

Digital Unite's Digital Champions Network Course overview



The Digital Champions Network provides a range of online courses to help Digital Champions develop their personal digital skills and confidence and the essential techniques to engage others. They include practical exercises to test the knowledge gained, videos and other interactive resources. A certificate of achievement and Open Badge is provided as evidence of completion for every course.



100% of those who have completed our courses said they now feel more confident in their role and 9 out of 10 have new ideas and techniques for getting others online.

	Course name	Length	Description	Learning outcomes
1	Digital Champions Essentials (Foundation Course)	60 mins	This foundation course covers how to create the right learning environment for beginners, what hardware, software and websites to use and how to create and maintain learner interest.	<ul style="list-style-type: none"> Spot the main barriers for people getting and staying online. Apply a strategy to overcome common barriers. Use appropriate teaching methods for various situations and scenarios. Identify and use a variety of channels available for support.
2	Making and saving money online	40 mins	This course shows Champions how to help learners with saving money online safely. It covers confidence building and email security, shopping and comparing prices online, cheaper travel and transport over the web, winning prizes and financial advice on the net.	<ul style="list-style-type: none"> How to show learners to save money by shopping online How to show learners to make money by renting and selling unwanted items on the internet.
3	Online security, banking and money	30 mins	This course shows Champions how to help learners make online transactions once they've found their confidence. The course covers registering with websites, online security, paying online, saving and making money online and e-banking.	<ul style="list-style-type: none"> How to show learners to use practical tools like online banking, email and security software. Feel more confident about helping learners to manage their money safely online.

4	Finding a job 1	30 mins	Helping learners ensure they have got everything in place to search for jobs over the internet. The course covers basic word processing skills, computer housekeeping and using emails and the internet, finding relevant online training and gathering the right personal information to create a CV.	<ul style="list-style-type: none"> • How to create a good CV, covering letter and personal statement • Where to go and how to improve learners' skills through further training
5	Finding a job 2	30 mins	Helping learners with appropriate online searches and uploading their CV to the right websites. The course covers; researching jobs online, uploading CVs and completing online application forms, networking for job hunters, interview skills and troubleshooting in the learning session	<ul style="list-style-type: none"> • How to find and apply for jobs online • Top tips for job interviews, to share with learners.
6	Using government services online	35 mins	Helping people in England and Wales to use the internet to access national and local Government services online.	<ul style="list-style-type: none"> • Help people to use the main Government website, GOV.UK • Help people to find out which benefits they could apply for • Help people to find out information about their local area • Help people to tax their vehicles on time • Help people to check their symptoms and get trusted health advice • Help people to access a wide range of other Government services.
7	Using your role to help customers online 	30 mins	Helps those working in frontline, customer-facing roles to identify and provide digital skills support to customers as part of their everyday interactions. The course covers the importance of digital skills to individuals and organisations, light touch ways of engaging people in digital participation in a variety of situations and how to signpost learners to sources of further learning.	<ul style="list-style-type: none"> • Increase a staff member's understanding of the importance of digital skills to individuals and organisations • Increase a staff member's understanding of light touch ways of engaging people in digital participation in a variety of situations • Increase a staff member's ability and confidence in signposting learners to sources of further learning

The following training courses were inspired by the One Digital programme, supported by the Big Lottery Fund and developed in partnership with Age UK, AbilityNet, Affinity Sutton, Citizens Online and SCVO.



<p>8</p>	<p>Essentials for Engaging Older People</p> 	<p>40 mins</p>	<p>This course covers the specific motivations and barriers for older people to get online, such as apathy, lack of confidence and fear. It covers techniques and approaches for engaging older people, like adopting an effective tone of voice and manner, teaching at an appropriate pace and understanding and supporting some of the common accessibility issues, such as vision, hearing and dexterity. It also addresses older people's heightened anxiety about internet security</p>	<ul style="list-style-type: none"> • Understand the main motivations and barriers for older people getting online, and to help overcome them • How to talk to older people in a way that will engage them and help them to learn • How to identify the needs/wants of an older person and tailor the learning to the individual • Help keep older people safe when online.
<p>9</p>	<p>Digital fun: using the internet to help people love later life</p> 	<p>20 mins</p>	<p>This course looks at why it's important for older people to have hobbies and interests, and how being digital can make keeping up with interests easier. It covers how to use digital media to engage creative interests and apps and websites to help people stay physically and mentally active. It also considers how the internet can be used as a tool for reconnecting with past interests, memories and events</p>	<ul style="list-style-type: none"> • Understand the importance of digital fun for older people • Find lots of resources online that could be interesting and enjoyable for older people • Be able to 'find the hook' that will engage the people that Champions support and make them want to learn.

