

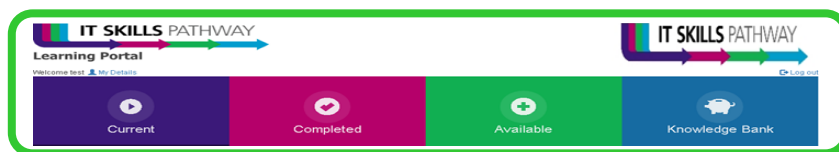
# IT Skills Development E-bulletin

## Content Creator—Case Study

Read all about how Liam Marshall at North East Ambulance Service, one of the pilot sites, has used Content Creator to develop learning materials in our [Content Creator Special Case Study](#) available now on the [IT Skills](#) website, [Content Creator Case Study](#).

## New Learning Portal—Live

Just a reminder for those centres that don't already know, **the new IT Skills Pathway Learning Portal is now live for all centres**. The **Learning Portal** is the new one stop shop for your learners to access current learning, see their achievements, enrol on new courses and search the Knowledge Bank.



To learn more about the Learning Portal and how to configure for your centre, see the FAQs available from the Tracking System, **Support/FAQs** tabs. A **Learning Portal Quick Start Guide** for your learners is also available from the Tracking System, **Resources** tab, **Trainer Resources**.

**Please note:** For those centres who use Internet Explorer, we are aware that **IE9 or higher (with compatibility mode turned off)** is the minimum requirement to run the **Learning Portal**.

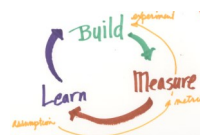
Although you may be launching the Learning Portal in IE9 or higher, your local settings may be using compatibility mode and defaulting the page down to an earlier IE version.

You can check this by loading the page and pressing **F12** for developer tools. In the **Mode** section, check the **Document mode** this may display an earlier (compatibility) version. To override for your learners you will need to seek support from your local IT Department. **This will enable you to launch everything via IE for your learners.**

*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 in the Tracking System.*

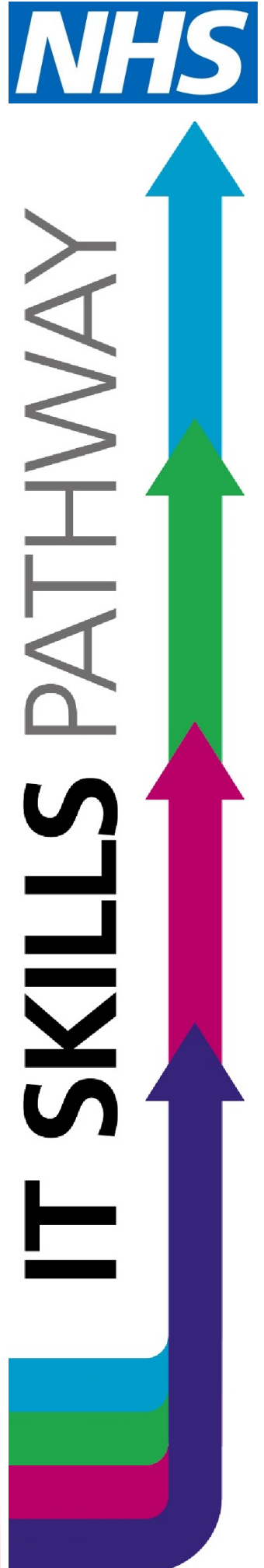
## Evaluation Reporting

### Measuring the Effectiveness of Courses Offered at your Centre



Whenever a student completes a course on the IT Skills Pathway they are invited to fill in a survey about their experience. This data can provide valuable management information for your centre and can help you in assessing if the courses offered to your learners are improving the IT Skills of the workforce.

You can now download this information from the Tracking System and produce reports by following the **Evaluation Reporting Guide** (with pre-prepared formulas), available from the Tracking System, **Resources** tab, **Trainer Resources**.



