

IT Skills Development E-bulletin

Content Creator—Free 30 Day Trial



Ever wondered how we produce high quality IT Skills Pathway online learning materials? The answer is we're using our own in-house authoring tool — **Content Creator**.

You don't just have to take our word for it though as we're now offering you the opportunity to try **Content Creator** for **FREE**.

To get your FREE no obligation **Content Creator** trial, receive a quote or to make an enquiry, raise a ticket on the Tracking System with the subject: **Content Creator**.

NB: Centres must attend, or have previously attended, [Content Management System \(CMS\) training](#) prior to applying for the Content Creator trial. Offer limited to one 30 day trial per centre.

"How to...."

In this new feature we'll be taking a look at the common questions raised through our Service Desk tickets and sharing the answers with all our centres:-

Q. We are rolling out Office 2013 at our centre do you have any courses to help our workforce upskill?

A. Yes, there are a range of courses available that will help to prepare and develop the skills your learners will need in the workplace, they include:-

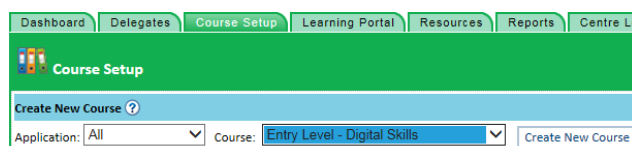
- Entry Level - Digital Literacy
- Entry Level Digital Skills
- Office Essentials for the Workplace
- Outlook for the Workplace
- Word for the Workplace
- Excel for the Workplace
- PowerPoint for the Workplace



The courses above are HTML 5.0 format and will run on most modern browsers without issue (**no Shockwave is required**). All you'll need is Cookies Enabled and <https://www.itskills.nhs.uk> added to your Trusted Sites.

If the courses are not available at your centre yet they can be found on the Tracking System in the **Course Setup** tab, **Create New Course** section in the **Course** list.

If you need help with this please refer to the context help within the Tracking System **Creating a new customised course**.



Can your learners find you?

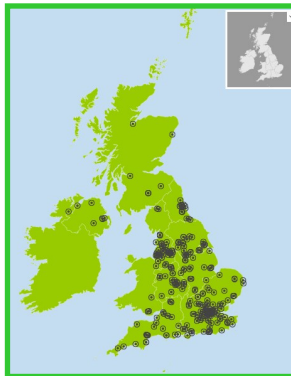


1. When a learner needs help...

We've recently had 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 your learners to get the most appropriate support when they need it.

2. Is your centre on the map?

A number of learners have contacted us to find their local IT Skills Pathway centre. Please can we ask all centres to check their centre Website Profile is up to date. You can do this from the Dashboard tab click **Edit Details** add the **Centre postcode** and click **Find** to locate your centre. Your centre will be added to the map www.itskills.nhs.uk/learners enabling learners to contact their local centres.



We're all Ears—Reminder

Here at the IT Skills Pathway we're always listening to our centres and we develop the systems based on what you tell us. This month, based on your feedback, we've made two changes:-



1. Secure Delegate Logins - Delegates can now secure logins to the IT Skills Pathway Learning Portal with a password.

Documentation is available from the Tracking System, **Trainer Resources** section, **Setup a Delegate Password - Quick Start Guide**. This guide will help you and your delegates through the recommended process to set up a delegate password to access the Learning Portal. The resource is a Word document and can be tailored or changed with logos and contacts specific to your centre.

2. Improved Administrator Password Security - To further improve password security for administrators of the Tracking System there is a new password reset link. A guide, **Reset Administrator Password - How to** is also available in the **Resources** section of the Tracking System.

These updates were published to all centres on Thursday 13th July.

Service Desk—Thank you

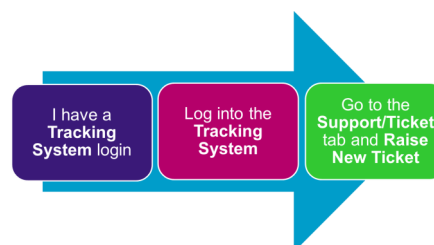
Single Point of Contact

*Thank you to all centres who have correctly adopted our new **single point of contact** and are now using the ticket system which is enabling us to offer a timely and fair system.*

Just a reminder for any centre that is still trying to email us.....

ALL registered IT Skills Pathway centres should raise a **Ticket on the **Tracking System** for all technical and non-technical support issues, queries, training—**everything!****

The only exception to this would be if the system was down in which case you should email it.skills@nhs.net



Autumn IT Skills Pathway User Group—Dates Announced

Autumn User Groups—Book your place

Attendees at the **Autumn User Groups** will get information and updates on all the latest IT Skills Pathway developments. This is also a good opportunity to meet and network with other centres and hear about what is happening in your local region.

Location:	Day:	Date:	Time:
London	Thursday	09/11/2017	10:30 to 13:00
North West (Warrington, address TBC)	Friday	03/11/2017	10:30 to 13:00
Newcastle	Monday	13/11/2017	10:30 to 13:00
Leeds	Monday	06/11/2017	10:30 to 13:00
Redditch	Wednesday	08/11/2017	14:00 to 16:30
National Webinar	Wednesday	15/11/2017	10:00 to 12:00

Follow the location link to Eventbrite for venue details and to book a place.

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.

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 the September training dates and register for your preferred date.



IT Skills Pathway Tracking System Monthly team training webinars are available to book in September. To see dates and book a place with Eventbrite click [here](#).

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.

Learning Portal If your centre would like to arrange a training webinar to learn how to set up, configure and launch the Learning Portal please raise a ticket on the Tracking System.

Reminders Checklist

Centre Managers

- [Content Creator—Free 30 Day Trial](#)
- [Can your learners find you?](#)
- [Password Security for Delegates and Administrators](#)
- [Service desk -Single Point of Contact - Thank you](#)
- [Autumn IT Skills Pathway User Groups—BOOK](#)
- [Book a training webinar](#)

All Tracking System Administrators

- [Content Creator—Free 30 Day Trial](#)
- [Can your learners find you?](#)
- [Password Security for Delegates and Administrators](#)
- [Service desk -Single Point of Contact - Thank you](#)
- [Autumn IT Skills Pathway User Group—BOOK](#)
- [Book a training webinar](#)

Top Pathway centres:

- | | |
|--|---|
| 1 Teesside University | 6 North West Skills Development Network |
| 2 Northumbria Healthcare NHS Trust | 7 University of Manchester |
| 3 Mid Cheshire Hospital NHS Foundation Trust | 8 Central Southern Commissioning Support Unit |
| 4 Sheffield Teaching Hospital NHS Foundation Trust | 9 Cumbria Partnership NHS Foundation Trust |
| 5 Royal Cornwall Hospital NHS Trust | 10 South Eastern H&SC Trust |

Pathway learning:

No. of learners in July 2017	2046
Total pathway learners	242816



Contact us:

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