

# IT Skills Development E-bulletin



## We're all Ears

Here at the IT Skills Pathway we're always listening to our centres and we develop the systems based on what you tell us. This month, based on your feedback, we've made two changes:-



**1. Secure Delegate Logins** - Delegates can now secure logins to the IT Skills Pathway Learning Portal with a password.

Documentation is available from the Tracking System, **Trainer Resources** section, **Setup a Delegate Password - Quick Start Guide**. This guide will help you and your delegates through the recommended process to set up a delegate password to access the Learning Portal. The resource is a Word document and can be tailored or changed with logos and contacts specific to your centre.

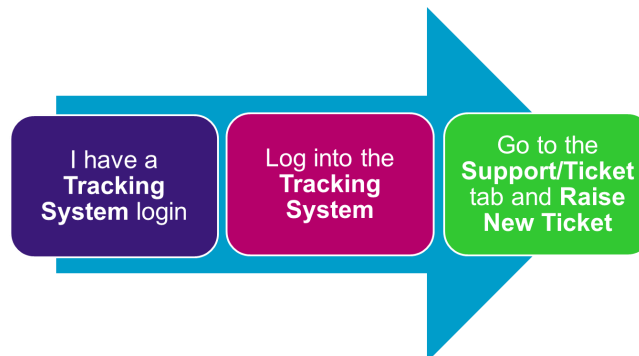
**2. Improved Administrator Password Security** - To further improve password security for administrators of the Tracking System there is a new password reset link. A guide, **Reset Administrator Password - How to** is also available in the **Resources** section of the Tracking System.

These updates were published to all centres on Thursday 13th July.

## Service Desk—Helping us to Help you.....

### Single Point of Contact

*A reminder to all centres* — we are still receiving a high volume of email to our Inbox. Please follow this guidance when you contact the IT Skills Pathway Team so we can offer the best possible appropriate support to your centre in a timely, fair manner.



**ALL registered IT Skills Pathway centres should raise a Ticket on the Tracking System for all technical and non-technical support issues, queries, training—everything!**

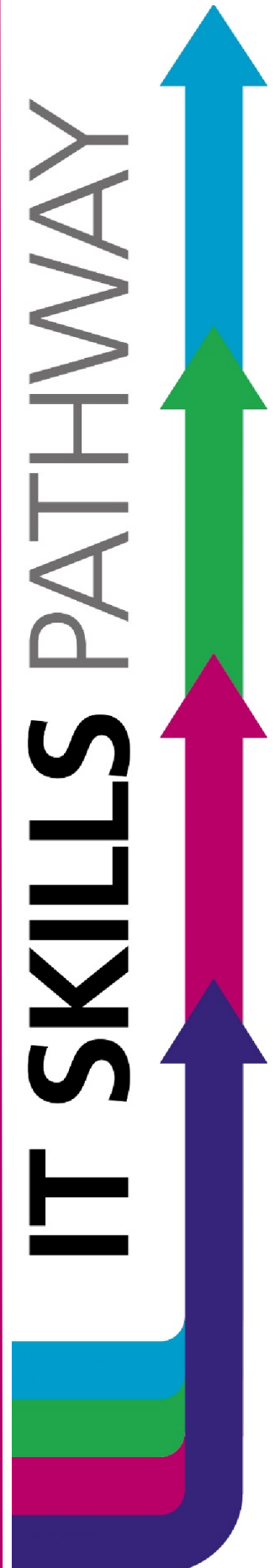
The only exception to this would be if the system was down in which case you should email [it.skills@nhs.net](mailto:it.skills@nhs.net).

## Content Creator—Case Study



Read all about how Liam Marshall at North East Ambulance Service, one of the pilot sites, has used Content Creator to develop learning materials in our [Content Creator Special Case Study](#) available now on the [IT Skills](#) website, [Content Creator Case Study](#).

IT SKILLS PATHWAY



---

## New Developments this Quarter

It's been a busy few months here at the IT Skills Pathway and we just wanted to provide a round up of all the *new* and *exciting* developments that are available for your centre now.....

