



## Digital Unite's Digital Champions Network Course overview

97% of Champions would recommend them!

Our 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 Digital Badge is provided as evidence of completion for every course.

- ✓ Foundation training
- ✓ Digital skills essentials
- ✓ Specific learner groups
- ✓ Project management






### Supporting personal and professional development.



Following independent evaluation, many of our courses have been certified 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.





	<h2>Digital Champions Essentials (Course collection)</h2> <p>A collection of six bite-size courses that provide the fundamentals of being a Digital Champion including how to work well with learners, how to keep sessions safe for everyone and how to plan and run their digital skills teaching. Once all six courses have been completed, the Digital Champion will receive their Digital Champion Essentials badge and their CPD accreditation. <i>All six courses also include Welsh version of Course Notes/Yn cynnwys fersiwn Cymraeg o Nodiadau Cwrs.</i></p> 
	<h2>Why Digital Champions matter</h2> <p><b>Average study time: 5 minutes</b></p> <ul style="list-style-type: none"> <li>✓ Understand the difference that a Digital Champion can make and how they help people tackle the digital skills divide.</li> <li>✓ Learn what skills are required to become a Digital Champion and the benefits of being one.</li> <li>✓ Be aware of what the role consists of, how to define it and the challenges you can help learners overcome.</li> </ul>
	<h2>Understanding learners</h2> <p><b>Average study time: 13 minutes</b></p> <ul style="list-style-type: none"> <li>✓ Appreciate how each learner is an individual who may learn in a different way to another person.</li> <li>✓ Why learners need or want help from a Digital Champion and the typical barriers to learning digital skills.</li> <li>✓ Some strategies to encourage reluctant learners.</li> </ul>
	<h2>Safeguarding: Keeping you and your learners safe</h2> <p><b>Average study time: 12 minutes</b></p> <ul style="list-style-type: none"> <li>✓ Understand what safeguarding is and the need to refer to an organisation's policy.</li> <li>✓ Do's and don'ts for staying safe as a Digital Champion and keeping learners safe.</li> <li>✓ What to do if a wider safeguarding issue arises when working with a learner.</li> </ul>
	<h2>Helping others stay safe online</h2> <p><b>Average study time: 12 minutes</b></p> <ul style="list-style-type: none"> <li>✓ Understand that fears around safety, identity fraud etc. are a key barrier preventing people getting online.</li> <li>✓ Learn how to reassure learners and show them how to stay safe online.</li> <li>✓ Learn the principles for keeping financial information safe when transacting online.</li> </ul>


	<p><b>Planning a session</b></p> <p><b>Average study time: 10 minutes</b></p> <ul style="list-style-type: none"> <li>✓ Learn how to plan Digital Champion sessions and where to find relevant resources and templates.</li> <li>✓ How to handle a preliminary call or meeting with a learner.</li> <li>✓ How to set up a session face to face and remotely.</li> </ul>
	<p><b>Running a session</b></p> <p><b>Average study time: 10 minutes</b></p> <ul style="list-style-type: none"> <li>✓ Tips for starting to work with a new learner and communicating successfully during a session.</li> <li>✓ How to handle any difficulties with learners during a session, end a session and next steps.</li> </ul>

## General skills


	<p><b>Helping colleagues with digital skills</b></p> <p><i>Developed in partnership with Elizabeth Marsh of Digital Work Research</i></p> <p><b>Average study time: 30 minutes</b></p> <p><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>✓ Colleagues' potential barriers to learning and how to overcome them.</li> <li>✓ Building Champion capacity: how to get other people involved.</li> </ul>	
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	<p><b>Promoting digital skills as part of your role</b></p> <p><i>Developed in partnership with London Borough of Waltham Forest. Include Welsh version of Course Notes/Yn cynnwys fersiwn Cymraeg o Nodiadau Cwrs.</i></p> <p><b>Average study time: 30 minutes</b></p> <p><b>Course overview:</b> Helps those in frontline, customer-facing roles to identify and provide digital skills help to clients as part of their everyday interactions.</p>	
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	<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>
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	<p><b>Helping others remotely</b></p> <p><b>Average study time: 15 minutes</b></p> <p><b>Course overview:</b> Shows Champions how to teach someone digital skills remotely, whether that is via telephone and email or using video tools such as Zoom and Skype.</p> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"> <li>✓ Understand the value of remote learning and why it can be an important element of the Champion role.</li> <li>✓ Understand the different tools and techniques for remote teaching and learning.</li> <li>✓ Understand good safeguarding principles when providing remote support and how to troubleshoot common problems.</li> </ul>
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	<p><b>Helping others understand digital payslips</b></p> <p><i>Developed in partnership with UNISON</i></p> <p><b>Average study time: 30 minutes</b></p> <p><b>Course overview:</b> Helping colleagues to understand and access their digital payslips in the context of having basic or limited digital skills.</p> <p><b>Learning outcomes:</b></p> <ul style="list-style-type: none"> <li>✓ Identify a person's digital skill need in relation to accessing a digital payslip.</li> <li>✓ Help colleagues to safely access, read and save their digital payslips.</li> <li>✓ Understand where to access further support on digital payslips and signpost colleagues to these.</li> </ul>
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## Managing Health Online

