

IT Skills Development E-bulletin



IT Skills Pathway User Group's reminder

We told you about the winter round of user groups in last month's bulletin and there are still a few places left for those who haven't yet booked (please refer to the table at the bottom of the article).

What will be covered?

We encourage you to make every effort to attend this event as the updates provided will be highly significant, including:

- Full update on the future provision of the IT Skills Pathway programme post June 2013
- Opportunity to hear from other NHS organisations using the Pathway
- Chance to ask questions to the IT Skills Team and external supplier Prodigy Learning

What is the format?

This round of groups will be held 10:30 – 15:00 with the breakdown as follows:

Time	Activity
10:30 – 13:00	IT Skills Pathway updates
13:00 – 13:45	Lunch (which will be provided)
13:45 – 15:00	Informal discussions with the IT Skills Team and Prodigy Learning

How to book

If you would like to attend any of the sessions you will need to reserve a place by clicking on the relevant link below and filling in your details.

Who should attend?

Individuals responsible for managing training provision (e.g. Training Managers, Training Leads etc.)

Location	Date	Booking link
Newcastle – North East SHA, NE15 8NY	Tue 5 Feb	http://etdevents.connectingforhealth.nhs.uk/3070
Leeds – Vantage House, LS1 4HT	Wed 6 Feb	http://etdevents.connectingforhealth.nhs.uk/3064
Manchester – Kings House, M1 7HB	Tue 12 Feb	http://etdevents.connectingforhealth.nhs.uk/3069
London – Skipton House, SE1 6LH	Thur 14 Feb	http://etdevents.connectingforhealth.nhs.uk/3065
Cambridge – Victoria House, CB21 5XB	Fri 8 Mar	http://etdevents.connectingforhealth.nhs.uk/3071
Redditch – Prospect House, B97 6EW	Tues 12 Mar	http://etdevents.connectingforhealth.nhs.uk/3066
Taunton – Priorswood IT Suites, TA2 8RX	Wed 13 Mar	http://etdevents.connectingforhealth.nhs.uk/3068

IT SKILLS PATHWAY

LEVEL THREE

LEVEL TWO

LEVEL ONE

ENTRY



Princess Alexandra Hospital Case Study

How did you go about getting set up to do the exams?

Initially getting set up to do the exams was very difficult, due to the Trust being in a transitional phase of bringing the IT services in-house during the time when we were rolling out the MOST Programme.

However, with the excellent support of the in-house IT Department and management, the IT Training team were able to utilise the knowledge and experience of the technical teams to help resolve various firewall restriction issues and provide full, unrestricted local administration rights on all the training pc's, ensuring the pc's were not part of a group policy or have any other restrictions.

Setting up the exams and preparing to run the Microsoft Office 2010 exams is a very daunting process as there is a lot of PC configuration that needs to be carried out before a live exam can be taken. However, when the first learner takes an exam, it's a great sense of achievement knowing that we are supporting staff to reach their full potential and be enabled and empowered to respond more quickly and effectively to the needs of patients and the changing requirements of the organisation by offering the MOST Programme.

For us at Princess Alexandra Hospital it was very important to offer an accredited range of Microsoft Office 2010 courses through the MOST Programme as we know we are training staff to a given standard, through flexibility required to ensure the courses remains relevant to each learner. The focus is on speedy and effective transfer of Microsoft knowledge and best practices, utilising a structured, modular approach.



What has been the reaction from your learners?

We have had a very positive reaction from our learners, especially when they come on the courses with limited IT knowledge and leave feeling confident.

It give us a sense of achievement knowing that staff have learnt a lot from the training, which has been beneficial to them in their service delivery.

We are extremely proud of the outstanding level of training we provide to our learners, the quality of the training staff and the diverse range of MOST courses.

As proof of our success and in the search for continuous improvement we receive feedback from every learner that takes part in a training course.

Below are a couple of learner testimonials:

"I have added value to my IT skills as a beneficiary of the MOST training scheme and would recommend this to other work colleagues as this will surely enhance their work efficiency"

Jennifer Shelford, Estates Department

"The course I attended was fantastic. It was very well organised, right from the outset. I had never used MS-Access before, but I now feel confident in using it in projects that I am involved with, which I am really pleased with. The course content and delivery was of a high standard and most relevant...and the teaching was top class!!"

Dr Faisal Bin-Reza, Consultant Microbiologist

Top MOST centres:

- | | |
|---|--|
| 1 Princess Alexandra Hospital Harlow | 6 Greater Manchester West Mental Health Foundation Trust |
| 2 Dudley PCT | 7 NHS South of Tyne & Wear |
| 3 Bradford District Care Trust | 8 North Staffs ITS |
| 4 NHS East London and The City | 9 Sussex HIS |
| 5 Blackpool Teaching Hospitals NHS Foundation T | 10 Cheshire ICT S |

September 2012!

What is your top tip for reaching 100 exams?

Within the short space of time of 6 months we had from implementation of the MOST software to reaching 100 exams, we targeted learners who we identified through an IT Skills Level Diagnostic that had IT competencies within the various MS Office 2010 applications, and then gradually built up their IT knowledge using various tutor-led and e-learning training approaches, giving them the confidence to undertake the exams and promote the MOST Programme within their departments.

How did you promote MOST within your organisation?

