Digital Unite

www.digitalunite.com

0800 228 9272

Training and Supporting your Digital Champions

Making the most of the Digital Champions Network

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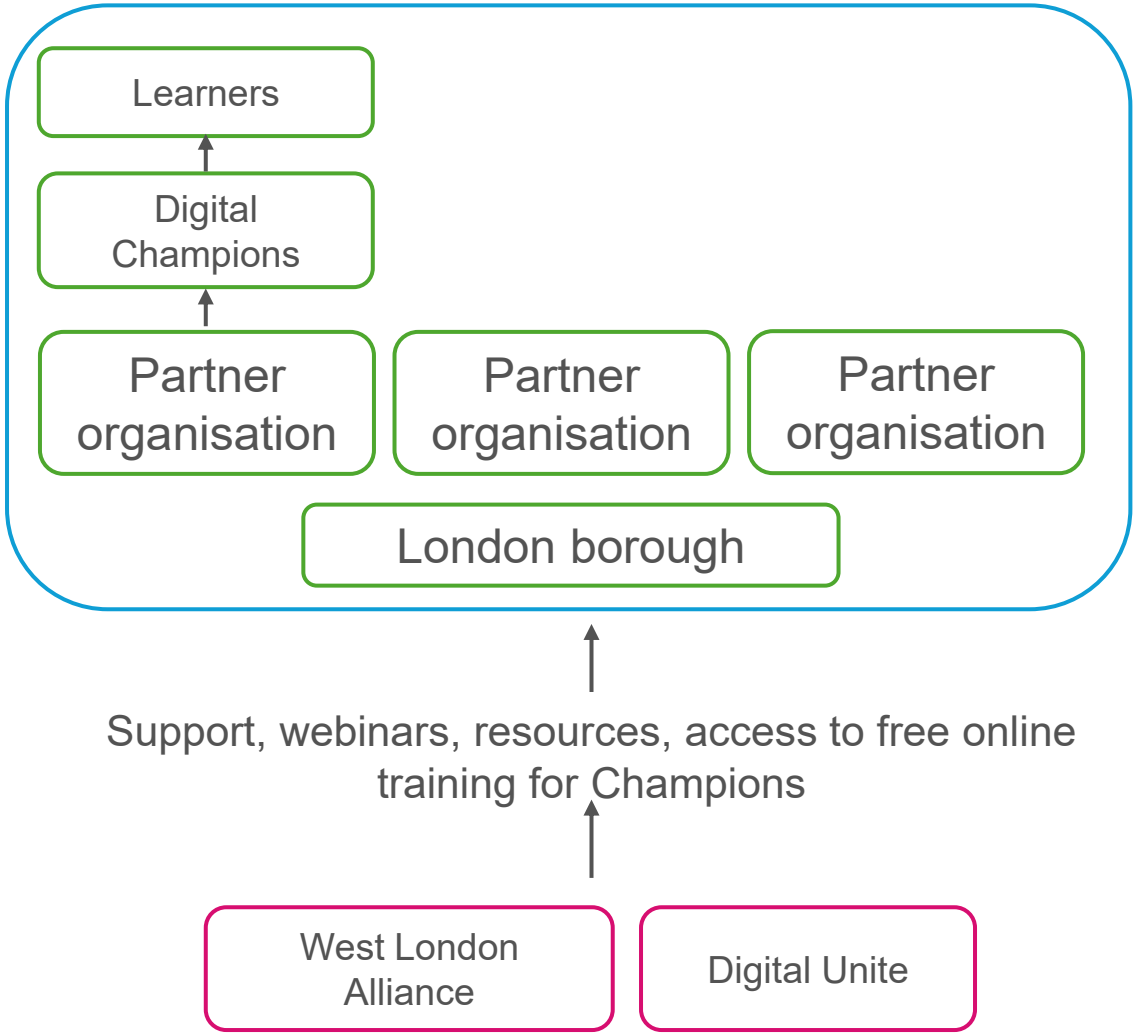
Housekeeping

- Session timings
- Please have your camera on where possible
- We are recording the webinar and will share only with those involved in this project
- We will share the slides after the session
- You can activate the closed captions
- Q & A – do ask questions along the way and my colleagues will be watching the 'chat' function too.

