

IT Skills Development

E-bulletin

REMINDER:

Knowledge Bank is here!

This is just a little reminder that the Knowledge Bank was released to all centres on Monday 3rd November. Early feedback from centres using it has been very positive.

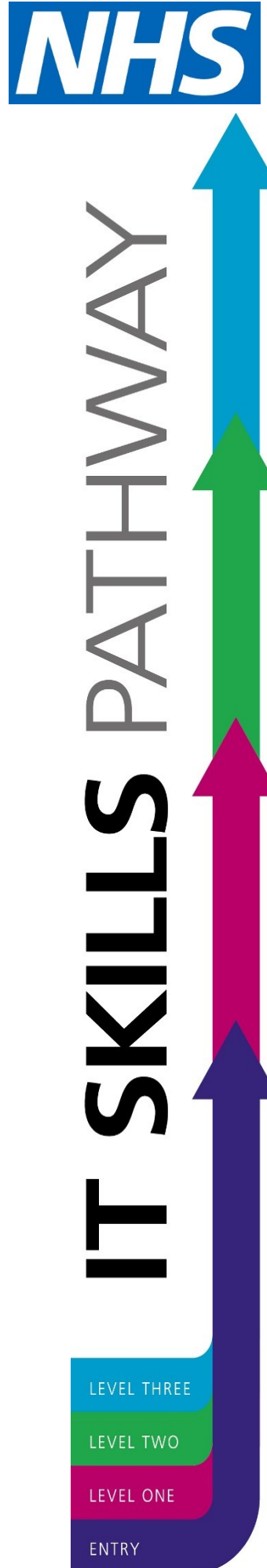
What is it?

The Knowledge Bank gives your entire organisation instant access to the full range of resources available via the IT Skills Pathway. Rather than doing a search via the Internet, or working through full courses, it gives your staff access to quality controlled, standardised answers to their Office queries in small, bite sized chunks delivering “just in time” training by way of e-learning and videos. If you require more information on how to use Knowledge Bank please do not hesitate to contact the IT Skills team at it.skills@hscic.gov.uk and we will be happy to help!

IT Skills Pathway Query? - 5 Simple Tips

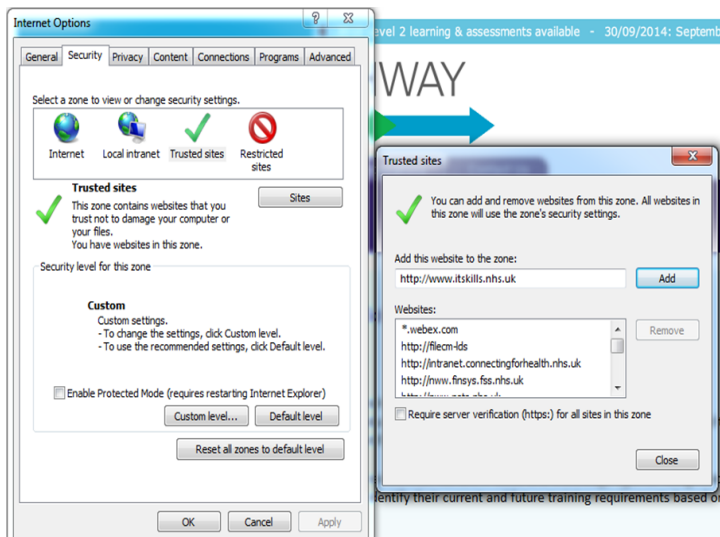
100% of all IT Skills Pathway queries can be resolved by following these 5 simple tips in order:

- 1. Help** The Help and Information icons throughout the dashboard provide a wealth of material to guide you in your use of the tracking system .
- 2. FAQ's** The FAQ's are very comprehensive and can help to resolve most of your queries.
- 3. Shockwave** Check that the latest version of Shockwave is installed. The latest version is always available for download from the resources tab on the tracking system.
- 4. Trusted Sites** Ensure that www.it.skills.nhs.uk is added as a trusted site in your internet browser. (see the article on the next page).
- 5. Tickets** If the above does not resolve your query then raise a ticket through the support tab on the tracking system.
This is the quickest way to reach the support team who will deal with your issue promptly and in the correct sequence.



Adding the IT Skills Pathway to Trusted Sites

As mentioned in the 5 simple tips article on page one of this bulletin, the following screenshots explain how to add the IT Skills Pathway to Trusted sites in your Internet Explorer options. However, please note that in some organisations you may not have access to these permissions and will need support from your IT team.



How to add a Trusted site in Internet Explorer

- 1) Open your Internet Explorer browser.
- 2) Click on the Tools icon.
- 3) Select Internet Options from the menu.
- 4) Select the Security tab.
- 5) Click on Trusted sites.
- 6) Click on the Sites button.
- 7) Type <http://www.itskills.nhs.uk>
- 8) Click Add.
- 9) Close all dialogue boxes.
- 10) IT Skills Pathway is now a Trusted site.

Support over the Christmas Period

Date	IT Skills Pathway Technical Support Morecambe Bay	IT Skills Support it.skills@hscic.gov.uk
Mon 22nd Dec	Closed	Open
Tue 23rd Dec	Closed	Open
Christmas Eve	Closed	Open
Christmas Day	Closed	Closed
Boxing Day	Closed	Closed
Mon 29th Dec	Open	Open
Tues 30th Dec	Open	Open
New Years Eve	Open	Open
New Years Day	Closed	Closed
Fri 2nd Jan	Open	Open



New Delegate User Guide

Following feedback from the autumn user groups, a customisable user guide has been developed to help new delegates navigate around the IT Skills Pathway.

Please adapt the user guide to match your local procedures. The guide covers all scenarios and will help enhance the delegate experience. It can be downloaded from the Tracking System "Resources" tab.



Contact us:

Email: it.skills@hscic.gov.uk
 Web: www.itskills.nhs.uk

Annual Survey Results 2014

Many thanks, to the centres that completed the IT Skills Pathway Annual Survey for 2014.

The responses have been collated and the results are now available from the bulletins tab on the IT Skills Pathway website:

<http://www.itskills.nhs.uk/bulletins/ITSPAnnualSurvey2014.pdf>



IT Skills Pathway Tracking System Webinar - December

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 detail and give attendees an opportunity to ask lots of questions.

The December session will now be held on Tuesday 9th December, between 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 approximately 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.

Top Pathway centres:

- | | |
|---|---|
| 1 University of Manchester | 6 Northumbria Healthcare NHS Trust |
| 2 Teesside University | 7 University of Portsmouth |
| 3 Sheffield Teaching Hospitals NHS Foundation Trust | 8 University of Liverpool |
| 4 North Tees and Hartlepool NHS Foundation Trust | 9 Greater East Midlands CSU |
| 5 NHS England | 10 Gloucestershire Hospitals NHS Foundation Trust |

Pathway elearning

No. of learners in October 2014	2867
Total pathway learners (since release 4)	116382



Contact us:

Email: it.skills@hscic.gov.uk
Web: www.itskills.nhs.uk