IT Skills Development E-bulletin

New Year, New Name

Over the coming months, the IT Skills Pathway will be transitioning to a new name – Digital Learning Solutions.

Why make this change?

Whilst generic IT training (MS Office, Digital Skills etc.) will always be an important part of what we offer, more recent developments such as Content Creator and the Content Management System and proposed future developments such as more Learning Management System (LMS) functionality have led us to the conclusion that our current name doesn't accurately reflect what we do anymore.

How will this affect me?

At this stage, it won't make a great deal of difference to you. You may notice that emails from the team reference "Digital Learning Solutions" rather than "IT Skills Pathway" but you'll be able to retain all IT Skills Pathway references and logos on your learning materials and you can continue to brand everything you do with your learners as "IT Skills Pathway". We will soon be creating new URLs for Digital Learning Solutions but will ensure that existing links such as www.itskills.nhs.uk continue to function as they do currently.

Will you have new logos etc.?

Yes, these are currently being developed and will use the same four colours utilised in the current Pathway designs. You can see a sneak preview of how the new design is likely to look in this article.

What do I need to do?

Nothing at all! We'll keep you fully updated on the changes as they occur as and when they are likely to affect you.

Christmas Opening Times

We're taking a short break over the Christmas and New Year Period. Please see Page 4 for full details.

2018 Annual Survey—Published

A big thank you from us to all the centres who completed the 2018 survey.

The Annual Survey 2018 has now been published and is available from the IT Skills Pathway website and the Tracking System, **Resources**, **Trainer Resources**.

In summary: The results of the survey continue to demonstrate that there is both a high level of satisfaction with the products currently provided and a continued need for their provision. There is also significant interest in utilising the new products that have recently been released and showcased to centres.

In brief the survey highlighted: -

◊   There was an overall 93% satisfaction rate with products and services

◊   59% of respondents utilise the IT Skills Pathway Tracking System as their primary or only source of training

◊   Only 4% of respondents stated they would be able to fund their own IT Skills programme

In a very small number of cases, respondents indicated they were dissatisfied with one or more aspects of what is provided. In each case this has been followed up with the individual and, where appropriate, processes and future practices have been modified (the details of which are included in the full report).

The team are clearly very pleased with overall levels of satisfaction amongst our customers which we believe reflects our commitment to providing an excellent service. It is our intention to continue to look at ways to improve things still further, even where areas are already performing very well.

Congratulations!

Announcing the WINNERS of the Prize Draw

Congratulations to the lucky centres who have won a **FREE Content Creator licence** (our in house elearning development software). The winners were picked at random after the survey closed.

We're pleased to announce the winners of the FREE content Creator licence are........

Phil Mabey from Dorset CCG

AND

Laura Hanley from NHS SBS ASP

Congratulations to both of you, we wish you many
happy hours of content creation using our in-house authoring tool Content Creator.

Content Creator— Free 30 Day Trial

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.

What's New—Case Study

See how the Digital Learning Solutions Team (IT Skills Pathway) provided a solution that helped an NHS Digital Team and an NHS Trust at the same time.

NHS Pathways have been working with the Digital Learning Solutions team to host their elearning content since October 2015. When the team introduced the Mobile Directory of Service (DoS) elearning, they wanted to find a way to maximise the number of learners that would access the new course. Catch up with the story to see what they did....

Available now from the Tracking System, **Resources** tab **Case Studies: Internal team NHS Pathways shares content with North East Ambulance Service**

Announcing the arrival of: 365 for the Workplace—Reminder

We've published the *new 365 for the Workplace* (learning) courses, created using Content Creator, to all centres:-

◊ *Office 365 Essentials for the Workplace*

◊ *PowerPoint 365 for the Workplace*

◊ *Excel 365 for the Workplace*

◊ *Word 365 for the Workplace*

NB. diagnostic and post learning assessments to follow

All of these courses are now available from the **Create new course** panel in your centres Tracking System.

The assessments are planned in our pipeline for development and we will announce their arrival via our monthly bulletin.

"How to....."

When setting up the new courses (with learning only) you should switch off, **Diagnostics** and **Post Learning Assessment** and set the **Required diagnostic score** to **0**, then **Submit**. This will set the completion criteria for the course.

Christmas and New Year Opening Times

Last day for support:

Friday 21st December

We'll be back on:

Wednesday 2nd January

During the festive season should you need our help, please raise the usual Tracking System support tickets.

Only send an email if you are unable to access the Tracking System.

Reminder - changes to our video communications supplier

Historically we've used WebEx to deliver training and conference calls but we've now moved to **Skype**. To ensure you'll be able to participate in future events, please make sure you can use Skype and raise a call with your local IT support if you can't.

We've been trialling Skype in some recent webinars and the feedback so far has been positive in terms of ease of use, video and audio quality.

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 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.

Webinar

Our webinars are delivered via Skype

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.

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

Top Pathway centres:

1	University of Manchester	6	Sheffield Teaching Hospitals NHS Foundation Trust
2	Teesside University	7	Coventry & Warwickshire Partnership NHS Trust
3	Royal United Hospitals Bath NHS Foundation Trust	8	NHS Pathways
4	Royal Surrey County Hospital NHS Trust	9	Northumbria Healthcare NHS Foundation Trust
5	Skills Development Network, Yorkshire and Humber	10	University Hospital Southampton NHS Foundation Trust

Pathway learning:

No. of learners last month	2412
Total pathway learners	273013

IT SKILLS PATHWAY