The big picture

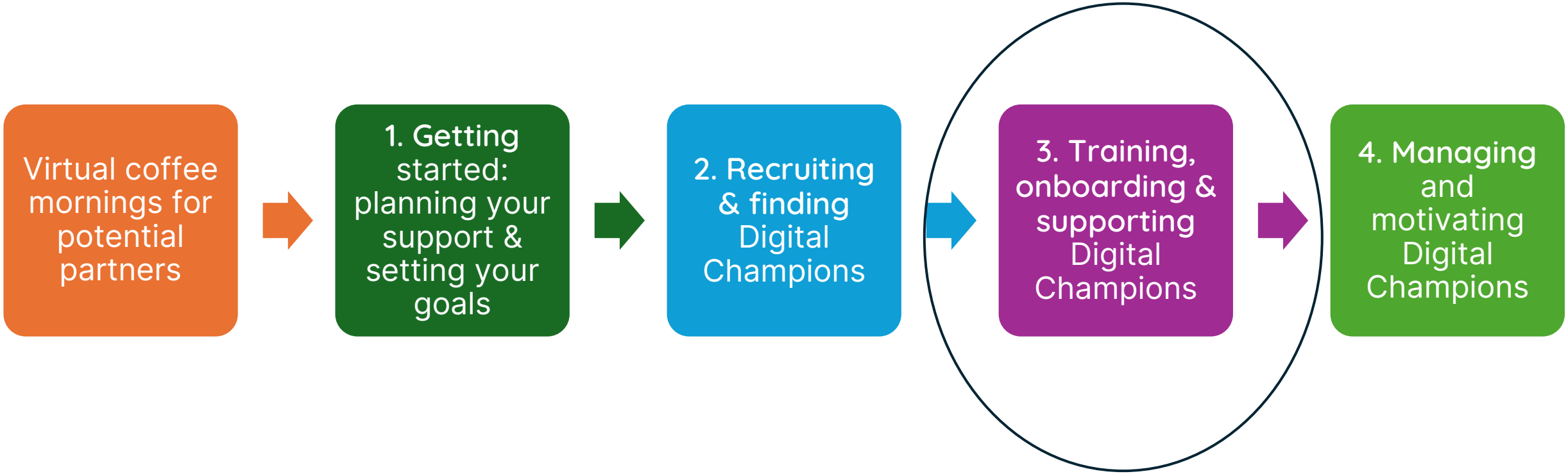
- We want to increase the number of residents across West London who are confident in being online and better able to access services and support
- We believe a Digital Champion approach is flexible and impactful and can be tailored to meet the specific needs of residents who aren't comfortable being online
- We know we will be able to support more people if we work with organisations which are already supporting people in the community (that's you!)



Introductions

- Digital Unite
- West London Alliance

How this project fits together



Last session: any questions?

- Championing can be carried out in different ways
- Embed support within current activities and/or create new opportunities
- Digital Champions are not expected to be IT experts
- If recruiting Champions, look throughout your community
- Keep recruiting process simple and clear, with a good role description
- Be flexible with volunteering opportunities

Don’t forget access to all recordings and resources via Lucy

Today's aims

- ✓Understand the Digital Champions Network offer
- ✓Explore ways to make sure your Digital Champions get a clear and welcoming start
- ✓Ideas for encouraging your Champions to engage with the learning available on the DCN
- ✓Consider how to support your Champions in the first few weeks

