

# IT Skills Development E-bulletin



## Annual Survey—It's arrived....

The 2018 Annual Survey has now been sent to all centre managers.

If you've not started a survey for your centre please take 5 minutes today, your response is valuable to us.

The survey closes on **Friday 28 September.**

Please contact [IT.Skills@nhs.net](mailto:IT.Skills@nhs.net) if you've not received a link.

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



Yes, it's that time of year again when we need to know that we're providing your centre with the high level of service quality you have come to expect from us.

We need to identify what you **like** and what you **don't like** to help us develop and work towards continual improvement.



We need only **one** completed survey from each centre, this will automatically enter your centre into the **free prize draw** for a Content Creator licence.

## Autumn User Groups—Booking now

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> - Booking now	Thursday	01/11/2018	10:30 to 13:00
<a href="#">Redditch</a> - Booking now	Tuesday	06/11/2018	14:00 to 16:30
<a href="#">London</a> - Save the Date	Wednesday	07/11/2018	10:30 to 13:00
<a href="#">Leeds</a> - (new date) Booking now	Monday	12/11/2018	10:30 to 13:00
<a href="#">Newcastle</a> - Booking now	Friday	23/11/2018	10:30 to 13:00
<a href="#">National Webinar</a> - Booking now	Wednesday	28/11/2018	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.

IT SKILLS PATHWAY



## "How to...."



This month we've had 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.

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

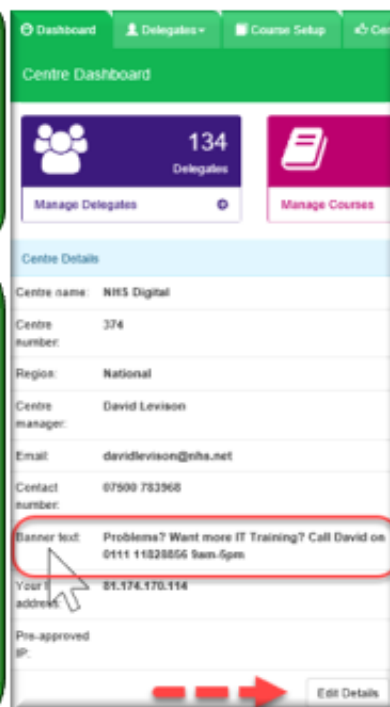
A. See **1**, **2** and **3** below....

#### **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.



The most frequently asked question from our tickets this month....

**Q. Is it still possible to export to Excel all course data with all the delegate progress?**

A. Yes a full report of all courses, delegates and progress can be achieved as follows:-

1. Go to the Tracking System
2. From the **Delegates, Course Delegates** tab choose **All** courses
3. Choose the **Customise** Grid button
4. Then the **Column Chooser** tab
5. From here you can select the information you need to appear in your report
6. Click the tick in the top right to submit your choice
7. Click **Export to Excel** and you should now have the report you require

## What's new

Announcing future changes to our video communications supplier.

Historically we've used WebEx to deliver training and conference calls, this is advanced notice that we're moving to Skype.

To ensure you'll be able to participate in future events, please raise this with your local IT people, if you don't already have Skype.

If you've booked an event with us in the next few weeks, don't worry we'll still be using WebEx until the end of October.



## 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 some of 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	University of Manchester	6	Welsh Ambulance Services NHS Trust
2	Teesside University	7	Bournemouth, Christchurch and Poole Hospitals
3	North West Skills Development Network	8	University Hospitals of Leicester NHS Trust
4	Royal Surrey County Hospital NHS Trust	9	Northumbria Healthcare NHS Foundation Trust
5	Coventry & Warwickshire Partnership NHS Trust	10	Skills Development Network - East Midlands

### Pathway learning:

No. of learners last month	3336
Total pathway learners	268520



### 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)