



NHS & PUBLIC SECTOR PROGRAMME

Digital Skills Masterclass

Five days. Five outcomes. One transformed career.

www.reskillwales.co.uk





01 · THE COURSE

Built for public services

A five-day masterclass built for the digital transformation demands of NHS Wales, Welsh councils and housing associations. Real public sector scenarios, not generic corporate training.

WANT TO BOOK A COHORT?

01656 737349 · hello@reskillwales.co.uk





02 · WHO IT IS FOR

Who should attend

1

NHS WALES TEAMS

Clinical, operational and informatics staff leading service change, data handling and new digital tools.

2

COUNCILS & HOUSING

Service managers, digital leads and officers designing citizen-facing services and modernising back-office work.



03 · THE WEEK

Five days at a glance

One theme each day, building from strategy through governance and tools to a service you ship.

DAY 01 Digital Transformation Principles

DAY 02 Data Governance & GDPR

DAY 03 Microsoft 365 for Public Sector

DAY 04 AI in Healthcare & Public Services

DAY 05 Power Platform & Service Design

DAILY *Morning taught session, afternoon lab*

WEEK Five days. Five outcomes. One transformed career.





04 · HOW IT WORKS

How each day runs

1

Mornings are taught sessions — the principles, frameworks and rules explained in public sector context.

2

Afternoons are **hands-on labs** where you build something real for your own organisation, with a trainer beside you.

3

Day five closes with a capstone: a working citizen-facing service prototype you take back to your team.





DAY 01

Digital Transformation Principles

What digital transformation actually means for public services — beyond the buzzwords to practical action.

01 Digital transformation in public sector

02 Welsh Government digital strategy

03 Change management essentials

04 User-centred service design

05 Digital maturity assessment

06 Building a business case

LAB Assess the digital maturity of your organisation





DAY 02

Data Governance & GDPR

Public sector data carries unique responsibilities — governance frameworks, compliance and safe handling.

- 01 Data governance frameworks
- 02 GDPR for public sector
- 03 Data Protection Impact Assessments
- 04 Information asset registers
- 05 Subject access requests
- 06 Data sharing agreements

LAB
scenario

Create a Data Protection Impact Assessment for a real



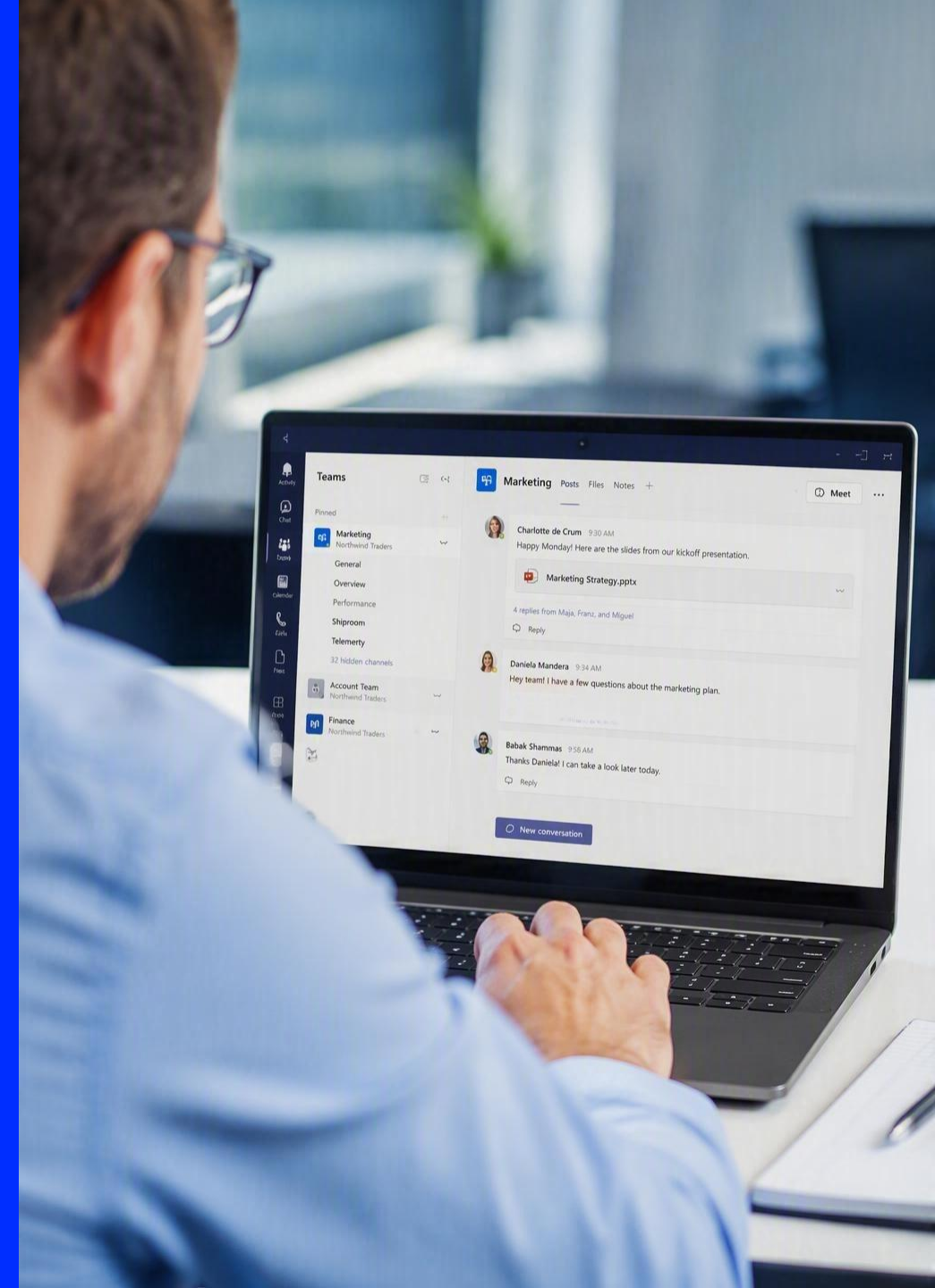


DAY 03

Microsoft 365 for Public Sector

Teams, SharePoint, OneDrive and Outlook — configured for how public sector organisations actually work.

- 01 Teams channels & governance
 - 02 SharePoint document management
 - 03 Shared calendars & booking
 - 04 Outlook rules & delegation
 - 05 OneDrive security settings
 - 06 Information barriers & sensitivity labels
- LAB** Design a Teams workspace with proper governance





DAY 04

AI in Healthcare & Public Services

AI opportunities and risks specific to healthcare, social care and public administration — realistic, not hype.

01 AI in NHS Wales (current state)

02 Clinical decision support

03 AI for triage & scheduling

04 Ethical AI in healthcare

05 AI risk in public services

06 Procurement of AI tools

LAB Evaluate an AI tool for a public sector use case





DAY 05

Power Platform & Service Design

Build citizen-facing digital services using Power Apps, Power Automate and proper service design thinking.

- 01 Power Apps for citizen services
- 02 Power Automate for approvals
- 03 Forms & data collection
- 04 Accessible design principles
- 05 Pilot testing & iteration
- 06 Implementation planning

CAPSTONE Build a citizen-facing service prototype





05 · WHAT YOU LEAVE WITH

What you take away

Every delegate leaves with finished work, not just notes — five artefacts your organisation can use from the Monday after.

YOUR ARTEFACTS

Maturity assessment · DPIA · Teams governance design · AI evaluation · Service prototype

BOOK YOUR COHORT

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FIVE OUTCOMES





READY WHEN YOU ARE

Let's talk

about your team's digital skills

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