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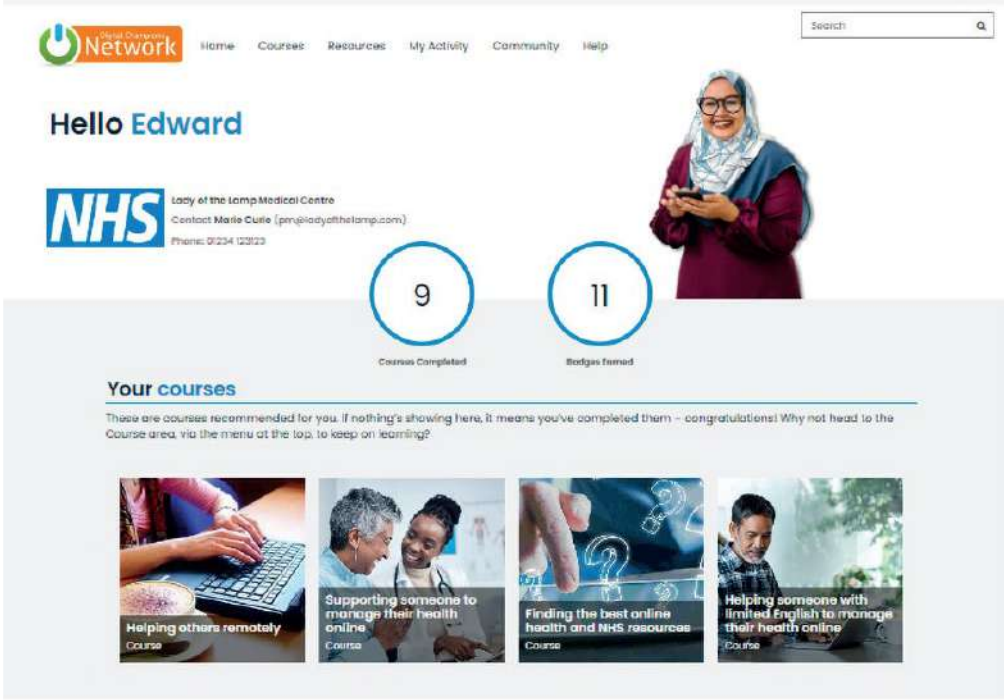
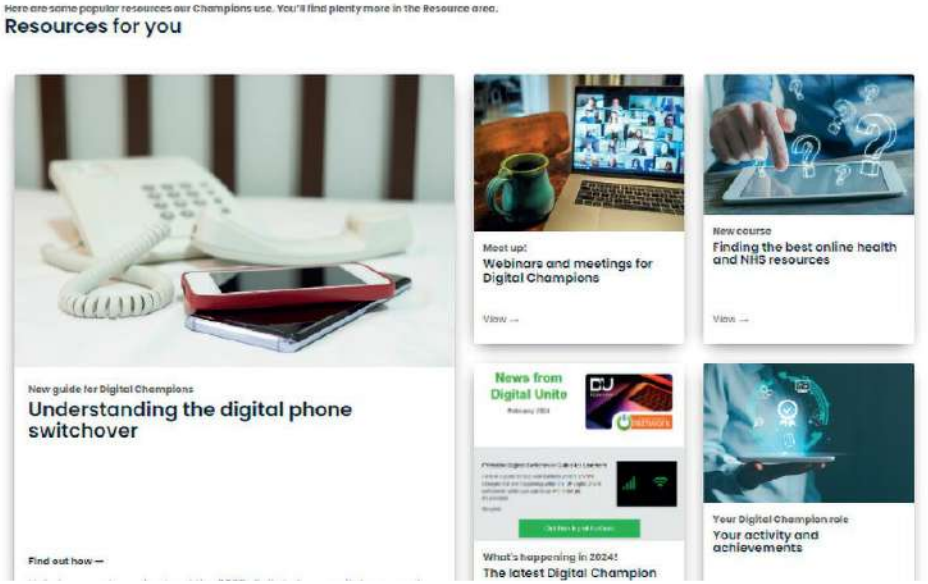
Award-winning training

- 25+ CPD accredited, bite-sized e-learning courses, accessible at any time on any device. Backed up by hundreds of curated resources, tech guides, session plans and training tips
- Certificates, badging and Records of Achievement for Champions to use to celebrate their learning
- Champion Record to log activity about learners helped
- Backed up by with newsletters, forums, regular online meet-ups and drop-ins and a community of other Digital Champions sharing challenges and best practice.





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Tour

https://vimeo.com/manage/videos/833337715

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Poll

How happy are you with your current Digital Champion/volunteer Induction process?

- ❑ Very happy
- ❑ It could do with improvement
- ❑ We don’t have one

Induction: Tips for a welcoming start

Have a **human-centric induction**. Meet the Champions in person early on and provide a friendly welcome.

Get to know them, their strengths and their expectations for the role. **Treat everyone as an individual** and adapt to their needs.

Have a clear inductions process that sets clear expectations about the role and the steps needed before they can begin.

Provide **clear contact points** and someone who offers regular encouragement and guidance on when they will be in contact.

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What might an induction look like?

