

## IT Skills for.....



## Administration Staff

Ian Horan provides the administration support for the Immunisation Team at the Child Development Centre for Bridgewater Community Healthcare NHS Trust. In this interview, he describes how getting certified across a range of Microsoft Office products has improved the quality of his work.

**How do your duties involve the use of IT?**

I use of all the main Microsoft Office packages on a daily basis.

**How did you hear about the training and why did you decide to enrol?**

The IT Training department at Warrington PCT advertise all of their courses in a newsletter and, because I use all of the software and wanted to know more about all of the programs, I decided to book on the training.

**Which subjects have you studied?**

I've completed all of the requirements to become a Microsoft Office Master. That means I've passed Word and Excel at Expert Level and PowerPoint and Outlook at Core Level.

*"It's improved the quality of the work I produce... what I'm producing looks more appealing and professional"*

**Tell us how you went about learning?**

I learned in a variety of ways. I attended classroom sessions for the Expert subjects and did self paced learning for the Core subjects. The practice exams were also really helpful and I learned quite a few things just from doing them.

**What was the exam experience like?**

Some of the questions were easier than I'd expected and some were harder than I thought they'd be, but the easy layout and clear instructions helped.

**Now that you've taken the course, how does it help you?**

It's improved the quality of the work I produce whether that is a poster in Word or a PowerPoint presentation, I think that what I'm producing looks more appealing and professional. In Excel I've learned a lot about new formulae and also better ways to use existing ones.

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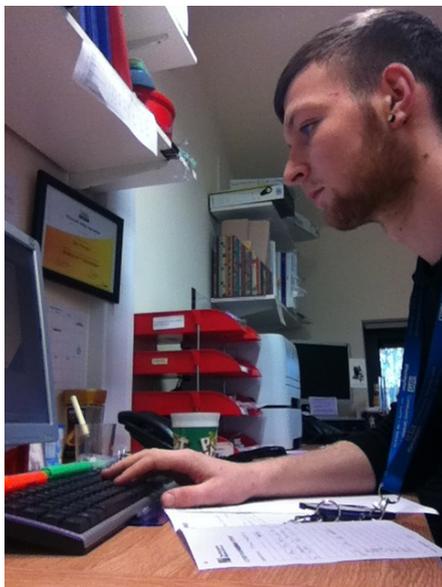
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<http://www.cfh.nhs.uk/systemsandservices/icd/itskills/pathway>

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





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**How does what you've learned help your colleagues?**

I'm the only admin member of the team so I'm often asked by the nursing staff how to do things in Microsoft Office. I suppose you could describe me as the department's "super user" so the more I know the more it benefits the whole department.

**In terms of patient care, how is what you've learned indirectly helping patients?**

I'm producing better quality work which is more appealing and this in turn leads to an increase in the awareness of what our service provides. The knock on effect of this is that there is better knowledge of, and better access to, the immunisation programme.

*"Learning more about the software helps with quality and efficiency"*

**What are the next steps for you in terms of IT learning?**

We're upgrading to Office 2010 so I want to do all of the exams in the latest version too.

**What would be your message about Microsoft Office Training to other staff across the NHS?**

There's a lot more to all of the Office programs than people think. Learning more about the software definitely improves your quality and efficiency. It also helps with things you do outside of work which is an added bonus.

**DID YOU KNOW?**

In a recent survey of over 2500 Learners that undertook 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>**

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