

# IT SKILLS PATHWAY

LEVEL THREE

LEVEL TWO

LEVEL ONE

ENTRY



## Case Study

### The IT Skills Pathway supporting residential care home staff

Debbie Wallace is a Project Worker at the Larwood residential care home in South Ockendon, Essex. The centre supports adults with learning disabilities.

Debbie supports the residents in many areas of life such as personal care and social activities with the aim of creating as much independence for them as possible.

There were a number of reasons why Debbie wanted to undertake IT Training. Here she takes up the story.

#### ***Why did you decide to do some IT Training?***

*“More and more of what we’re doing at work involves using a computer. Things like incident reporting are now done online and the future is likely to see even more things being computerised. I’m also doing a vocational qualification and I need to enhance my IT skills as part of that.”*

*“It’s making my work life a lot easier—my daughter is pleased too as I’m not phoning her all the time!”*

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#### **DID YOU KNOW?**

In a survey of over 3500 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

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## **Having done the Entry Level course—what have you found useful?**

*“Things like function buttons are really useful – I knew they were there but I had no idea how useful they were. It’s making my work life a lot easier especially with Word as we use that for writing support plans. I’m much quicker than I used to be and that saves me time. My daughter is pleased too as I used to be phoning her all the time asking her how to do things!”*



Debbie Wallace

## **So what are the next steps for Debbie?**

*“I want to do some more IT Training and I especially want to learn more about Excel. It’s been very beneficial for me and I’d encourage other people to get involved especially if computing is new to you as it’s a great way to start learning. I’ll be encouraging and supporting other staff here at Larwood to get involved over the coming months for sure”*

The 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 Health and Social Care organisations to provide an officially recognised route of learning and certification for the whole workforce. It is an initiative provided by the Health and Social Care Information Centre (HSCIC)

For more information please visit <http://www.itskills.nhs.uk> or email [it.skills@hscic.gov.uk](mailto:it.skills@hscic.gov.uk)

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