Face to face meeting	• Get to know them, their skills and why they want to volunteer. Talk through the role and what is expected (when, for how long, with who, doing what)
List of documents to read	• This could include any policies or procedures you need them to read and/or agree to
Contact list	• Who to contact and for what
Learning available	• Outline what training you want them to complete (on the DCN and/or elsewhere) and give details of how to access that
Next steps	• What happens next and when

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This could include:

- ✓ Volunteer Handbook (Which could contain all other documents)
- ✓ Induction checklist
- ✓ Role description
- ✓ Volunteer Charter/Agreement
- ✓ Expenses claim form
- ✓ Health and safety/safeguarding, equality and diversity policies
- ✓ Complaints process
- ✓ DBS (Criminal records check)
- ✓ DCN registration information

Documentation to support you

- **Sample Volunteer Charter, Digital Unite** www.digitalunite.com/sites/default/files/2025-10/Sample%20DC%20charter.pdf
- **Digital Champion Induction presentation, Digital Unite** www.digitalunite.com/sites/default/files/2025-10/DC%20induction%20presentation.pdf
- **Involving Volunteers, NCVO** www.ncvo.org.uk/help-and-guidance/involving-volunteers/
- **Volunteer Management Policy Template, Charity Excellence** www.charityexcellence.co.uk/uk-volunteer-management-policy-template-2/
- **Volunteer Practice Guidance, Volunteer Scotland** www.volunteerscotland.net/volunteer-practice/guidance-and-resources
- **Volunteer Digital Buddy Handbook, Bury Council** www.bury.gov.uk/asset-library/imported/digital-buddy-volunteer-handbook.pdf
- **Volunteer Sutton Volunteer Resources** https://vcsutton.org.uk/organisations/volunteer-management-resources/

Criminal records (DBS) checks and references: Are they needed?

- Your organisation may have guidelines whether a DBS and/or references are required for different roles.
- Generally, the role would not be classed as a regulated activity, but the role may involve supporting vulnerable people and access to sensitive personal and financial information.
- DBS Checks are free for volunteers
- An alternative to DBS checks may be references.
- The process of applying for a DBS maybe slow, so think of training or other activities that volunteers could do in the meantime (e.g. updating equipment or shadowing).
- www.gov.uk/government/collections/dbs-eligibility-guidance.
- Getting started with DBS checks, NCVO www.ncvo.org.uk/help-and-guidance/safeguarding/specific-aspects/getting-started-with-dbs-checks/

What our members say....

I always introduce them to the team at the library and get the team to do their induction because if the team looks after them, it's much more successful.

Hand-hold them through a comprehensive induction process that includes interviews, DBS checks and tailored learning pathways. This rigorous approach has helped to minimise turnover and ensures that time is well spent on those volunteers who are committed to a Digital Champion role.

We're very mindful that people are often juggling busy lives so we are always realistic about what time Champions can give to the role. A key part of our induction is about having that upfront conversation and finding out what minimum hours volunteers can do.

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Reflection: What's worked for you?

What's worked well? What have you found to be a challenge? Do you have any experiences to share?

