

# IT Skills Development E-bulletin

## IT Skills Pathway Annual Survey

Our third annual survey will be sent out to all centre managers very soon.



The survey gives you the opportunity to provide us with valuable feedback on the products and services we supply. Please take the time to complete it (it will only take a few minutes- honest!).

### Speed up Responses to your Support Tickets

If you have a technical issue that needs resolving, the ticket tab of the Tracking System is by far the best way of getting it resolved quickly. To help you get speedy replies when raising tickets it would be really useful to include the following information (if relevant) when reporting issues:-

Adobe Shockwave Version (e.g. 12,1,0,150)

Browser type/version (e.g. Internet Explorer 9/Google Chrome/Mozilla Firefox etc.)

Course Link (a copy of the URL link to the course being used)

This saves you and the support team time having to go back and forth to get this information.

### Do your Learners know how to Contact you?

We've recently had an increasing number of learners contact our team directly looking for information or help with their IT Skills Pathway courses. The service has been developed to ensure that centres should always be a learner's point of contact. You can clearly signpost how learners should contact you by using the 'banner text' (configured via the Dashboard screen on the tracking system). This will help them to get the most appropriate support when they need it.

**NHS**

IT SKILLS PATHWAY

LEVEL THREE

LEVEL TWO

LEVEL ONE

ENTRY

## IT Skills User Groups - Autumn 2015

Dates below are for the Autumn IT Skills User Groups. If you wish to attend then please reserve your place now, by e-mailing [it.skills@hscic.gov.uk](mailto:it.skills@hscic.gov.uk). As well as the usual updates about the IT Skills Pathway and the chance to share your experiences, we hope to be able to demonstrate a prototype of our new HTML 5.0 compliant Content Management System (CMS).

Location	Venue	Date	Time
Newcastle	Durham House, Washington	Tuesday 3rd November	10:30—14:00
Manchester	North Manchester General	Thursday 5th November	10:30—14:00
Redditch	Prospect House	Tuesday 10th November	10:30—14:00
London	Skipton House	Tuesday 17th November	10:30—14:00
Huntingdon	Serco ASP, Kingfisher House	Thursday 19th November	10:30—14:00
Leeds	Trevelyan House	Friday 20th November	10:30—14:00
National Webinar	Online WebEx	Thursday 26th November	10:30—14:00

## IT Skills Pathway Tracking System Webinar

We run monthly two hour training webinars for new centres or centres wanting a refresh about using the Pathway and materials. The IT Skills Pathway Tracking System webinars go through the tracking system and materials in lots of detail and give attendees an opportunity to ask lots of questions.

The September session will be held on Tuesday 15th September, 10 - 12. If you would like to attend, please contact us by email ([it.skills@hscic.gov.uk](mailto:it.skills@hscic.gov.uk)) and we'll book you in. The dial in details will be sent out to those who have booked approximately a week before each session.

If you would like to attend a webinar but are unavailable on the above date the next two will be held on Thursday 22nd October 10-12 and Thursday 12th November 10-12. Please also contact us by email ([it.skills@hscic.gov.uk](mailto:it.skills@hscic.gov.uk)) if you are interested in these sessions but are not as yet set up as a centre.

### Top Pathway centres:

- |   |  |
|---|--|
| 1 Sheffield Teaching Hospitals NHS Foundation Trust | 6 Imperial College Healthcare NHS Trust                  |
| 2 North East Ambulance Service NHS Foundation Trust | 7 Staffordshire and Stoke on Trent Partnership NHS Trust |
| 3 Northumbria Healthcare NHS Trust                  | 8 Cumbria Partnership NHS Foundation Trust               |
| 4 Shropshire Partners in Care                       | 9 NHS England  |
| 5 Teesside University                               | 10 University of Manchester                              |

### Pathway learning:

No. of learners in July 2015 5296

Total pathway learners (since release 4) 168175



### Contact us:

Email: [itskills@hscic.gov.uk](mailto:itskills@hscic.gov.uk)  
Web: [www.itskills.nhs.uk](http://www.itskills.nhs.uk)