IT SKILLS PATHWAY

LEVEL THREE

LEVEL TWO

LEVEL ONE

ENTRY

IT Skills for........ Secretaries

NHS

Lorraine Wragg is a Medical Secretary at Sheffield Teaching Hospitals. In this interview, she describes how getting IT qualified as part of the NHS IT Skills Pathway has assisted her with her day to day work.

How do your duties involve the use of IT skills?
I use IT to produce letters and memo's mainly but I also use it for templates, tables and posters.

What did you already know about IT before taking the NHS ELITE course?
I knew very little, it was just about enough for me to do my job but I did regularly need to ask colleagues for help.

How did you hear about NHS IT Skills Pathway?
The departmental training manager told us about the training that is available and I also received emails from the Open Learning Centre.

Tell us how you went about learning NHS ELITE?
I was given time from my usual duties to attend the Open Learning Centre. I felt a little daunted, being an older student and not having studied for a long time but was soon put at ease by the staff that I found a pleasure to work with. I also found the learning very informative and useful.

> *"I felt a little daunted, being an older student and not having studied for a long time but was soon put at ease by the staff."*

What was the experience like?
I was quite nervous at first, but the centre is very relaxed. The staff are extremely helpful and there was no pressure.

Now that you've taken the course, how does it help you?
I feel more confident using a computer than I did previously.

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

ELITE
E-Learning IT Essentials

Are there any specific examples of how skills you learned help you in your duties?
I can now undertake the specific tasks given to me i.e. tables, templates, posters etc, with ease where as in the past I used to struggle.

How much time do you think you save per week/month due to taking the learning?
An awful lot of time is saved as I do not have to ask colleagues to help me and don't sit at the computer wondering and worrying about how to achieve things.

"An awful lot of time is saved as I do not have to ask colleagues to help me."

How does what you've learned directly/indirectly help with patient care?
I can finish my work much quicker now which enables me to complete patient information when it's needed. Because I am more proficient in using patient information it results in a quicker more accurate turnaround.

What would be your message about the NHS IT Skills Pathway to other staff across the NHS?
I would highly recommend others take up the opportunity as I have found it very useful. I am now more confident in my abilities and I can do more work on my own which then also saves my colleagues time as they don't need to help me with as much.

What are the next steps for you in terms of IT learning?
After completing NHS ELITE I had the confidence to enrol for a level 2 qualification. I am now studying the Microsoft Office Specialist Core Word course through the NHS MOST programme.

DID YOU KNOW?

NHS E-learning IT Essentials (NHS ELITE) is a learning and assessment tool covering the essential IT skills that are required for most NHS staff. In particular, it covers the IT skills that are required for the use of computer based health information systems, such as how to use a mouse and a keyboard but also covers other skills like using Windows, working with files and applications and how to operate email and the internet. Find out more about NHS ELITE by visiting http://www.cfh.nhs.uk/systemsandservices/icd/itskills/eits

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.

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