As part of the communications strategy and in liaison with the Communications Team within the Trust we used various methods to promote the MOST Programme within the organisation.

At the outset we sent out Global Communications via email throughout the whole organisation letting staff know about the new free MOST Programme that we were launching, as shown on the right.



Once we obtained the engagement from staff that we required, we then sent out weekly course contents for each of the modules we were offering training on. This was to ensure the momentum was kept up and staff were constantly aware of the benefits of the MOST Programme.

As soon as we had learners pass the various MOST modules, we conducted a 60 second MOST interview with staff members across the Trust and published the interviews in the Trust InTouch newsletter every month.

Microsoft Office Skills Training 60 second interview

MOST Interview - Word Specialist

Lauren Wade, Administrator to Quality and Safety

Which course did you choose?
I chose Word Specialist as this is an area that I really wanted to improve my skills in.

What special qualifications do you need to join a MOST course?
There are no entry requirements for MOST, it's open to all staff members, whether you are from a clinical area or work in administration.

Why did you choose this course?
I wanted to expand my Word skills to use in my job role. I have learnt simple tips from MOST which means I can complete daily tasks faster!

How long did the course take?
I spent three half days (one per week) being taught by the IT trainer, I then took my test (50 minutes).

Are you signed up to take any more courses or tests?
Yes, I will be taking the Excel Specialist course in September. I have also passed the Outlook Specialist course.

Have you used your MOST skills in your everyday job?
Yes! Especially mail merge, I struggled with the old version but since passing I have learnt how easy it is to use.

Several other modes of communication were used but these methods above seemed to be the most effective as well as word of mouth from other learners who had completed the courses.

More elearning now available, including Level Two 2010 materials

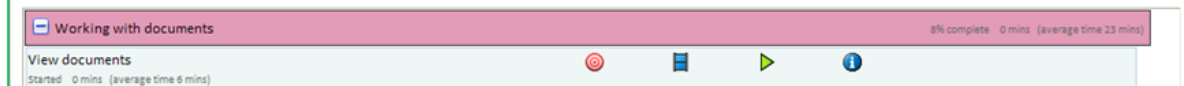
We are very pleased to inform you that Level Two elearning for Word and Excel 2010 are now available on the tracking system along with Level Two PowerPoint 2007.

These courses are accessed in the same way as all of our other materials by selecting it from the drop down list on the 'Course Setup' tab and creating a new course.



NHS Connecting for Health

Level 2 MOST - Microsoft Word 2010 - Core - Full course
Call David on 0111 11828856 9am-5pm



Stuck with an IT Training Problem?

Do the sensible thing.....



This month, Maude is trying to help new centres.



"Hi Maude, we want to set up on the Tracking System, how do we get started?"



"Contact us at it.skills@nhs.net and we'll give you some basic information to get you started....."

"...We'll then put you in touch with our suppliers who'll arrange access to the system"



"Sounds good, is there any training I can access?"

"Yes, we hold monthly webinars for all new centres. These are a great way to get familiar with the system and its features."



"So how do we book into these webinars?"



"We publish the dates and links in our newsletter and also on our website"



"Thanks Maude"

February Tracking System webinars dates

There are still places available for the February webinar sessions. These webinars are for people who are set up with access to the IT Skills Pathway Tracking System to show you what the tracking system can do, including how to monitor learner progress, personalise certificates and provides some different scenarios as to how you can make the best use of the system. We also have live demonstrations of the tracking system so you can get an accurate view of what it looks like and how easy it is to use and navigate around.

If you would like to attend either of these webinars please book a place using the links in the table and we will send dial in details to those booked on before the webinar.

If you book a place then please ensure that you read the 'How to use webinar' document found in the events system asap as you will need to ensure that your computer is set up to access the webinar.

Please contact us by email (it.skills@nhs.net) if you are interested in these sessions but are not yet set up as a centre.

Date	Time	Booking link
Mon 11 Feb	10:00 – 12:00	http://etdevents.connectingforhealth.nhs.uk/3072
Thur 28 Feb	10:00 – 12:00	http://etdevents.connectingforhealth.nhs.uk/3073

NHS MOST:

No. of exams completed in December 328

No. of exams completed since 1st July 2012 2392

Pathway elearning:

No. of learners in December 1071

No. of learners accessing since 1st July 2012 26498

Top MOST centres:

- | | |
|---|--|
| 1 Dudley PCT | 6 Guy's and St Thomas' NHS FT |
| 2 Norfolk Community Health and Care NHS Trust | 7 Community Health Service Blackpool Teaching Hospitals NHS FT |
| 3 Norfolk and Norwich University Hospital NHS Trust | 8 NHS Berkshire |
| 4 NHS Central Lancashire | 9 University Hospitals of Morecambe Bay NHS FT |
| 5 East Lancashire Hospitals NHS Trust | 10 Bolton Hospitals NHS FT |

Top Pathway centres:

- | | |
|---|---|
| 1 Dorset PCT | 6 Oxford Health NHS Foundation Trust |
| 2 Teesside University | 7 University of Liverpool |
| 3 Lancashire Teaching Hospitals | 8 Ipswich Hospital NHS Trust |
| 4 University of Portsmouth | 9 Lewisham NHS Trust |
| 5 Birmingham Community Healthcare Trust | 10 Worcestershire Health and Care NHS Trust |



Contact us:

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