# Service desk—Single Point of Contact—Important Information

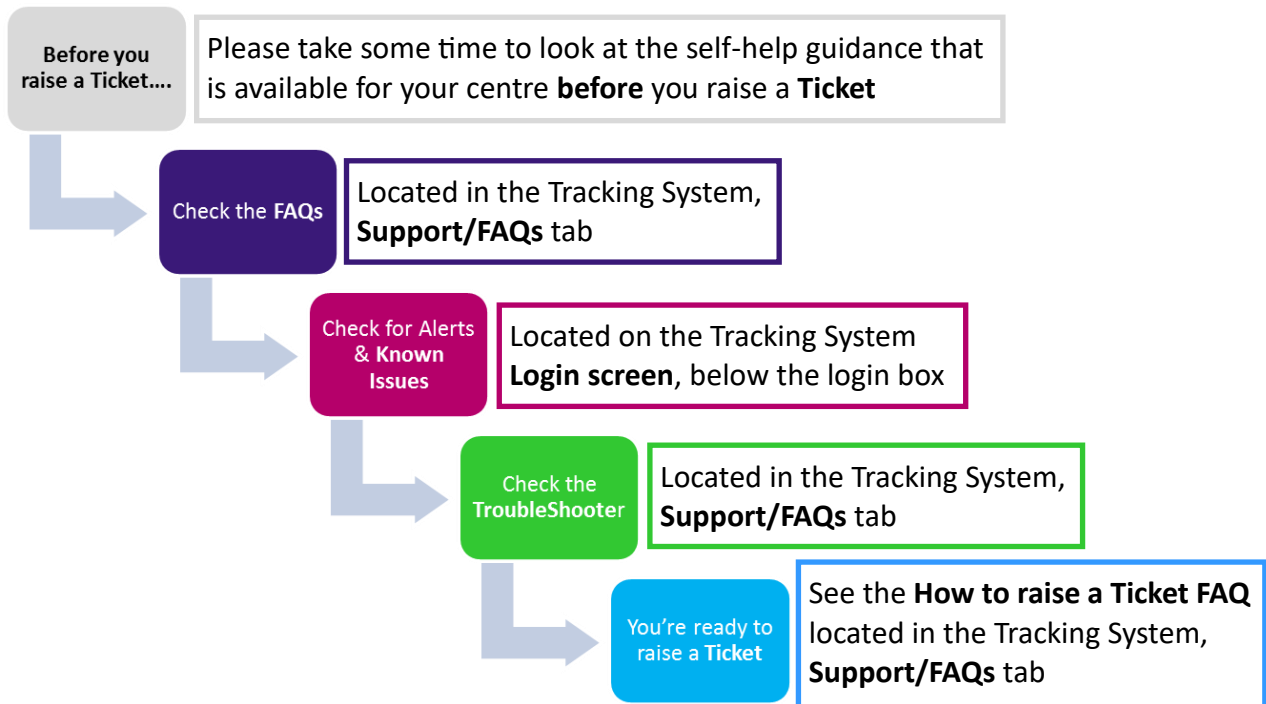
We're improving the way we handle and record support for centres and streamlining the process so there is one easy way for your centre to get support. By following the new support arrangements you are enabling us to support your centres more appropriately and in a timely, fairer manner.