### April

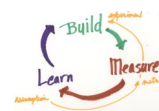
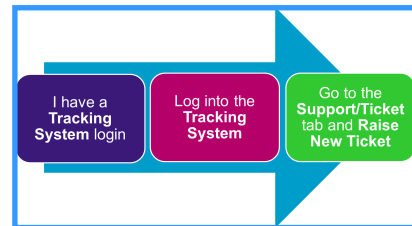
- We announced the launch of the *new* **Learning Portal** and many centres are now using this method of access for their learners, giving them instant access to **Current, Completed** and **Available** courses as well as the **Knowledge Bank**. To read all about how your centre can access the Learning Portal see the [April Bulletin](#). A full range of FAQs have been developed and the new **Learning Portal** tab in the Tracking System will enable you to configure and launch the Learning Portal at your centre. From the **Resources** tab, **Trainer resources** you can download a centre customisable resource to help your learners get started. Centre administrator training for the Learning Portal can be requested by raising a ticket.
- The *new* **HTML 5.0 “for the Workplace” courses and assessments** were made available to all centres and can be accessed from the Tracking System **Course Setup, New courses** tab. Please refer to the **Context Help** in the **Course Setup** tab or watch the video available from the **Resources** tab, **Trainer Resources, Video: IT Skills Pathway - The Course Setup Screen**, for help about creating a course.



for the Workplace

### May

- Launch of the *new* **single point of contact Service Desk** to support existing centres. All centres will now raise a ticket to contact the IT Skills Pathway team, enabling us to support all centres more appropriately and in a timely, fairer manner. Read more about how you should contact the Team in the [May bulletin](#).
- Release of the *new* **Evaluation Reporting Guide** to support measuring the effectiveness of IT Skills Pathway courses offered at your centre, available from the **Resources** tab, **Trainer Resources**,



### June

- A *new* **Content Creator Special Case Study** from one of the pilot sites describes how the North East Ambulance Service has used Content Creator to develop learning materials. The case study is available now on the [IT Skills](#) website, [Content Creator Case Study](#). Click here to read the [June Bulletin](#) in full.
- **New Learning Portal training webinars** offered. 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 in the Tracking System.
- **New Hosting your Own Content awareness webinars** are available should your centre want to learn more about hosting your own in-house content on the Tracking System. Interested? Please raise a ticket on the Tracking System and let us know your availability for a 30 minute webinar.



---

## 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 August training dates and register for your preferred date.



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



[Password Security for Delegates and Administrators](#)



[Read the Content Creator, Pilot Site Case Study](#)



[Round up of all New Developments this Quarter](#)



[Service desk -Single Point of Contact - Reminder](#)



[Book a training webinar](#)



### All Tracking System Administrators



[Password Security for Delegates and Administrators](#)



[Read the Content Creator, Pilot Site Case Study](#)



[Round up of all New Developments this Quarter](#)



[Service desk -Single Point of Contact - Reminder](#)



[Book a training webinar](#)

---

### Top Pathway centres:

- |  |   |
|--|---|
| 1 Teesside University                              | 6 Brighton and Sussex University Hospitals NHS Trust      |
| 2 Northumbria Healthcare NHS Trust                 | 7 South London and Maudsley NHS Foundation Trust          |
| 3 Sheffield Teaching Hospital NHS Foundation Trust | 8 The Royal Wolverhampton NHS Trust                       |
| 4 North West Skills Development Network            | 9 Lewisham and Greenwich NHS Trust                        |
| 5 Salford Royal NHS Foundation Trust               | 10 University Hospitals of Morecambe Bay Foundation Trust |

### Pathway learning:

No. of learners in June 2017 2925

Total pathway learners 240770



### Contact us:

ITSP Centre: [Raise a Ticket](#)

Email: [it.skills@nhs.net](mailto:it.skills@nhs.net)

Web: [www.itskills.nhs.uk](http://www.itskills.nhs.uk)

---