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5 minute break

Next up: Supporting your Champions' learning, confidence and wellbeing

Supporting your Champions with their learning

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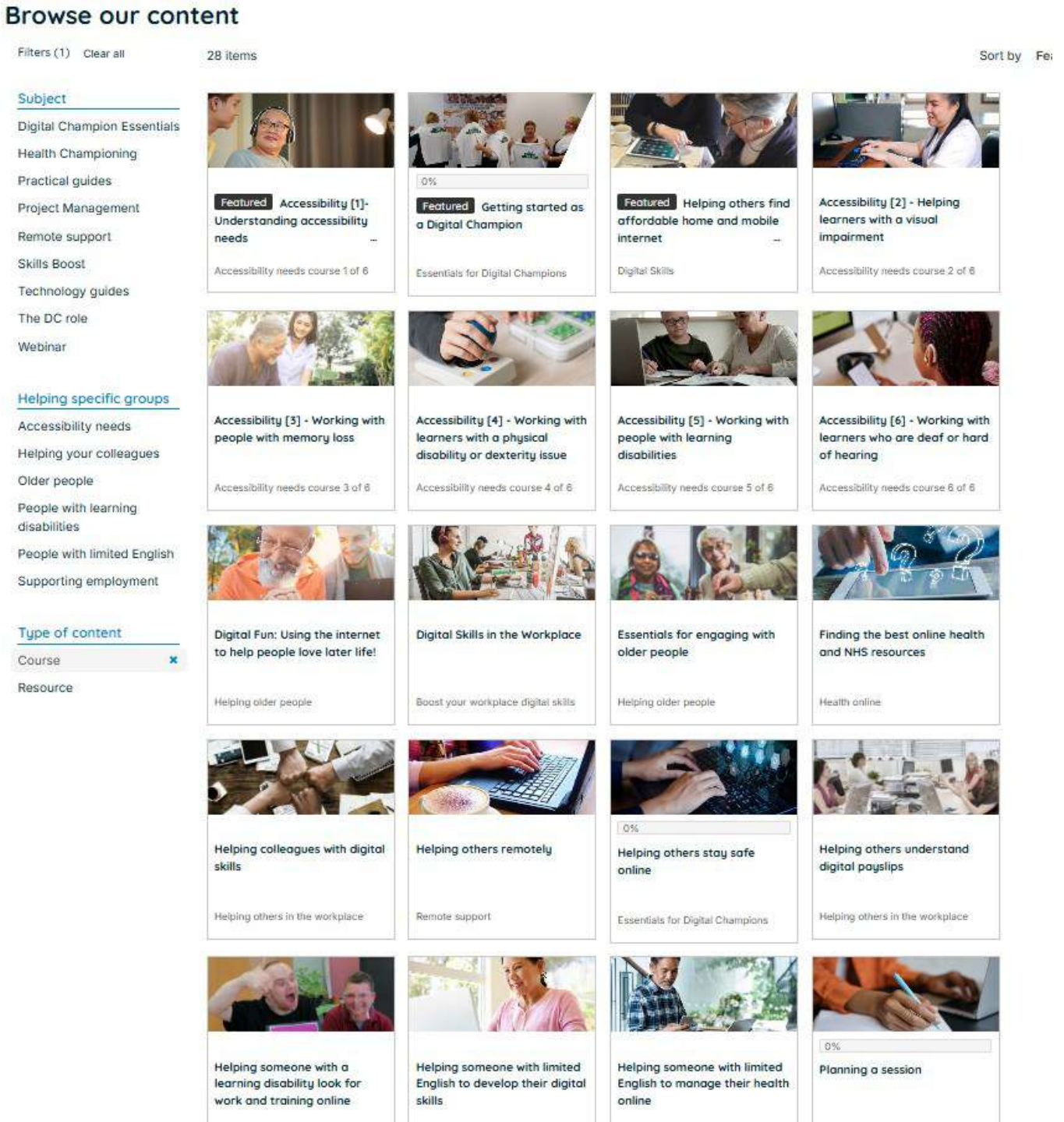
Initial learning:

Pick & Mix style



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Initial learning:

Mandatory training

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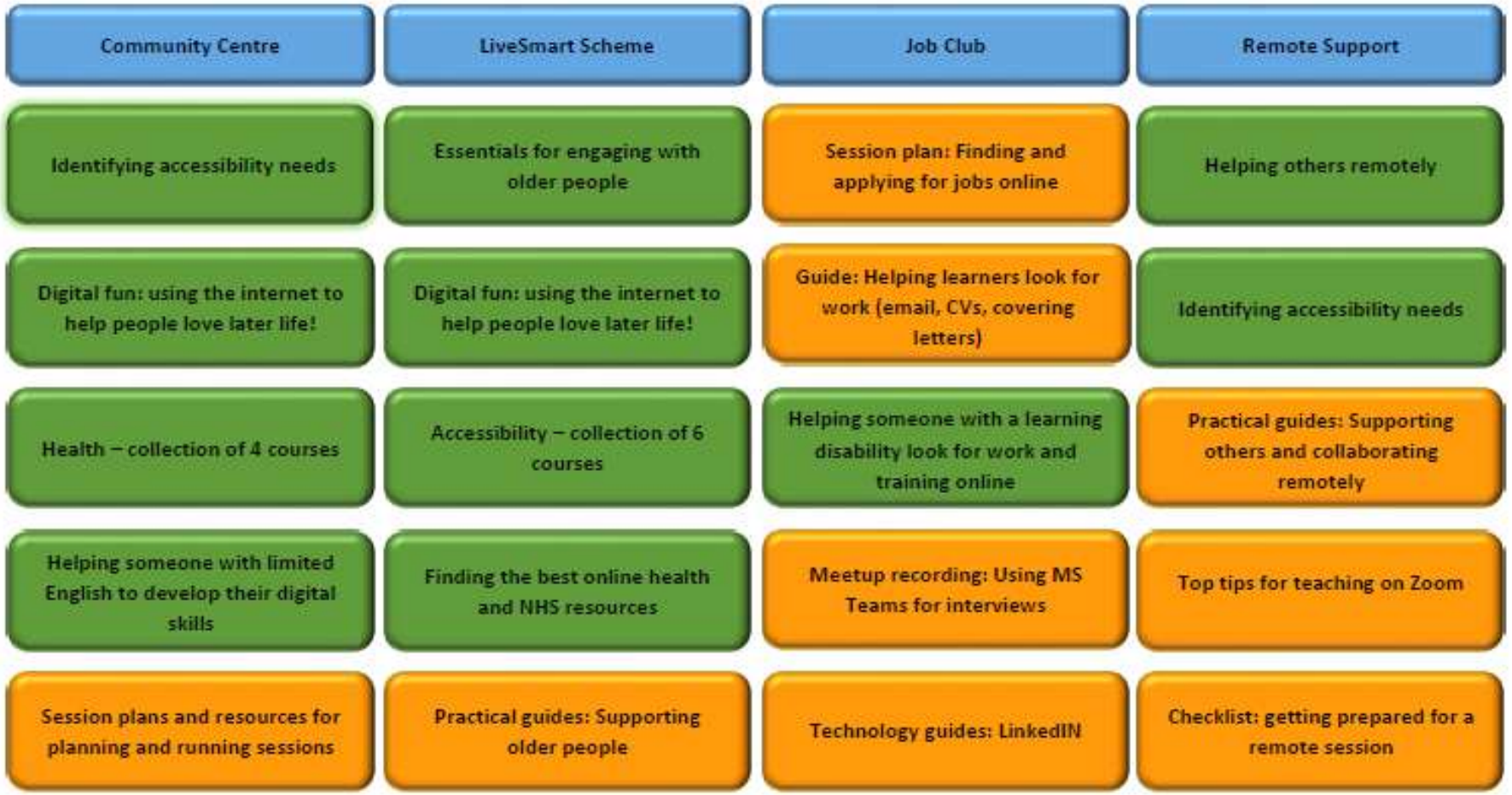
Initial learning:

Different contexts – different courses & resources you might suggest



www.digitalunite.com/products/digital-champions-network/course-list

Digital Champions learning together

East London Foundation Trust (ELFT), Digital Life Coaches programme.

- Learning is broken down over 10 weeks with a session every fortnight
- Groups of 6-8 Champions come together in real life and learn together
- A graduation as “Digital Life Coaches”
- Opportunities and support to move forward

www.digitalunite.com/case-studies/teaching-champions-classes
Digital Life Coach Programme Tackles Digital Exclusion | East London NHS Foundation Trust

Ongoing learning: Resources

Featured Digital Champion Meetups

Book meetups and watch past

Featured Skills Boosts: Developing your Digital Champion role

Skills Boost

Digital Champion Podcasts

Short podcasts for DCs

Practical guides: Finding venues, learners and equipment

Printable guides and useful links

Technology guides: Digital phone switchover

Printable guides and useful links

Technology guides: Email and WhatsApp

Printable guides and links

Technology guides: Google applications

Printable guides and useful links

Technology guides: Microsoft Windows, Office and Teams

Word, Excel, Powerpoint, Teams

Practical guides: Health online and using NHS services

Printable guides and useful links

Practical guides: Helping learners with specific needs

Accessibility, older people

Practical guides: Helping others with money, work and government services

Printable guides and useful links

Practical guides: Learning disabilities, difficulties and Easy Read

Printable guides and useful links

Technology guides: Social media

Facebook, Twitter and LinkedIn

Technology guides: Using computers, phones and tablets

Printable guides and useful links

Technology guides: Using the Internet and Artificial Intelligence (AI)

Connecting to and searching the

Practical guides: Online safety and safeguarding

Printable guides and useful links

Practical guides: Supporting others and collaborating remotely

Printable guides and useful links

Practical guides: The Digital Champion role and your professional development

Getting started in your role

Session plans and resources for planning and running sessions

Group and 1-2-1 session plans

The DCN is not only filled with courses but a wide range of resources these are so useful for ongoing support.

