



## Digital Unite’s Digital Champions Network Course overview

98% of Champions would recommend them!

Our award-winning 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.

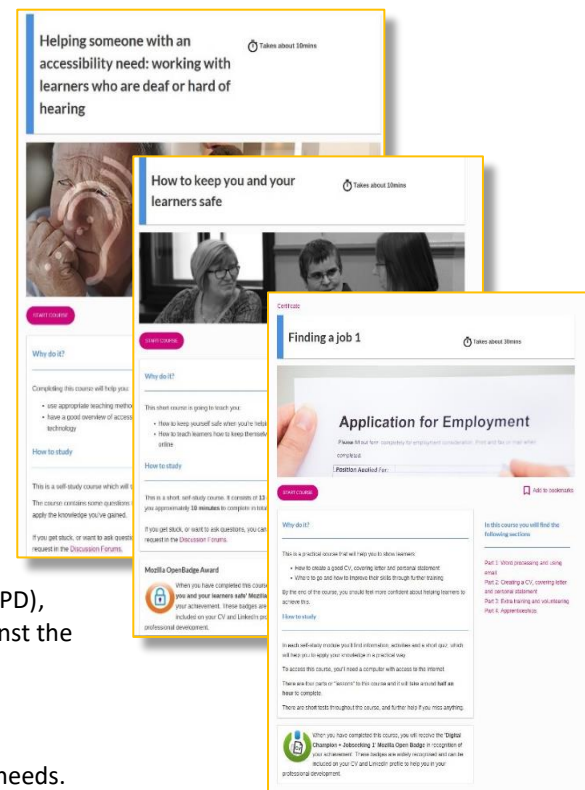
- ✓ Foundation training
- ✓ Digital skills essentials
- ✓ Specific learner groups
- ✓ Courses for project managers

### Supporting personal and professional development.






Following independent evaluation our Foundation and Project Manager courses have been accredited by The CPD Certification Service. This means they comply with universally accepted principles of Continual Professional Development (CPD), enabling Digital Champions to maintain the knowledge and skills to be professionally competent. Look for the CPD logo against the relevant courses.

### Developed in partnership

We are proud to have developed some of our courses in partnership with subject matter experts, targeting specific learner needs.



## Foundation courses

	<p><b>Digital Champions Essentials / Hanfodion Hyrwyddwyr Digidol</b> Also available in Welsh with some regional variances</p> <p><b>Average study time: 60 minutes</b> <b>Course overview:</b> 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.</p> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"><li>✓ Spot the main barriers for people getting and staying online and apply a strategy to overcome them.</li><li>✓ Use appropriate teaching methods for various situations and scenarios.</li><li>✓ Identify and use a variety of channels available for support.</li></ul> 
	<p><b>Using your role to help customers online / Cychwyn arni 1: Sut mae helpu dechreuwyr i fynd ar-lein ac aros ar-lein</b> <i>Developed in partnership with London Borough of Waltham Forest</i> Also available in Welsh with some regional variances</p> <p><b>Average study time: 30 minutes</b> <b>Course overview:</b> Helps those in frontline, customer-facing roles to identify and provide digital skills help to customers as part of their everyday interactions.</p> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"><li>✓ Increase a staff member's understanding of the importance of digital skills to individuals and organisations</li><li>✓ Increase a staff member's understanding of light touch ways of engaging people with digital participation</li><li>✓ Increase a staff member's ability and confidence in signposting learners to sources of further learning</li></ul> 
	<p><b>Digital Champion Essentials: Helping Colleagues (working title)</b> <i>*Available in September 2019*</i></p> <p><b>Average study time: 50 minutes</b> <b>Course overview:</b> Looks at the role of the Digital Champion in the workplace and how you can support and recruit colleagues. Split into four sections it looks at how you can promote your work for your own benefit and for the benefit of your colleagues and the organisation.</p> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"><li>✓ Understanding the role of a workplace Digital Champion and its wider context in organisations</li><li>✓ The difference between working as a single Digital Champion and as part of a network</li><li>✓ Colleagues' potential barriers to learning and how to overcome them</li><li>✓ Different types of support interaction and how to succeed at each</li><li>✓ Building Champion capacity: how to get other people involved</li></ul> 

## Digital skills essentials

	<p><b>Making and saving money online</b></p> <p><b>Average study time: 40 minutes</b></p> <p><b>Course overview:</b> 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 and financial advice on the net.</p> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"><li>✓ How to show learners to save money by shopping online</li><li>✓ How to show learners to make money by renting and selling unwanted items on the internet</li></ul>
	<p><b>Online security, banking and money</b></p> <p><b>Average study time: 30 minutes</b></p> <p><b>Course overview:</b> 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.</p> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"><li>✓ How to show learners to use practical tools like online banking, email and security software.</li><li>✓ Feel more confident about helping learners to manage their money safely online.</li></ul>
	<p><b>Finding a job 1</b></p> <p><b>Average study time: 30 minutes</b></p> <p><b>Course overview:</b> Ensuring learners have everything in place to search for jobs over the internet. The course covers basic word processing skills, using emails and the internet, finding relevant online training and gathering personal information for a CV.</p> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"><li>✓ How to create a good CV, covering letter and personal statement</li><li>✓ Where to go and how to improve learners' skills through further training.</li></ul>



## Finding a job 2

**Average study time: 30 minutes**

**Course overview:** 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

**Learning outcomes:**

- ✓ How to find and apply for jobs online
- ✓ Top tips for job interviews, to share with learners.