	<p><b>Helping people manage their health online (Course collection)</b></p> <p><i>Developed in partnership with NHS Digital and NHS X</i></p> <p>A collection of six bite-size courses that shows healthcare volunteers and staff how to identify learners' digital health needs and help them confidently manage their health online. Once all six courses have been completed, the Digital Champion will receive their Digital Health Champion Essentials badge and their CPD accreditation.</p>
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	<p><b>The benefits of managing health online</b></p> <p><b>Average study time: 5 minutes</b></p> <ul style="list-style-type: none"> <li>✓ Learn about the importance of having good digital skills.</li> <li>✓ Find out how a Digital Champion can make a difference.</li> <li>✓ Understand why using online health tools and resources can benefit everyone.</li> </ul>
	<p><b>Understanding your learners: barriers and specific needs</b></p> <p><b>Average study time: 7 minutes</b></p> <ul style="list-style-type: none"> <li>✓ Understand what you need to find out about your learners when getting started.</li> <li>✓ Appreciate some of the barriers learners may face in managing health online.</li> <li>✓ How to support learners with specific needs including older people, accessibility and English as a second language.</li> </ul>
	<p><b>Keeping you and your learners safe</b></p> <p><b>Average study time: 5 minutes</b></p> <ul style="list-style-type: none"> <li>✓ Understand ways of protecting your learners' data and privacy.</li> <li>✓ How to advise your learners about online safety and security.</li> <li>✓ Know the steps to take if you have a safeguarding concern.</li> </ul>
	<p><b>Getting to know NHS online services</b></p> <p><b>Average study time: 12 minutes</b></p> <ul style="list-style-type: none"> <li>✓ How to support your learners to use key NHS online health resources, including the NHS website, NHS App and online consultations.</li> <li>✓ Understand how to assess online health resources so you can signpost your learners to reliable information.</li> </ul>
	<p><b>Putting your Digital Champion support into practice</b></p> <p><b>Average study time: 8 minutes</b></p> <ul style="list-style-type: none"> <li>✓ How to identify opportunities to provide support to help someone manage their health online.</li> <li>✓ How to make the best use of different types of intervention, depending on your learner's needs and the time available.</li> </ul>



## Supporting someone to manage their health online remotely

**Average study time: 15 minutes**

- ✓ How to build your skills and confidence to support someone remotely and find people who need your help.
- ✓ How to use effective tools and techniques to support your learners remotely and keep everyone safe online.
- ✓ How to support your learners in overcoming some common barriers to learning remotely.

## Specific learner groups



## Essentials for engaging with older people

*Developed in partnership with Age UK*

**Average study time: 40 minutes**

**Course overview:** 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 poor vision, hearing loss and dexterity.

**Learning outcomes:**

- ✓ 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





## Digital fun: using the internet to help people love later life

*Developed in partnership with Age UK*

**Average study time: 20 minutes**

**Course overview:** 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 and how to use digital media to help people stay physically and mentally active.

**Learning outcomes:**

- ✓ Understand the importance of digital fun for older people and find lots of relevant resources online
- ✓ Be able to 'find the hook' that will engage the people that Champions support and make them want to learn.



## Helping someone with limited English to develop their digital skills

**Average study time: 15 minutes**

**Course overview:** Shows Champions how to help someone whose first language isn't English to develop their digital skills and confidence.

**Learning outcomes:**

- ✓ Recognise the importance of digital skills to someone with limited English.
- ✓ Understand the key barriers that learners with limited English may face and how to help them overcome these.
- ✓ Put practical strategies into action for building their learners' digital skills and confidence.



## Helping someone with limited English to manage their online health

**Average study time: 15 minutes**

**Course overview:** Helps Champions understand the barriers non-English speakers face when accessing health services online and how to overcome those barriers.

**Learning outcomes:**

- ✓ Know the benefits to non-English speakers of accessing health online.
- ✓ Understand some of the key tasks a learner will need to complete to access health information online.
- ✓ Know other sources of help learners can be signposted to.





## Supporting someone using the Dart Charge service

**Average study time: 11 minutes**

**Course overview:** This course shows you how to help someone, who may struggle to use the internet, To use Dart Charge to pay for their Dartford Crossing online.

**Learning outcomes:**

- ✓ Explain the main features and the benefits of using the Dart Charge system.
- ✓ Know how to quickly assess a customer's digital skills.
- ✓ List what customers will need to use the Dart Charge website.
- ✓ Answer common customer queries about using Dart Charge.
- ✓ Direct customers to find information and support, including alternative ways to pay.



## Accessibility



## Helping learners with visual impairments

*Developed in partnership with AbilityNet*

**Average study time: 20 minutes**

**Course overview:** 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 overcoming some of the barriers to using technology faced by visually impaired people.

**Learning outcomes:**

- ✓ 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.





	<h2>Helping someone with an accessibility need (Course collection)</h2> <p><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>
	<h3>Identifying accessibility needs</h3> <p><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>
	<h3>Working with learners with a physical disability or dexterity issue</h3> <p><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>
	<h3>Working with learners who are deaf or hard of hearing</h3> <p><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>
	<h3>Working with people with learning difficulties</h3> <p><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>
	<h3>Working with people with memory loss</h3> <p><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>



## Helping someone with a learning disabilities look for work and training online

*Developed in partnership with Mencap*

**Average study time: 20 minutes**

**Course overview:** Understand how to help someone with a learning disability use the internet to develop their digital skills to look for work or volunteer opportunities online.

**Learning outcomes:**

- ✓ Understand the barriers to finding employment experienced by people with learning disabilities.
- ✓ Know how to help your learners to use the internet to identify appropriate job, work experience and voluntary opportunities.
- ✓ Understand how to support your learner with the necessary digital skills so they can apply for opportunities online.
- ✓ Appreciate how to support your learner with any digital tasks that might help them as they start in the world of work.

## Project Managers



## How to run a brilliant Digital Champions programme

**Average study time: 20 minutes**

A course for Managers of Digital Champion project to help them understand:

- ✓ How to create and follow a plan to get a Digital Champion project up and running.
- ✓ How to galvanise support and engagement with their Digital Champion project
- ✓ How to build partnerships and find opportunities to achieve a programme of activity
- ✓ How to build momentum and achieve digital inclusion impact and benefits in the long term.

