IT Skills Development E-bulletin

Knowledge Bank— Enhancements

We've been making some pretty slick changes to the Knowledge Bank and they've been published to all centres. Read on to find out more...

All content available to a centre is now searchable on your centres Knowledge Bank.

Locally developed content that is hosted on the IT Skills Pathway is also searchable at your centre.

NB. For centres hosting local content the Knowledge Bank searches Objectives and Keywords, these can be added to your content from the Content Management System (CMS). Please raise a ticket if you would like some support with this.

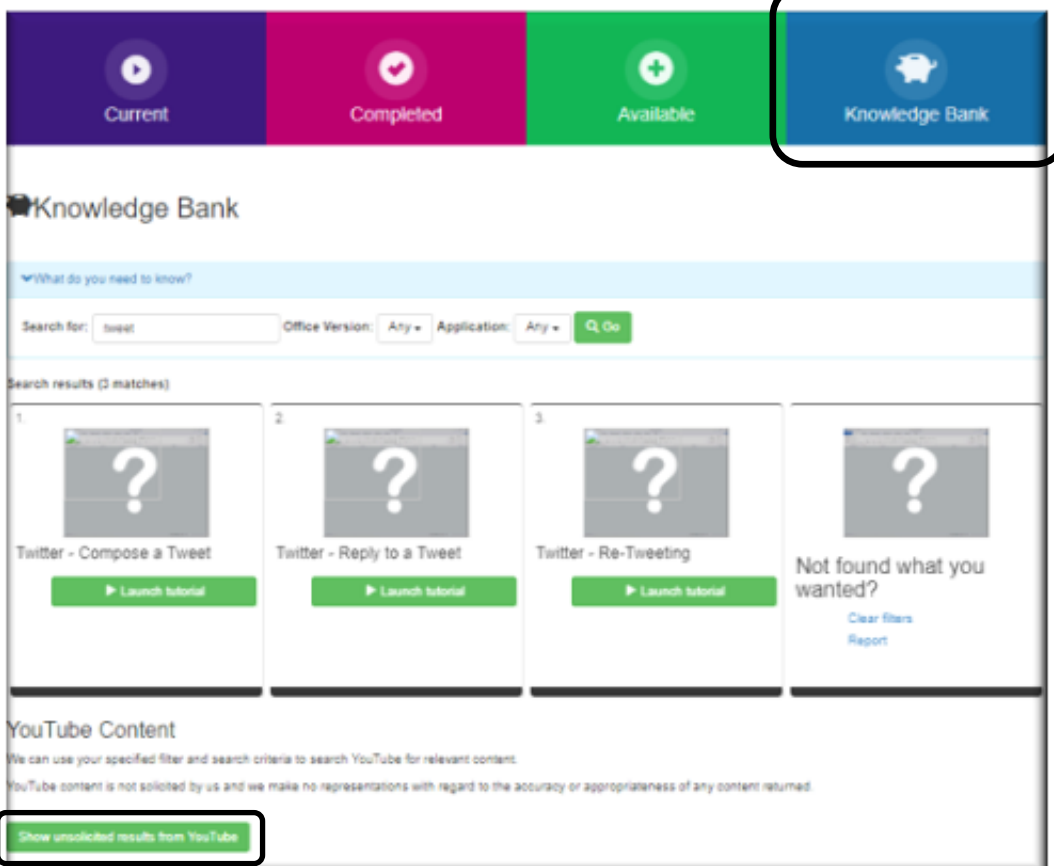Thumbnails for master content will be updated over time.

NB. Centres who use Content Creator to develop local content will generate thumbnails when it is present in their project (to be released in Content Creator v1.1.42).

We've reintroduced the YouTube search facility so, if your organisation allows YouTube, learners can browse further learning options.

