

IT Skills Development



Holiday Opening/Closing Times



Our support will be closed on the following dates:-

- * Monday 25th December
- * Tuesday 26th December
- * Monday 1st January



A limited service will be available between these dates and centres should raise a support ticket on the Tracking System with any questions or issues.

Send an email **only** if your centre is unable to access the Tracking System:
it.skills@nhs.net

Get Ready for Passwords



We take security very seriously and we want to give you a “heads up” that password access to the IT Skills Pathway will become mandatory for your learners next year.

Currently learners who access their learning via the Learning Portal have the option to set up a password (recommended) or skip at first login. Learners can receive an automated email to reset the password should it be forgotten. It is best practice to encouraged learners to set up a password as this proves identity, protects security and confidentiality.

Learners can prepare and learn more about passwords in the **Entry Level - Digital Literacy** course, **Staying Safe, Password Security** module.

We're all Ears

Full Course Catalogue

As requested our full course catalogue has been updated to include the competencies for the new Twitter and LinkedIn courses. This is now available in the Tracking System, **Resources**, **Trainer Resources** section as well as on our website www.itskills.nhs.uk.



Twitter and LinkedIn

The assessment testing window for **LinkedIn and Twitter** is now open and will close on 6th December. Please let us know if you will be available to test the assessments by raising a ticket in the Tracking System with the subject: Social Media assessment testing. **Please note these assessments should not be made available to learners until they are fully verified.**

Calling all Testers—Word and PowerPoint 2016 for the Workplace

We are aware that some centres are moving to Office 2016, to support these centres we are in the process of creating new courses for Office 2016. We're now looking for testers to run through the new **Word and PowerPoint 2016 for the Workplace** (learning) and feedback any issues. If your centre is interested in helping us with this, please raise a ticket with the subject “Word 2016 testing”.

IT SKILLS PATHWAY



"How to...."

This month we've had a significant number of learners contacting the team for help. As you'll be aware we're unable to help individual learners. There are 253,000 learners across all our centres therefore we **always** signpost them back to you for local support. The service has been developed to ensure that **centres should always be a learner's point of contact**. So the focus of "How to" this month is updating contact details.



Q. How can our contact details be updated?

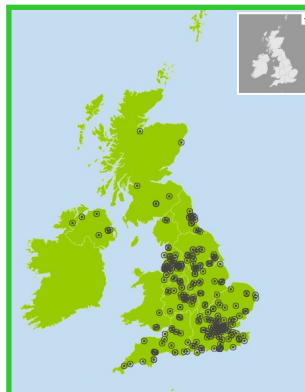
A. See **1**, **2** and **3** below....

1. When a learner needs help....

You can clearly signpost how learners should contact you by using the **Banner text** (configured via the **Dashboard** screen on the tracking system). This will help your learners to get the most appropriate support when they need it.

2. Is your centre on the map?

Learners often visit our external website so please check the centre Website Profile is up to date. You can do this from the Dashboard tab click **Edit Details** in the section **Update Your Centre Website Profile** add your centres contact details and the **Centre postcode** and click **Find** to locate your centre. Your centre will be added to the map www.itskills.nhs.uk/learners enabling learners to locate and contact their local centre.

A screenshot of the 'Dashboard' screen in the tracking system. The 'Centre Details' section is visible, showing fields for Centre Name (NHS Digital), Centre No. (374), Region (National), Centre Manager (David Levison), Email (davidlevison@nhs.net), and Contact No. (07500 783968). Below this, the 'Banner text on LMs' field is highlighted with a red oval, containing the text: 'Problems? Want more IT Training? Call David on 0111 11828856 9am-5pm'. The 'Registration' section shows three questions: 'What is your main place of work?', 'Which ward do you work on?', and 'Employee Number'. At the bottom, the 'Delegates awaiting approval' count is 4. An 'Edit Details' button is circled in red at the bottom right.

3. Update Resources

Please ensure your local resources are up to date and include the centre's contact details. There should **never** be an occasion where the contact details for the IT Skills Pathway are given to a learner. The central team can only provide support to centre managers and administrators.

Content Creator—Free 30 Day Trial—Reminder

To get your FREE no obligation **Content Creator** trial, receive a quote or to make an enquiry, raise a ticket on the Tracking System with the subject: **Content Creator**.

NB: Centres must attend, or have previously attended, Content Management System (CMS) training prior to applying for the Content Creator trial. Offer limited to one 30 day trial period per centre.

2017 Annual Survey



The 2017 Annual Survey is now closed, thank you to all centres who took part this year. A full report of the results will follow soon.

We'll also be announcing the **winner of the free Content Creator licence** in the Christmas bulletin, watch this space



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 December training dates and register for your preferred date.



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

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.

Reminders Checklist



Centre Managers

- [Holiday Opening/Closing times](#)
- [Get ready for passwords](#)
- [Download the new course catalogue](#)
- [Volunteer to test](#)
- [Update your contact details](#)
- [Content Creator—Free 30 Day Trial](#)
- [Book a training webinar](#)



All Tracking System Administrators

- [Holiday Opening/Closing times](#)
 - [Get ready for passwords](#)
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 - [Book a training webinar](#)
-

Top Pathway centres:

- | | |
|---|---|
| 1 University of Manchester | 6 University Hospital of North Midlands |
| 2 Teesside University | 7 North West Skills Development Network |
| 3 Northumbria Digital Solutions | 8 Sheffield Teaching Hospital NHS Foundation Trust |
| 4 The Dudley Group NHS Foundation Trust | 9 Skills Development Network, Yorkshire and Humber |
| 5 Royal Cornwall Hospital NHS Trust | 10 University Hospitals of Morecambe Bay Foundation Trust |

Pathway learning:

No. of learners in October 2017	2194
Total pathway learners	253438



Contact us:

ITSP Centre: [Raise a Ticket](#)
Email: it.skills@nhs.net
Web: www.itskills.nhs.uk