## Using government services online


**Average study time: 35 minutes**






**Course overview:** Helping people in England and Wales to use the internet to access national and local Government services online.

**Learning outcomes:**







- ✓ 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

## Specific learner groups

	<p><b>Essentials for engaging older people</b> <i>Developed in partnership with Age UK</i></p> <p><b>Average study time: 40 minutes</b></p> <p><b>Course overview:</b> This course covers the techniques and approaches for engaging older people, like adopting an effective tone of voice and manner 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> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"><li>✓ Understand the main motivations and barriers for older people getting online, and to help overcome them</li><li>✓ How to talk to older people in a way that will engage them and help them to learn</li><li>✓ How to identify the needs/wants of an older person and tailor the learning to the individual</li></ul>
	<p><b>Digital fun: using the internet to help people love later life</b> <i>Developed in partnership with Age UK</i></p> <p><b>Average study time: 20 minutes</b></p> <p><b>Course overview:</b> 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 and considers how the internet can be used as a tool for reconnecting with past interests, memories and events.</p> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"><li>• Understand the importance of digital fun for older people and find lots of relevant resources online</li><li>• Be able to 'find the hook' that will engage the people that Champions support and make them want to learn.</li></ul>
	<p><b>Helping learners with visual impairment</b> <i>Developed in partnership with AbilityNet</i></p> <p><b>Average study time: 20 minutes</b></p> <p><b>Course overview:</b> 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> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"><li>• Increase a Champion's understanding of the barriers to using computers faced by people with a visual impairment</li><li>• Enable Champions to recognise appropriate strategies and tools for helping users make good use of technology.</li></ul>

	<p><b>Course collection - Helping someone with an accessibility need</b>  <i>Developed in partnership with AbilityNet</i></p> <p>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.</p>
	<p><b>Identifying accessibility needs</b>  <b>Average study time: 5 minutes</b></p> <ul style="list-style-type: none"> <li>• How to sensitively identify a person's accessibility needs.</li> </ul>
	<p><b>Working with learners with a physical disability or dexterity issue</b>  <b>Average study time: 20 minutes</b></p> <ul style="list-style-type: none"> <li>• How to use appropriate teaching methods for different physical disability/dexterity needs.</li> <li>• How to have an overview of different accessibility needs as they relate to digital technology.</li> <li>• How to identify equipment and other alternatives to help a learner with limited mobility and/or manual dexterity.</li> </ul>
	<p><b>Working with learners who are deaf or hard of hearing</b>  <b>Average study time: 10 minutes</b></p> <ul style="list-style-type: none"> <li>• How to use appropriate teaching methods for someone with a hearing impairment</li> <li>• How to have a good overview of accessibility needs as they relate to digital technology.</li> </ul>
	<p><b>Working with people with learning difficulties and/or disabilities</b>  <b>Average study time: 5 minutes</b></p> <ul style="list-style-type: none"> <li>• How to use appropriate teaching methods for someone with a learning difficulty or disability.</li> <li>• How to have a good overview of accessibility needs as they relate to digital technology.</li> </ul>
	<p><b>Working with people with memory loss</b>  <b>Average study time: 5 minutes</b></p> <ul style="list-style-type: none"> <li>• How to use appropriate teaching methods for someone with memory loss.</li> <li>• How to have a good overview of accessibility needs as they relate to digital technology.</li> </ul>

## Courses for Project Managers

	<p><b>Course collection – SHAPE: Delivering project manager success</b></p> <p>A suite of five short, CPD accredited courses to help organisations start, manage and deliver successful Digital Champion programmes. The courses are supported by an extensive new range of practical resources including key messages, templates and editable promotional literature.</p> 
	<p><b>Sowing the Seeds...How a successful Digital Champion project starts in a small way</b></p> <p><b>Average study time: 10 minutes</b></p> <p><i>Course overview - Covers how a Digital Champion project can make a real difference to learners and Champions, what a good Digital Champion project looks like and some simple steps for getting going.</i></p>
	<p><b>Having a Plan – How to develop your Digital Champions project.</b></p> <p><b>Average study time: 10 minutes</b></p> <p><i>Course overview - Covers how to plan a Digital Champion project, how to gain internal buy in for the project plan, gaining internal buy-in, setting goals for the project and measuring success.</i></p>
	<p><b>Actively Recruiting: Recruiting, training and building relationships with Digital Champions</b></p> <p><b>Average study time: 10 minutes</b></p> <p><i>Course overview - Covers how to recruit, train and build relationships with Digital Champions and ways of helping DCs manage their activities day-to-day.</i></p>
	<p><b>Promoting and Supporting - Helping your Champions to help learners</b></p> <p><b>Average study time: 10 minutes</b></p> <p><i>Course overview - Covers understanding how to match Digital Champions with learners, supporting Digital Champion to promote themselves and motivating them to record learning activity.</i></p>
	<p><b>Excellent Digital Championing – How to maintain the project’s momentum</b></p> <p><b>Average study time: 10 minutes</b></p> <p><i>Course overview - Covers finding new opportunities both for Champions and learners and understanding the importance of promoting case studies and sharing success stories.</i></p>