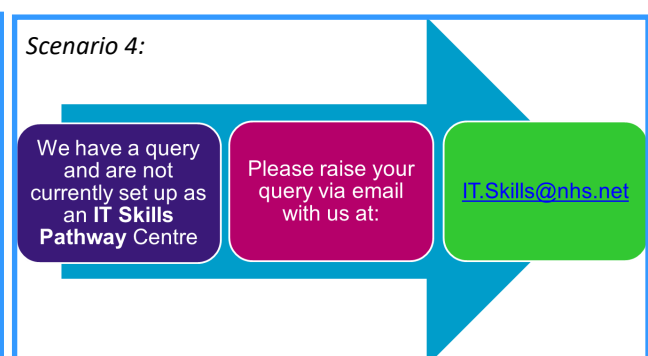
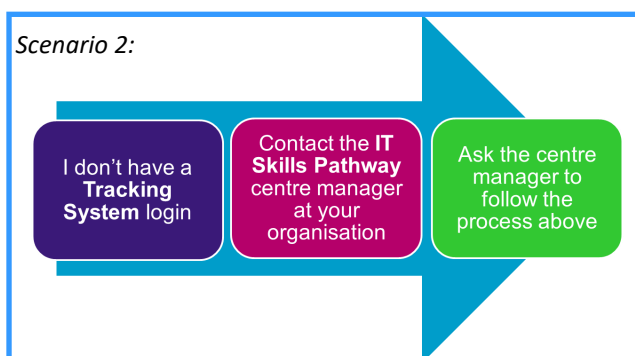
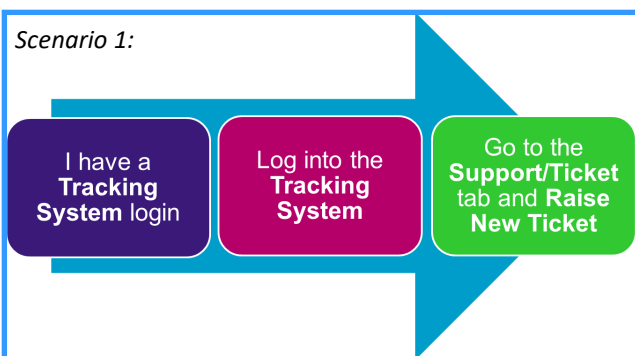
**From 1st June 2017, registered IT Skills Pathway centres should raise a Ticket on the Tracking System for all technical and non-technical support issues, queries, training—everything!**

The only exception to this would be if the system was down in which case you should email [it.skills@nhs.net](mailto:it.skills@nhs.net). **The mailbox for Morecambe Bay ([elarning@mbhci.nhs.uk](mailto:elarning@mbhci.nhs.uk)) is no longer in use.** Please read the self-help guidance and scenarios below to step you through the process:-

## Self-Help Guidance:



## Scenarios:



## 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 July training dates and register for your preferred date.



**IT Skills Pathway Tracking System** Monthly team training webinars are available to book in July. 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.

## Reminders Checklist

<p><input checked="" type="checkbox"/> <b>Centre Managers</b></p> <p><input type="checkbox"/> <a href="#">Read the Content Creator, Pilot Site Case Study</a></p> <p><input type="checkbox"/> <a href="#">Access the Learning Portal</a></p> <p><input type="checkbox"/>  <a href="#">Evaluation reporting resources</a></p> <p><input type="checkbox"/> <a href="#">Service desk -Important Information for ALL Centres</a></p> <p><input type="checkbox"/> <a href="#">Book a training webinar</a></p>	<p><input checked="" type="checkbox"/> <b>All Tracking System Administrators</b></p> <p><input type="checkbox"/> <a href="#">Read the Content Creator, Pilot Site Case Study</a></p> <p><input type="checkbox"/> <a href="#">Access the Learning Portal</a></p> <p><input type="checkbox"/>  <a href="#">Evaluation reporting resources</a></p> <p><input type="checkbox"/> <a href="#">Service desk -Important Information for ALL Centres</a></p> <p><input type="checkbox"/> <a href="#">Book a training webinar</a></p>
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### Top Pathway centres:

- |   |   |
|---|---|
| 1 Northumbria Healthcare NHS Trust                    | 6 South London and Maudsley NHS Foundation Trust  |
| 2 North West Skills Development Network               | 7 East Midlands Skills Development Network        |
| 3 Sheffield Teaching Hospital NHS Foundation Trust    | 8 Greater Manchester Shared Services              |
| 4 Teesside University                                 | 9 Yorkshire and Humber Skills Development Network |
| 5 Rotherham, Doncaster and South Humber Mental Health | 10 NHS England                                    |

### Pathway learning:

No. of learners in May 2017	3137
Total pathway learners	237845



### Contact us:

Email: [it.skills@nhs.net](mailto:it.skills@nhs.net)  
 Web: [www.itskills.nhs.uk](http://www.itskills.nhs.uk)