IT SKILLS PATHWAY

LEVEL THREE

LEVEL TWO

LEVEL ONE

ENTRY

Level 3
Word Expert | Excel Expert

Level 2
Word Core | Excel Core | PowerPoint Core | Outlook Core | Access Core

Level 1
RFM - Word | RFM - Excel | RFM - PowerPoint | RFM – Office Essentials

Entry Level
NHS ELITE

IT Skills for……..
Managers

NHS

Heidi Mitchell is a Chlamydia Screening Manager at Walsall Healthcare NHS Trust. In this interview, she describes how the NHS IT Skills Pathway has assisted her with her day to day work.

How do your duties involve the use of Microsoft Office/Windows?
I use Microsoft Office to accurately present data in a format that is easily understood by others. I produce documents and reports for other teams, the Trust board and the Department of Health. Another part of our role is education so we're involved in formulating presentations for us to deliver and for others to deliver on our behalf.

How did you hear about the NHS IT Skills Pathway?
I'd previously done ECDL and it seemed like a natural progression to go onto specialise in an area. I had to send work to other people to complete for me that I really wanted to be able to do myself. I attended taught courses over a period of 8-10 weeks and I was able to take training materials home with me and get more practice with additional exercises. As we approached the end of the course, I was able to do practice tests which gave you an idea of the format of the live exam and the likely types of questions there would be. The practice exams made me feel a lot more confident about taking the live exam.

> "I'm now able to complete more work myself which saves resources as I'm not having to allocate it to other departments. "

What was the experience like?
The exam experience wasn't too bad. The practice exam really helped allay my concerns and I got a good mark in my exam. Because the exam process is the same for each module, you know what to expect when you go back to do additional modules.

Now that you've taken the course, how does it help you?
I'm now able to complete more work myself which saves resources as I'm not having to allocate it to other departments.

For more information about the NHS IT Skills Pathway, please visit our website at:

http://www.cfh.nhs.uk/systemsandservices/icd/itskills/pathway

Alternatively you can email us at:

it.skills@nhs.net

MOST Microsoft Office Skills Training

HEIDI MITCHELL, Sexual Health Screening Manager
Willenhall Health Centre

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Can you give some specific example of how skills you learned help you in your duties?
It's enabled me to do reports much quicker and I'm now able to understand Excel files that are sent to me rather than having to pass them on to other people. With PowerPoint I can now create much more interesting and stimulating presentations that allow me to keep the audience a little bit more entertained.

What would be your message about the NHS IT Skills Pathway to other staff across the NHS?
Yes, go and do it! It should be compulsory for office based staff. I've encouraged my bank staff to do the qualifications and they are now Microsoft Office Specialists too.

"I'm now able to understand Excel files that are sent to me rather than having to pass them on to other people."

DID YOU KNOW?

In a recent survey of over 2000 Learners that undertake Microsoft Office Skills Training-

- 97% of respondents state that what they have learned will help them with their day to day tasks
- 91% stated that partaking in the programme has increased their productivity in the workplace
- 99% would recommend the programme to their colleagues

The NHS IT Skills Pathway covers the full range of competencies for users of IT, from basic through to advanced levels. It has been developed in partnership with the NHS to provide an officially recognised route of learning and certification for the whole workforce.

Its purpose is to encourage everyone working within the NHS to review their current IT skills and knowledge against the national standards, determine what their skill gaps are and then identify their future training requirements based on the products that are available.

For more information about the NHS IT Skills Pathway, please visit our website at:

http://www.cfh.nhs.uk/systemsandservices/icd/itskills/pathway