



# Digital Champion training for young people

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Why and how to help someone  
else use digital technology

## Overview

This is a 2.5/ 3 hour training session which includes some short tasks for you to complete on your own or in small groups



At the end of the session you should have developed an understanding of:

- The benefits and barriers to getting online
- How to go about assisting beginners and intermediate digital learners
- Some practical skills that will help you start to plan a lesson
- The important people skills needed to inspire and help people get online
- The ways in which you may be able to volunteer your time to help others
- The safety issues relating to volunteering and teaching others to use the internet.



# Not everyone is online, or can use a computer



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**14 million** adults (27% of the population) have a very low level of digital skills and struggle to do things online (2023)

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People with a registered disability are **four times** as likely to be offline

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**Half a million** of adults in the UK are offline and have not used the internet in the last 3 months

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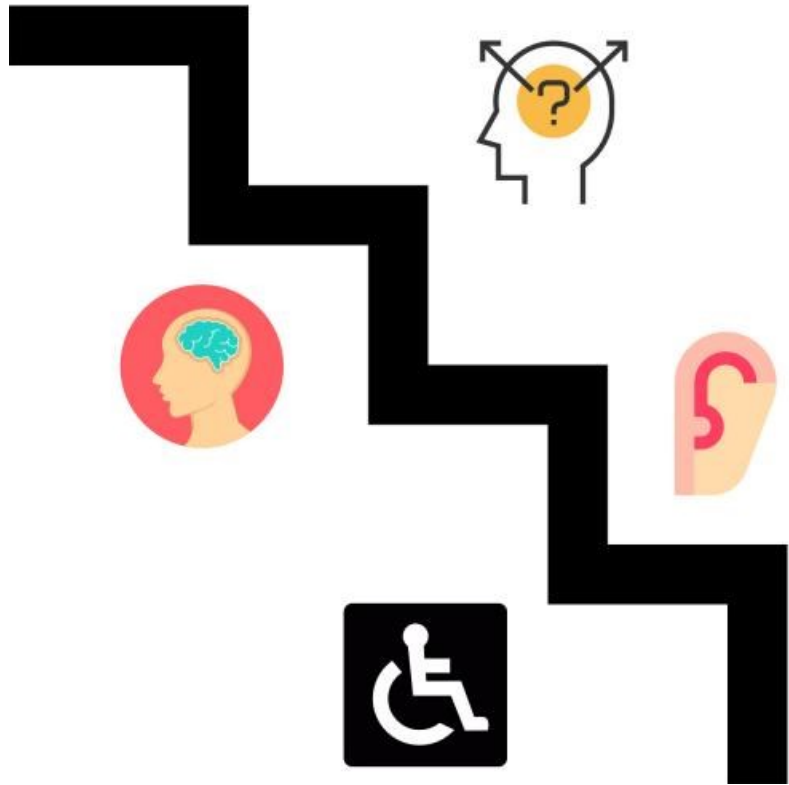


## **Task A: Discussion**

*What benefits would learning to use a computer, or the internet bring to an elderly person who has never used the internet before?*

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## *Task B: Discussion*

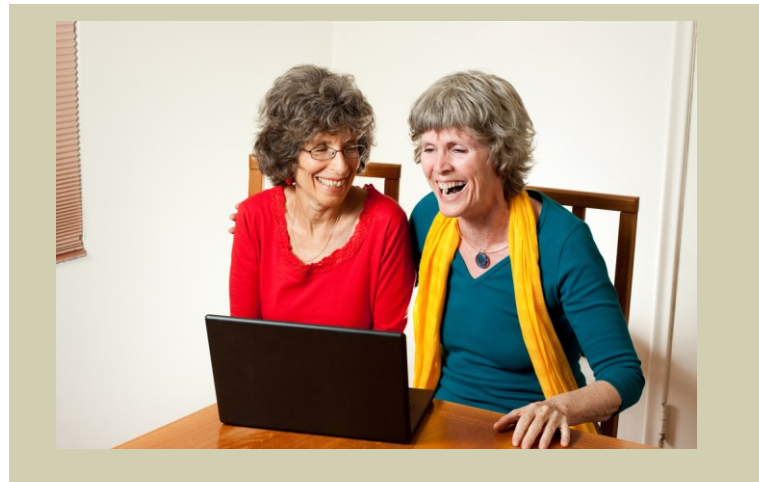
*What factors may stop someone from using a computer or getting online?*

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# Some ideas of things to include in sessions

- ✓ Be prepared to explain keyboard shortcuts
- ✓ If the learner struggles with a mouse get them to try the tab or cursor keys
- ✓ Finding something the learner is interested in is a good start



- ✓ Use comparisons with things that the learner might be familiar with (e.g. a filing cabinet)
- ✓ Keep it simple, avoid jargon
- ✓ Go slowly



## **Task G: Discuss in your groups:**

- \* How did it feel to be a Champion?**
- \* How did it feel to be a learner?**
- \* What teaching techniques seemed effective?**

