

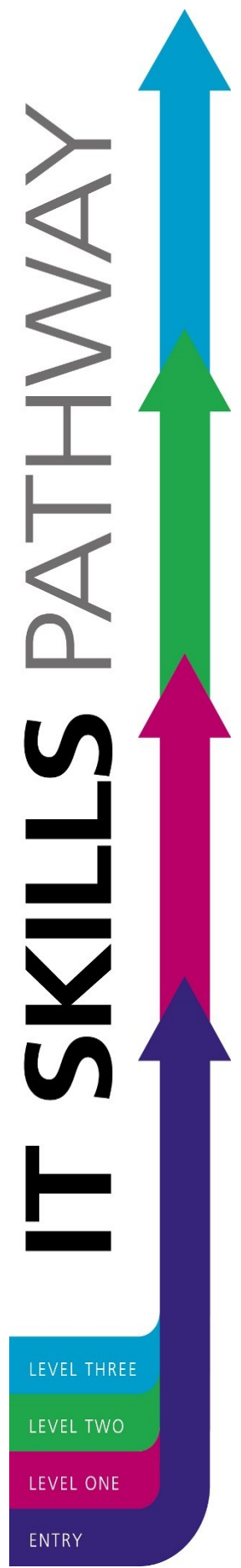
IT Skills Development

YOU SAID WE DID - New Developments to the IT Skills Pathway Tracking System

Following rounds of discussions with all our IT Skills Pathway Centres, we had some excellent feedback on the IT Skills Pathway Tracking System. We took what you asked for and made it happen:

You Said.....	We did.....
1. Can we see a preview of the certificate?	This has been added to the Dashboard screen.
2. Can the appropriate level be added to the certificate?	This has been added to the certificate.
3. We can't print certificates from the learner's detailed progress for Level 2/3 courses?	You can now.
4. Can we see a breakdown of Diagnostic scores and Post Learning Assessments outcomes for Level 2/3 courses?	This has been added.
5. Can you add the number of assessment attempts to the CSV download for course delegates?	This has been added to the CSV download.
6. Rather than having to manually check, can we receive an email to notify us about learners that require approval before they can undertake Level 2/3 courses?	A 'Notify email' field has been added to the Dashboard screen in the 'Edit Details' dialog box. This must be filled in otherwise no email will be sent.
7. Can we deactivate or delete centre administrators that are no longer needed?	A delete box has been added to the Centre Logins tab. (Centre Managers have these rights)
8. My learners sometimes get confused about the assessments – what they have to do etc. I explain it to them but can we make it clearer?	New messages have been added to Diagnostic and Post Learning Assessment screens to clarify and simplify things as much as possible for the learners.
9. Can we see our Centre Ranking within just our region?	A Region filter box has now been added to Ranking section, this allows you to compare your ranking with other centres in your region.
10. When working with learners, it always goes back to screen one after I close each learners record. Can it not stay on the same screen?	This has been updated so that after closing a learner's details you now remain on the same screen. It will also highlight the learner you have been editing most recently.
11. Can we produce a message that lets a learner know if their screen dimensions are hiding some of the learning content?	A message now appears on screen advising the learner to maximise their window or use full screen (F11).
12. Is it possible to highlight the course that I've been editing most recently?	This has been added.

On the next page we have some screenshots of some of the changes made. Please keep the feedback coming and if there are any other parts of the system which you feel could be improved, let us know by e-mailing it.skills@hscic.gov.uk as it could help others.



You Said - We Did Screenshots



1) **Preview Certificate**

2) **Show level**

6) **Notify by Email**

6) **Notify by Email**

7) **Delete Administrators (Centre Manager only)**

Login	Forename	Surname	Email	Centre Manager?	Approved?
Levison David	David	Levison	davidlevison@nhs.net	✓	✗
Tester Claire	Claire	Adams	brundholme@yahoo.co.uk		✗

9) **Region Filter**

Rank	Centre
1	NHS England
2	Sheffield Teaching Hospitals NHS Foundation Trust
2	Lancashire Teaching Hospitals
4	Darent Valley Hospital
5	North of Tyne NHS Trust
6	Bridgewater Community Healthcare Trust
7	Gloucestershire Hospitals NHS Foundation Trust
8	Northumbria Healthcare NHS Trust
9	Teesside University
10	5 Boroughs Partnership NHS Trust

11) **Screen to small**

10 & 12) **Highlight last visited**

Name	Delegator	Delegator Alias	Job Group	Appointed	Active	Self	Approved	What's your main place of work?	Which would do you prefer?	Phone Number?
Simon Jones	077	Simon Jones	Nursing / healthcare	01/06/2012	✓	✓	✓	Butcher Site	Week 21-25	75523
Simon Jones	2728	Simon Jones	Doctor / surgeon / consultant / dentist	03/06/2013	✓	✓	✓	Butcher Site	Week 21-25	75523
Simon Jones	2725	Simon Jones	Doctor / surgeon / consultant / dentist	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2740	Simon Jones	Editor / writer / journalist	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2741	Simon Jones	Other	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2742	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2743	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2744	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2745	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2746	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2747	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2748	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2749	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2750	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2751	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2752	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2753	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2754	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
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Simon Jones	2762	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
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Simon Jones	2767	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2768	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2769	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2770	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2771	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2772	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
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Simon Jones	2775	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2776	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
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Simon Jones	2781	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2782	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
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Simon Jones	2785	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2786	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2787	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2788	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2789	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2790	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2791	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
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Simon Jones	2794	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2795	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2796	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2797	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2798	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2799	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595
Simon Jones	2800	Simon Jones	Management	03/06/2013	✓	✓	✓	Woodbeck Site	Week 21-25	75595

