

# Digital Learner Agreement

## What is Digital Inclusion?

It is to ensure that individuals have the access, skills and motivation to confidently go online to access the opportunities of the internet. To enable individuals to have the benefit from today's growing knowledge and information available on the Internet using laptops, tablets and smartphones.

A written agreement between the Digital Champion and Learner is generated and signed by both parties and regularly reviewed. A copy of which should be lodged with the Community Investment team at Hexagons head office.

A successful Learner/Digital Champion relationship requires a commitment from both partners. Both should experience a professional relationship characterised by:

- Reflection and sharing.
- Planning and agreeing outcomes for the development of the Learner
- Focus on learning Digital skills
- Confidentiality based on the principles of “on a need to know basis” rather than Confidentiality as an absolute
- Anti-discriminatory, non-judgemental, and respectful behaviour.

## Expectations of Digital Learner

- Be open and honest with their Digital Champion about their progress and learning.
- Adhere to agreed contact methods and times.
- Act in a professional and trustworthy manner with Digital Champion to build a learning relationship.
- Be reliable, punctual and objective when working with Digital Champion.
- 24hours notice has to be given to cancel a session. If sessions are cancelled more than twice in a row **(Unless it is for a medical or emergency reason)** no further sessions will be offers.
- Receive and act on constructive feedback to develop their learning

## Expectations of Digital Champion:

- Act in a professional and trustworthy manner with participants to build learning relationship.
- Be reliable, punctual and objective when working with Learner.
- Provide support, encouragement and advice to the Learner.
- Provide constructive feedback to the Learner.
- Identify possible next steps with Learner.

## The relationship is not:

- Managerial or supervisory.
- Counselling or therapy.

- Friendship.

There are, limitations to the relationship and anything not concerned with learning should be referred to other appropriate area of the organisations.

## The training programme will consist of the following:

### Stage 1

Commitment to 4 to 6 weeks one to one training with your Digital Champion on a consistent basis on the agreed date and time signed below. No later than 24hours notice must be given to cancel a session. If sessions are cancelled more than twice in a row **(Unless it is for a medical or emergency reason)** no further sessions will be offers.

### Stage 2

Commitment to working on tasks of interest set by your Digital Champion for 4 weeks using Learn my way. Your Digital Champion will spend the first 15 minutes with you setting the task for you to complete. **Please remember to add the Hexagon code 8000669 to enable your Digital Champion to review your progress.**

**If at anytime during the first 2 stages, you feel you have learned and grasped all you need and are fully confident that no further lessons are required you can notify your Digital Champion.**

### Stage 3

If after the 8 -10 weeks training you feel you will like to learn more then your Digital champion will set you a range of tasks based on what you wish to learn using Learn my way and make contact with you on an agreed date on a monthly basis, to discuss what you have learned . **Please remember to add the Hexagon code 8000669 to enable your Digital Champion to review your progress.** Any questions and queries can be submitted to your Digital Champion via email for them to respond, either via email or telephone call depending on the question/query.

**At any time, you wish to finish with your training please notify you Digital Champion. However, you must commit to being consistent with the training. If sessions are cancelled more than twice in a row (Unless it is for a medical or emergency reason) no further sessions will be offers.**

**Also, if you feel you need to extend any of the above stages then liaise with your digital Champion.**

It is important that the Digital Champion and Learner agree:

<b>Availability to attend (the session will not run over if you are late)</b>	<i>Please confirm agreed times</i>
<b>Agreed contact times between both parties between each session</b>	<i>Please confirm agreed times</i>

**If you are unable to attend a session due to an emergency, you must give 24hours notice.**

**If there is more than 2 cancellations in a row no further sessions will be offered unless in exceptional circumstances.**

Hexagon Housing Association does not expect either party to lend each other money or socialise in any other ways.

**Declaration**

**Learners Name  
Signature**

**Date**

**Digital Champion Name  
Signature**

**Date**