10	Helping learners with visual impairment 		<p>Gives an overview of some of the main ways technology can be adapted to help someone with a visual impairment. It covers the types of sight loss and some of the barriers to using technology encountered by visually impaired people and overcoming barriers. It also looks at sources of information about mobile technology and some of the apps available for visual impairment.</p>	<ul style="list-style-type: none"> • Increase a Champion’s understanding of the barriers to using computers faced by people with a visual impairment • Enable Champions to recognise appropriate strategies and tools for helping users make good use of technology.
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Helping someone with an accessibility need

A suite of five short courses to help Digital Champions support those who face accessibility barriers when using digital technology. Developed in partnership with AbilityNet the courses show Digital Champions how to sensitively recognise an accessibility need with a learner and then identify appropriate strategies and tools for helping them overcome their specific barrier.



11	Identifying accessibility needs	5 mins		<ul style="list-style-type: none"> • How to sensitively identify a person’s accessibility needs.
12	Working with learners with a physical disability or dexterity issue	20 mins		<ul style="list-style-type: none"> • How to use appropriate teaching methods for different physical disability/dexterity needs • How to have an overview of different accessibility needs as they relate to digital technology • How to identify equipment and other alternatives to help a learner with limited mobility and/or manual dexterity.
13	Working with learners who are deaf or hard of hearing.	10 mins		<ul style="list-style-type: none"> • How to use appropriate teaching methods for someone with a hearing impairment • How to have a good overview of accessibility needs as they relate to digital technology.

14	Working with people with learning difficulties and/or disabilities	5 mins		<ul style="list-style-type: none"> • How to use appropriate teaching methods for someone with a learning difficulty or disability. • How to have a good overview of accessibility needs as they relate to digital technology.
15	Working with people with memory loss	5 mins		<ul style="list-style-type: none"> • How to use appropriate teaching methods for someone with memory loss. • How to have a good overview of accessibility needs as they relate to digital technology.
16	How to use the internet to develop your professional profile 	35 mins	A course aimed at helping people, particularly young people aged between 18 and 24 years, with using the internet to find a job and is also being used as a hook to encourage young people to become Digital Champions. It covers managing your digital footprint and how to use it to make a positive impression, using social media to create your own professional brand and for networking and job search websites.	<ul style="list-style-type: none"> • Improve a learner's chances of getting a job • Ideas and tools for attracting potential employers.
Regional courses				
17	Hanfodion Hyrwyddwyr Digidol  Citizens Online	60 mins	This is the Welsh version of the Digital Champions Essentials course. It has been created to help improve engagement and participation by Digital Champions in Wales. The course covers the Digital Champions Essentials in its entirety with the addition of two Welsh specific resource links, namely the BT Welsh site and Digital Communities Wales. Some of the external content is in English.	

18	Making Digital Everyday 	45 mins as a complete course or 5-10 min for each standalone bite-sized section (7 in total)	<p>A Digital Champion foundation course for members of staff or volunteers attached to third sector organisations' Digital Champions. It is based around the Digital Champions Essentials but with additional topics that include:</p> <ul style="list-style-type: none"> - Understanding Honey and Mumford's Cone of Learner and Learning Styles - Understanding people's motivations to change behaviour - Introduction to the Communication Cycle and using open and closed questions 	<ul style="list-style-type: none"> • How to spot the main barriers for people getting and staying online • How to start a conversation about digital skills • Applying a strategy to overcome common barriers • Using appropriate learning methods for various situations and scenarios • Identifying and using a variety of channels available for support.
19	Making Digital Work 	20 mins	<p>An introductory course for members of staff who can help third sector organisations change the way they use digital to become more efficient and effective. It covers:</p> <ul style="list-style-type: none"> - Basic digital skills for an organisation - The benefits of such basic digital skills - What a good digital organisation looks like - What you need to consider to become a good digital organisation - Factors to consider to make digital change happen 	<ul style="list-style-type: none"> • Increasing personal and an organisation's basic digital skills knowledge • Developing confidence and motivation in making a digital change in an organisation • Identifying practical approaches and digital solutions to develop, maintain and embed organisational digital change.