NEW MENU SYSTEM

The IT Skills Pathway is constantly being reviewed and updated to make sure the system is as interactive and user friendly as possible. With this in mind the tracking system menus used in the past for Entry Level and Level 1 courses will be updated as of the 1st of July to give administrators the same look and feel as the Level 2 and Level 3 courses, less confusing for administrators and learners and also giving the added benefits to your learners of access to extra content (video learning) and the same interactive menus that they may go on to use for their Level 2 and 3 Courses.

We're about to introduce two new surveys for learners within the Tracking System:

- 1) For learners that completed their course following up on how the learning has helped them in the workplace
– a sort of business impact survey
- 2) For learners that started but didn't complete a course
– to find out what prevented them from completing

Both surveys will automatically be sent to learners by email and will invite them to complete a very short survey.

The Survey E-mails will look like this

Subject: IT Skills Pathway - how are you getting along?

Dear John

A few months ago, you completed the IT Skills Pathway Level 1 - Microsoft Word 2010 course. We hope that what you learned has proved worthwhile and that it has helped you to do new things and work more efficiently.

If you have five minutes to spare, please answer a few questions about what you learned and how much (or little!) it has helped you. We will use your feedback to improve the experience for yourself and other learners in the future.

Please [click here](#) to share your views with us.

Your feedback will be stored and processed anonymously.

Many thanks

The [IT Skills Pathway](#) Team

Subject: IT Skills Pathway - where did you go?

Dear Usha

Our records show that you have stopped accessing your IT Skills Pathway Entry Level - Win XP, Office 2003/07 course. You can continue to access the course using the access instructions originally supplied by your IT Skills Pathway centre.

If you have decided not to complete the course, we are keen to know why and would be very grateful if you could complete a short survey.

Please [click here](#) to share your views with us.

Your feedback will be stored and processed anonymously.

Many thanks

The [IT Skills Pathway](#) Team

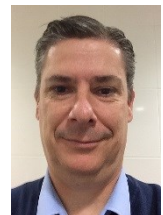
We will share screenshots of the actual surveys in next months bulletin.

New IT Skills Team Member

We're delighted to welcome Paul Tilley to our team. Many of you will know Paul through his previous role with Prodigy Learning where he project managed on their behalf the NHS MOST Programme.

Paul brings with him a wealth of experience and knowledge and tells us he is looking forward to the challenge of his new role in the NHS.

We hope you all join us in welcoming Paul into the NHS and the IT Skills team.



Top Pathway centres:

- | | |
|---|--|
| 1 NHS England | 6 Darent Valley Hospital |
| 2 Teesside University | 7 Northumbria Healthcare NHS Trust |
| 3 Sheffield Teaching Hospitals NHS Foundation Trust | 8 Sussex Partnership NHS Foundation Trust |
| 4 Lancashire Teaching Hospitals | 9 Gloucestershire Hospitals NHS Foundation Trust |
| 5 Bridgewater Community Healthcare Trust | 10 5 Boroughs Partnership NHS Trust |

Pathway eLearning:

No. of new learners in April 2014 1863

No. of learners accessing since 1st July 2012 103150

Spring 2014 IT Skills user group bookings

There are still a few remaining places at our Spring IT Skills User Groups.

The agenda for the day will include IT Skills Pathway updates and developments, centre sharing and updates from Training Service Accreditation (TSA) and Education & Training (E&T) standards.

Please refer to the table below for remaining venues, information, dates and timings.

Manchester	Seminar room 1, Kings House Conference Centre, King's Church, Sidney Street, Manchester, M1 7HB	Tuesday 03 June	10:30—15:00
National webinar	Webinar	Wednesday 04 June	10 - 12
Cambridge	Express By Holiday Inn, Coldhams Business Park, Norman Way, Cambridge, CB1 3JS	Thursday 05 June	10:30—15:00
Leeds	Boardroom, Vantage House, 40 Aire Street, Leeds, West Yorkshire, LS1 4HT	Wednesday 11 June	10:30—15:00

If you or your colleagues would like to attend any of the above user groups please reserve a place by emailing us at it.skills@hscic.gov.uk

June IT Skills Pathway Tracking System Webinar

We run monthly two hour training webinars for new centres or centres wanting a refresh about using the pathway and materials. The IT Skills Pathway Tracking System webinars go through the tracking system and materials in lots of detail and give attendees an opportunity to ask lots of questions.

The June session will be held on Wednesday 18 June, 10 - 12. If you would like to attend please contact us by email (it.skills@hscic.gov.uk) and we'll book you in. We will send the dial in details out to those booked on about a week before each session.

If you would like to attend a webinar but are unavailable on this date please let us know and we'll look into adding another date into the diary.

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



Contact us:

Email: it.skills@hscic.gov.uk

Web: www.itskills.nhs.uk