

# IT Skills Development E-bulletin

## Autumn User Groups— Last chance to book

Attendees at the Autumn User Groups will get information and updates on all the latest IT Skills Pathway developments. This is also a good opportunity to meet and network with other centres and hear about what is happening in your local region.

Location:	Day:	Date:	Time:
<a href="#">North West</a> - <i>Last few places available</i>	Thursday	01/11/2018	10:30 to 13:00
<del><a href="#">Redditch</a></del> - <i>Cancelled due to low bookings</i>	<del>Tuesday</del>	<del>06/11/2018</del>	<del>14:00 to 16:30</del>
<a href="#">London</a> - <i>Last few places available</i>	Wednesday	07/11/2018	11:30 to 14:00
<a href="#">Leeds</a> - <i>Full</i>	Monday	12/11/2018	10:30 to 13:00
<a href="#">Newcastle</a> - <i>Booking now</i>	Friday	23/11/2018	10:30 to 13:00
<a href="#">National Webinar</a> - <i>Full</i>	Wednesday	28/11/2018	10:00 to 12:00
<a href="#">National Webinar</a> — <i>Additional Date</i> <i>Booking now</i>	Friday	30/11/2018	10:00 to 12:00

Follow the location link to Eventbrite for venue details and to book a place.

NB. If you are unable to attend one of the face to face meetings please book a place on the National Webinar where we provide most of the information available to attendees at the User Group Meetings.

## Annual Survey— Closed—Thank you....

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

We've received some valuable feedback from the surveys you've submitted. We've responded to your queries on a centre by centre basis and the full annual survey report will be published soon.



We'll also be announcing the luck winner of our prize draw, for a free Content Creator licence, in next months bulletin—watch this space!

## Announcing the arrival of: 365 for the Workplace

We've published the *new 365 for the Workplace* 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.



## "How to....." REMINDER



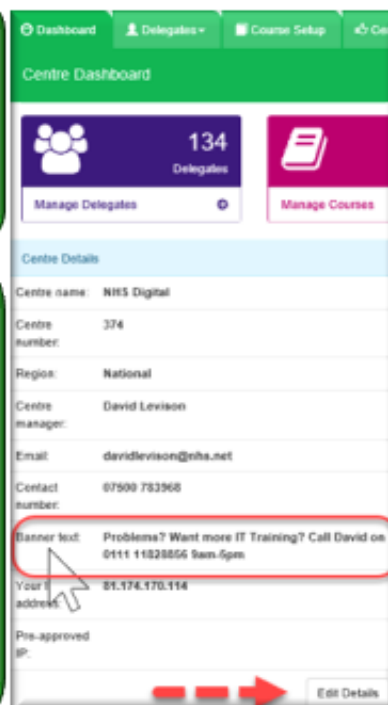
We still have a significant number of learners contacting the central team for help. As you'll be aware we're unable to help individual learners. There are 270,000 learners across all our centres, therefore we **always** signpost them back to you for local support. The service has been developed to ensure that **centres should always be a learner's point of contact**. So the focus of "How to" this month is updating contact details and letting your learners know who to contact at your centre.

### Q. How can our centre contact details be updated?

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

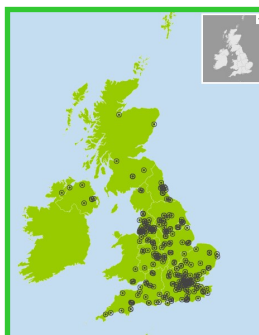
#### 1. When a learner needs help....

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](http://www.itskills.nhs.uk/learners) enabling learners to locate and contact their local centre.



#### 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 via the Tracking System ticket system.

What's  
new?

## What's New—Marketing Resources

We've received a number of requests for Marketing Resources so we've started by revamping the original materials with updated logos and new course information.

Marketing materials are available from the Tracking System, **Resources** tab, **Category: Marketing Resources**. All our resources are fully editable so you can adapt and add local information for your delegates, we also encourage you to add your organisations logo and **local contact details**.

We'll be adding to our current resource offering over the coming months so it's probably worth popping back to take a look from time to time.

- Category: Marketing Resources
- ITSP014 - Knowledge Bank Poster
- ITSP013 - One Note Poster Shhh ...
- ITSP015 - One Note Poster Dogs and Cats
- Template file for flyers (landscape)
- IT Skills Pathway Logo
- IT Skills Pathway Sidebar Logo
- IT Skills Pathway PowerPoint Template
- ITSP011 - Postcard v2.0 - NEW
- ITSP012 - Registered Centre Certificate v2.0 - NEW

## Announcing 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



*From November 2018 our webinars will be 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	Teesside University	6	Skills Development Network -
2	University of Manchester	7	Northumbria Healthcare NHS Foundation Trust
3	Royal Surrey County Hospital NHS Trust	8	NHS Pathways
4	Royal United Hospitals Bath NHS Foundation Trust	9	University Hospital Southampton NHS Foundation Trust
5	Coventry & Warwickshire Partnership NHS Trust	10	Sheffield Teaching Hospitals NHS Foundation Trust

### Pathway learning:

No. of learners last month	2081
Total pathway learners	270601



### Contact us:

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