners	282633

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