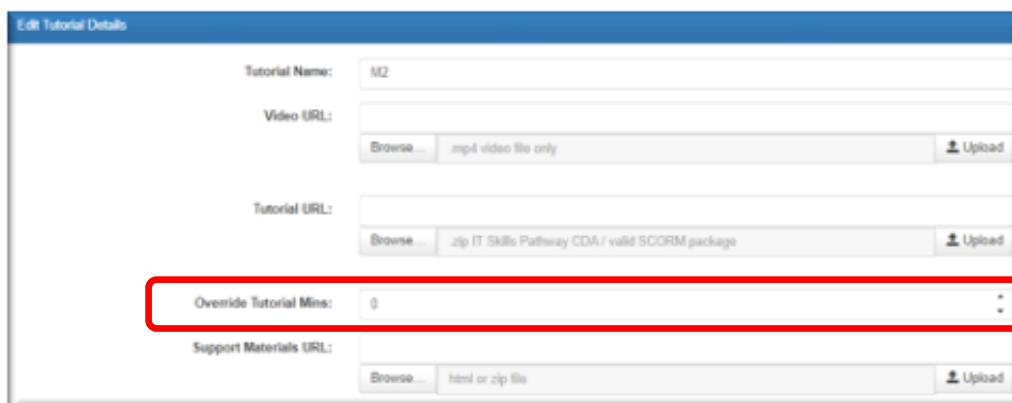We've removed the course level filters.

Hosting and Content Creator—update

- Content Creator is an authoring tool for developing your own local content, a 30 day free trial is available to centres. Please raise a ticket on the Tracking System if you are interested in this trial.

- **For centres currently using the Content Creator tool please note a new version has recently been released. You can now update from the Content Management System (CMS) to version 1.1.41.**

- Centres who develop local learning materials using other authoring tools such as Captivate and host with the IT Skills Pathway will be pleased to know that the CMS will now allow you to set an override completion time (in minutes) for each tutorial:
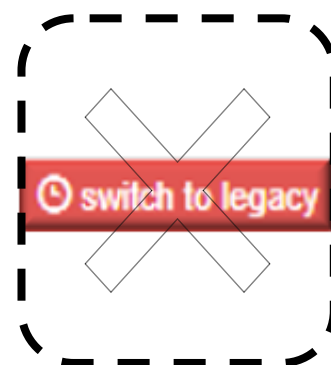

- This is available in the **Add** and **Edit tutorial forms**. When set to more than 0, this value will be used instead of the calculated value.

- Coming soon—Knowledge Bank will use Content Creator thumbnails when present in the project, this is expected to be released in Content Creator version 1.1.42.

New Look Tracking System

We've been receiving some positive feedback about the new Tracking System and we're now feeling confident that any initial teething problems have been resolved. We're so confident that we're proposing to turn off the "switch to legacy" system button on **31st July**.

If your centre or learners are experiencing issues and still need to use this button, please raise a ticket on the Tracking System and tell us about the problem.

"How to….."

This month we'd like to raise awareness of a new feature available in the Tracking System to get help from the team with system or content. Go to: **Support** tab, **Tickets**

When you raise a **New Support Request** you are asked to choose a **Request Type** from a dropdown list. If your ticket is to **Report a problem with system or content** please choose this option from the dropdown list, then click **YES** to **Retrieve Device and Browser Information.**

This new built in feature will automatically analyse your PC and report the browser & Shockwave versions, operating system and device to the central team. You can add a link to a course if this is an issue, then add details about the problem you are experiencing and **Submit**. **This provides us with essential information to start our investigation and deal with your query promptly.**

David Update

Thank you for all the support and get well messages for David as he continues to recover from his cycling accident. We want you to know that we pass on all your messages and they help to remind David that we are all thinking about him.

The good news is that **finally the Halo is off**, this has been replaced by a neck brace, so not quite out of the woods yet but a step in the right direction. Thankfully the bike has been retired for this season!

Training Webinars

New Tracking System To arrange a 30 minute webinar overview of the highlights and features please raise a ticket on the Tracking System.

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.

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.

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.

Top Pathway centres:

1	Teesside University	6	NHS Pathways
2	Northumbria Digital Solutions	7	University of Manchester
3	Skills Development Network—East Midlands	8	Royal Cornwall Hospital NHS Trust
4	Coventry & Warwickshire Partnership NHS Trust	9	NHS England
5	Welsh Ambulance Services NHS Trust	10	Sheffield Teaching Hospital NHS Foundation Trust

Pathway learning:

No. of learners last month	1303
Total pathway learners	268642

IT SKILLS PATHWAY