Read > Print > Give to learners

Ongoing learning: Monthly Meetups

Meetup recordings 2026

- Meetup: Safer Internet Day (February 2026)
- Meetup: Code Your Future (January 2026)

Meetup recordings 2025

- Meetup: Winter Fun (December 2025)
- Meetup: The NHS App (November 2025)
- Meetup: From Promo to Impact: First Steps in Canva (October 2025)
- Meetup: Coding through play (October 2025)
- Meetup: Staying Safe Online - Passwords and MFA (September 2025)
- Meetup: Parental Controls (July 2025)
- Meetup: Getting Learners started with AI (June 2025)
- Meetup: Volunteers Week Special (June 2025)
- Meetup: Staying Connected – How Can Tech Help You Meet New Friends (May 2025)
- Meetup: Digital World Updates (April 2025)
- Digital Champion Focus Group: March 2025
- Meetup: Accessibility Features on Android devices (March 2025)
- Meetup: Generative Artificial Intelligence (AI) Part 2 (February 2025)
- Meet up: Learn My Way and new courses on the DCN (January 2025)

- ✓ Run by Digital Unite and partners
- ✓ Develop further knowledge and confidence
- ✓ Build sense of community
- ✓ Bring real life challenges and celebrations

Ongoing learning: Skills Boost

Skills Boost January: Understanding Digital Legacy

Skills Boost January: Understanding Digital Legacy

Skills Boost February: Introduction to unconscious bias

Skills Boost February: An introduction to unconscious bias

Skills Boost March: Great coaching and presentations

Skills Boost March: Great coaching and presentations

Skills Boost April: Personal development planning for Digital Champions

Skills Boost April: Personal development planning for Digital Champions

Skills Boost May: Group work and facilitation skills

Skills Boost May: Group work and facilitation skills

Skills Boost June: Preparing for sensitive conversations

Skills Boost June: Preparing for sensitive conversations

Skills Boost July: Equality and inclusivity in learning

Skills Boost July: Equality and inclusivity in learning

Skills Boost September: Using Generative AI in your Champion role

Skills Boost September: Using Generative AI in your Champion role

Skills Boost October: Taking care of yourself in the workplace

Skills Boost October: Taking care of yourself in the workplace

Skills Boost November: Helping others with government services online

Skills Boost November: Helping others with government services online

Skills Boost No. 1 : Unconscious bias

Skills Boost

Free course (15 mins)

An Introduction to unconscious bias (Microsoft)

View →

A short course to introduce you to the concept of unconscious bias, this is the first module in Microsoft's Unconscious Bias course.

BBC Podcast (35 mins)

The everyday effects of unconscious bias

View →

Video (8 mins)

The nine cognitive biases (Mind Known)

View →

Practical guide

Challenging ageism

View →

Workbook

Addressing unconscious bias

View →

Safeguarding

Take the safety of your Champions seriously and include safeguarding training in their induction.

Champions need to feel safe around:

- Clients
- Other staff
- Other volunteers
- The working environment
- On social media and online
- The data you hold on them.

www.anncrafttrust.org/resources/

Don’t forget the obvious!

Points of contact – do Champions know

- Who to contact if they can’t make a session?
- Who to contact if they have a safeguarding concern or feel uncomfortable/unsafe?
- Who to ask if they don’t know how to do something?
- Who to ask about DCN queries?

Practicalities – do Champions know

- How to get onto the Wi-Fi?
- How to access the printer?
- Where the fire exit is?
- Where the toilet is?
- Where they can make a drink?

Their first few weeks in the role

As they get started consider ways that they can be best supported as they get familiar with their role. Be willing to extend and adapt the induction process, if someone needs it.

Be clear

Make it clear what your expectations are for the first few weeks

Link up

Get them to shadow or buddy with existing Champions who can act as mentors, connect them with the wider team

Adapt

Adapt the role to their specific skills or confidence levels

Encourage learning

Encourage them to keep learning, keep accessing resources – you don't expect them to know everything!

Check in

Give them the chance to discuss their role, what's gone well, any challenges or concerns

Next steps

- Feedback form [https://www.digitalunite.com/form/session-2-wla-recruitment-feedba] – this is how we will track people so please do complete so you can be awarded CPD accreditation
- Slides and resources will come via email from Lucy - if you don't have the previous sessions, please contact Lucy.
- Come to the final session on 25th March at 11am: **Managing and Motivating your Champions**
- Any questions: Contact Lucy dunnl@ealing.gov.uk or Harriet harriet.hungerford@digitalunite.com