**Feedback to the whole group**

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## Task H: Discussion

*What might people at beginner level want to learn?*



# Some ideas of what a beginner might want to learn

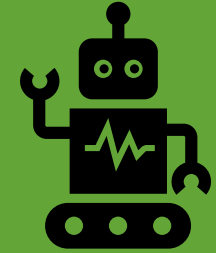
Skill	Reason
Using a mouse	To be able to use the internet effectively
Using a keyboard	To be able to use a computer effectively
Email	To keep in touch with family and friends, email about housing, etc.
Skype	To keep in touch with family and friends, see grandchildren and great grandchildren growing up.
eBay	To buy different things online for home delivery
Grocery shopping online	To get the weekly grocery shop delivered
Creating documents	To make cards or notices
Internet safety	To keep personal details, secure online
Internet safety	To keep visiting children safe when using the internet



# Task K



Write on a stick notes



What one fact did you find interesting from today's session?

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What has been the most useful thing you have learnt?

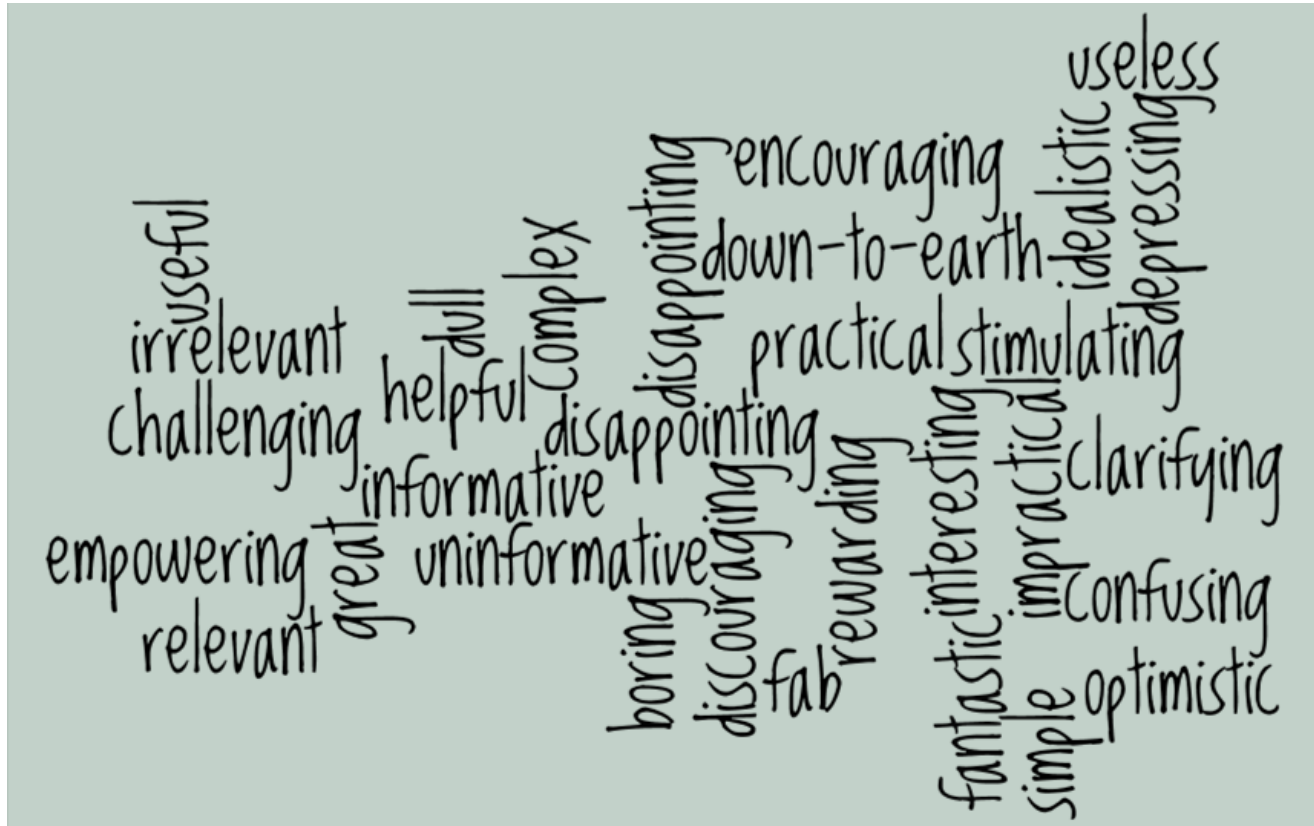
# Staying safe when volunteering

- ✓ **Always make sure someone else knows where you are going**
- ✓ **Always carry a mobile phone**
- ✓ **Be selective with regard to how much personal information you give out**
- ✓ **Don't 'friend' your learners on social media**
- ✓ **Plan your journey there**
- ✓ **Trust your instincts**

[www.suzylamplugh.org](http://www.suzylamplugh.org)



# Evaluation



## Further resources and guides

[www.digitalunite.com](http://www.digitalunite.com)

