Happy Birthday Knowledge Bank!
Royal Devon & Exeter lead the way

hscic Health & Social Care Information Centre

The IT Skills Pathway Knowledge Bank is one year old on 3 November 2015. We thought the best way to celebrate this was by contacting the centre that uses it the most to find out the secrets of their success and what they like about it.

So, over to the IMT training team from the Royal Devon and Exeter NHS Foundation Trust to tell us more….

"We've been using the Knowledge Bank since it was released late last year. We've put a link to it on our Intranet site so it's quick and easy to access for all our learners that just need to learn one or two points rather than having to do a long course.

It's easy and simple to use and, as it can be accessed from anywhere with an Internet connection, it helps with our organisation's efficiency by enabling people to immediately find their own answers to Microsoft Office queries without having to log requests with the IT service desk or training team.

Because learners can choose between the voice over videos and/or the short elearning modules it suits a variety of learning styles and tells them just what they need to know. We also find that the learners often go on to access the full IT Skills Pathway courses so it acts as a 'lead in' to further study and development.

"It helps our organisation's efficiency by reducing time and costs"

IT SKILLS PATHWAY

LEVEL THREE

LEVEL TWO

LEVEL ONE

ENTRY

KNOWLEDGE BANK

IT SKILLS PATHWAY

LEVEL THREE
LEVEL TWO
LEVEL ONE
ENTRY

When learners have completed the full courses it then acts as a great reference resource to access whenever required. The standardised, quality controlled resources are also much better than our learners using online forums to get the answers they need.

The Knowledge Bank helps to fulfil our visions of learner

The Royal Devon and Exeter IMT Training Team (from left to right), Bill Baker, Gaye Callachan, Joanne Bishop, Sadie Denford and Tenzin Wangdi
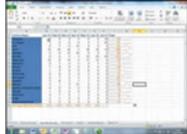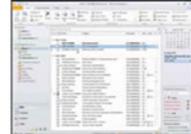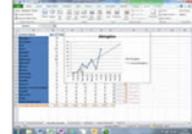
centred delivery, self-motivation, staff development and promoting greater engagement as well helping to build staff confidence in using Microsoft Office. As it is part of the IT Skills Pathway we get it for free meaning that it's very cost effective."

The IT Skills Pathway Knowledge Bank gives all staff access to "just in time" training putting the learner in control.

Rather than using a search engine, staff are accessing quality controlled, standardised training resources.

For more information or to watch a short video demonstration, please visit http://www.itskills.nhs.uk/products.aspx or email it.skills@hscic.gov.uk