





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, all 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.

Developed in partnership

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



Digital Champions Essentials (Course collection) 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. All six courses also include Welsh version of Course Notes/Yn cynnwys fersiwn Cymraeg o Nodiadau Cwrs.
 Why Digital Champions matter Average study time: 5 minutes ✓ Understand the difference that a Digital Champion can make and how they help people tackle the digital skills divide. ✓ Learn what skills are required to become a Digital Champion and the benefits of being one. ✓ Be aware of what the role consists of, how to define it and the challenges you can help learners overcome.
Understanding learners Average study time: 13 minutes ✓ Appreciate how each learner is an individual who may learn in a different way to another person. ✓ Why learners need or want help from a Digital Champion and the typical barriers to learning digital skills. ✓ Some strategies to encourage reluctant learners.
 Safeguarding: Keeping you and your learners safe Average study time: 12 minutes ✓ Understand what safeguarding is and the need to refer to an organisation's policy. ✓ Do's and don'ts for staying safe as a Digital Champion and keeping learners safe. ✓ What to do if a wider safeguarding issue arises when working with a learner.
 Helping others stay safe online Average study time: 12 minutes ✓ Understand that fears around safety, identity fraud etc. are a key barrier preventing people getting online. ✓ Learn how to reassure learners and show them how to stay safe online. ✓ Learn the principles for keeping financial information safe when transacting online.

 Planning a session Average study time: 10 minutes ✓ Learn how to plan Digital Champion sessions and where to find relevant resources and templates. ✓ How to handle a preliminary call or meeting with a learner. ✓ How to set up a session face to face and remotely.
 Running a session Average study time: 10 minutes ✓ Tips for starting to work with a new learner and communicating successfully during a session. ✓ How to handle any difficulties with learners during a session, end a session and next steps.

General skills





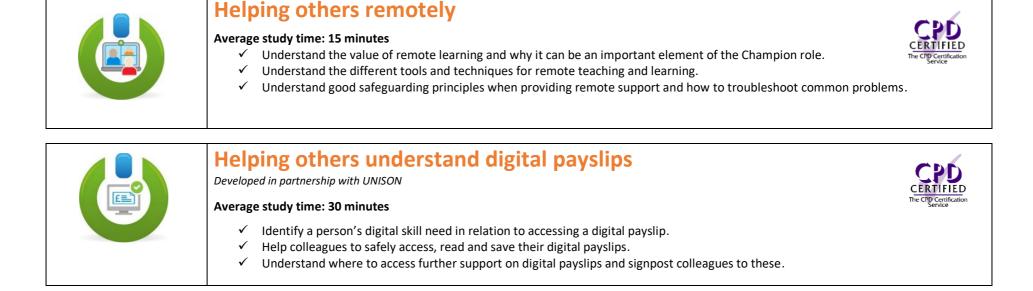
Promoting digital skills as part of your role

Developed in partnership with London Borough of Waltham Forest. Include Welsh version of Course Notes/Yn cynnwys fersiwn Cymraeg o Nodiadau Cwrs.



Average study time: 30 minutes

- ✓ 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 with digital participation.
- ✓ Increase a staff member's ability and confidence in signposting learners to sources of further learning.



Managing Health Online



 Supporting someone to manage their health online Average study time: 8 minutes ✓ How to identify opportunities to provide support to help someone manage their health online. ✓ How to make the best use of different types of intervention, depending on your learner's needs and the time available. 	CERTIFIED The Children Certification Service
 Helping someone with limited English to manage their health online Average study time: 15 minutes 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. 	CERTIFICATION The CPC Certification Service

Specific learner groups

Essentials for engaging with older people

Developed in partnership with Age UK

Average study time: 40 minutes

- ✓ Understand the main motivations and barriers for older people getting online, and to help overcome them
- \checkmark 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

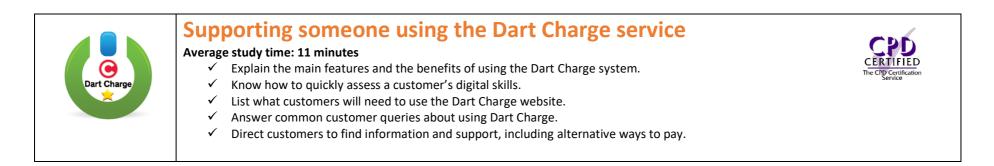
Developed in partnership with Age UK

Average study time: 20 minutes

- ✓ 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.







Accessibility

Helping someone with an accessibility need (Course collection) Developed in partnership with AbilityNet A suite of six 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.
Identifying accessibility needs Average study time: 5 minutes ✓ How to sensitively identify a person's accessibility needs.

	 Helping learners with visual impairments Average study time: 20 minutes 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.
	 Working with learners with a physical disability or dexterity issue Average study time: 20 minutes 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.
	 Working with learners who are deaf or hard of hearing Average study time: 10 minutes ✓ 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.
(?)	 Working with people with learning difficulties Average study time: 5 minutes ✓ 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.
?	 Working with people with memory loss Average study time: 5 minutes ✓ 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.

	Helping someone with a learning disability look for work and training	online
	Developed in partnership with Mencap	
	 Average study time: 20 minutes ✓ 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. 	CERTIFIED The CPD Critication Service

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.
- \checkmark 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.