

IT Skills Development E-bulletin



Christmas Opening Times

We're taking a short break over the Christmas and New Year Period. Please see [Page 2](#) for full details.



New Year, New Name— Reminder

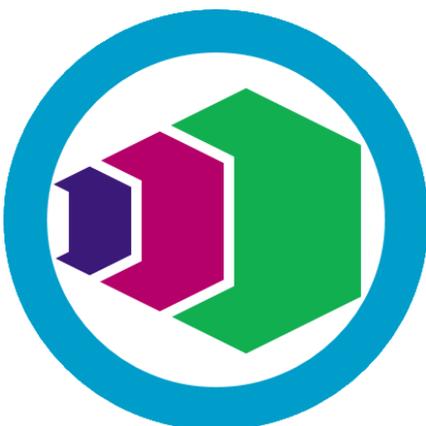
Over the coming months, the IT Skills Pathway will be transitioning to a new name – Digital Learning Solutions.

Why make 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. You may notice that emails from the team reference "Digital Learning Solutions" rather than "IT Skills Pathway" but you'll be able to 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 are currently being developed and will use the same four colours utilised in the current Pathway designs. You can see a sneak preview of how the new design is likely to look in this article.

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

IT SKILLS PATHWAY



Christmas and New Year Opening Times

Last day for support!



Friday 21st December



We'll be back on!



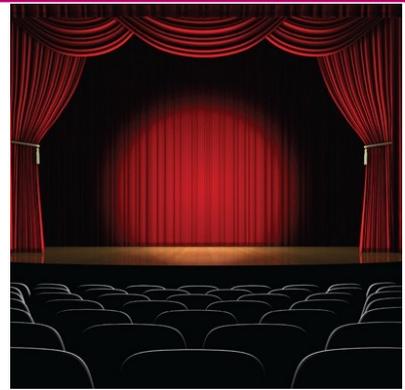
Wednesday 2nd January

During the festive season should you need our help, please raise the usual Tracking System support tickets.

Only send an email if you are unable to access the Tracking System.

Get ready for the big reveal....

Exciting new updates to the IT Skills Pathway coming in January 2019



"How to...." Learner find my centre

Learners often visit our external website so please check your centre Website Profile is up to date.



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.

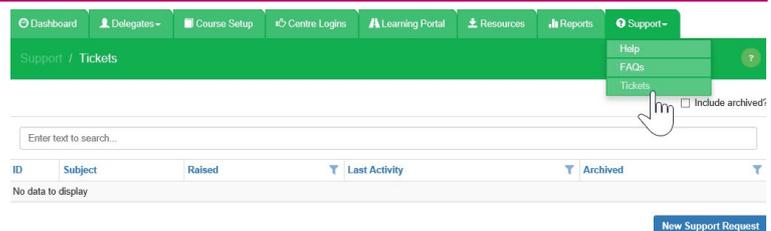
Contacting us

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** all email enquiries

from centre administrators, other than those where you are unable to access the system, will be returned to the centre with a request to raise a ticket.

This will enable us to prioritise and deal with all your queries appropriately and efficiently.



Announcing the arrival of:

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.

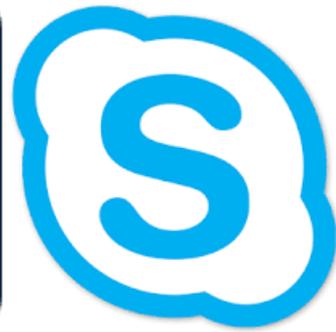
Current learners can continue to use the materials until support ends on 1st April 2019 however centres should be aware, we will no longer be updating this content.



Reminder - changes to our video communications supplier

Historically we've used WebEx to deliver training and conference calls but we've now moved to **Skype**. To ensure you'll be able to participate in future events, please make sure you can use Skype and raise a call with your local IT support if you can't.

We've been trialling Skype in some recent webinars and the feedback so far has been positive in terms of ease of use, video and audio quality.



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 (charges apply) - 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 (charges apply) - 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



Contact us:

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