



Digital Unite

www.digitalunite.com

0800 228 9272

Training and Supporting your Digital Champions

Making the most of the Digital Champions
Network



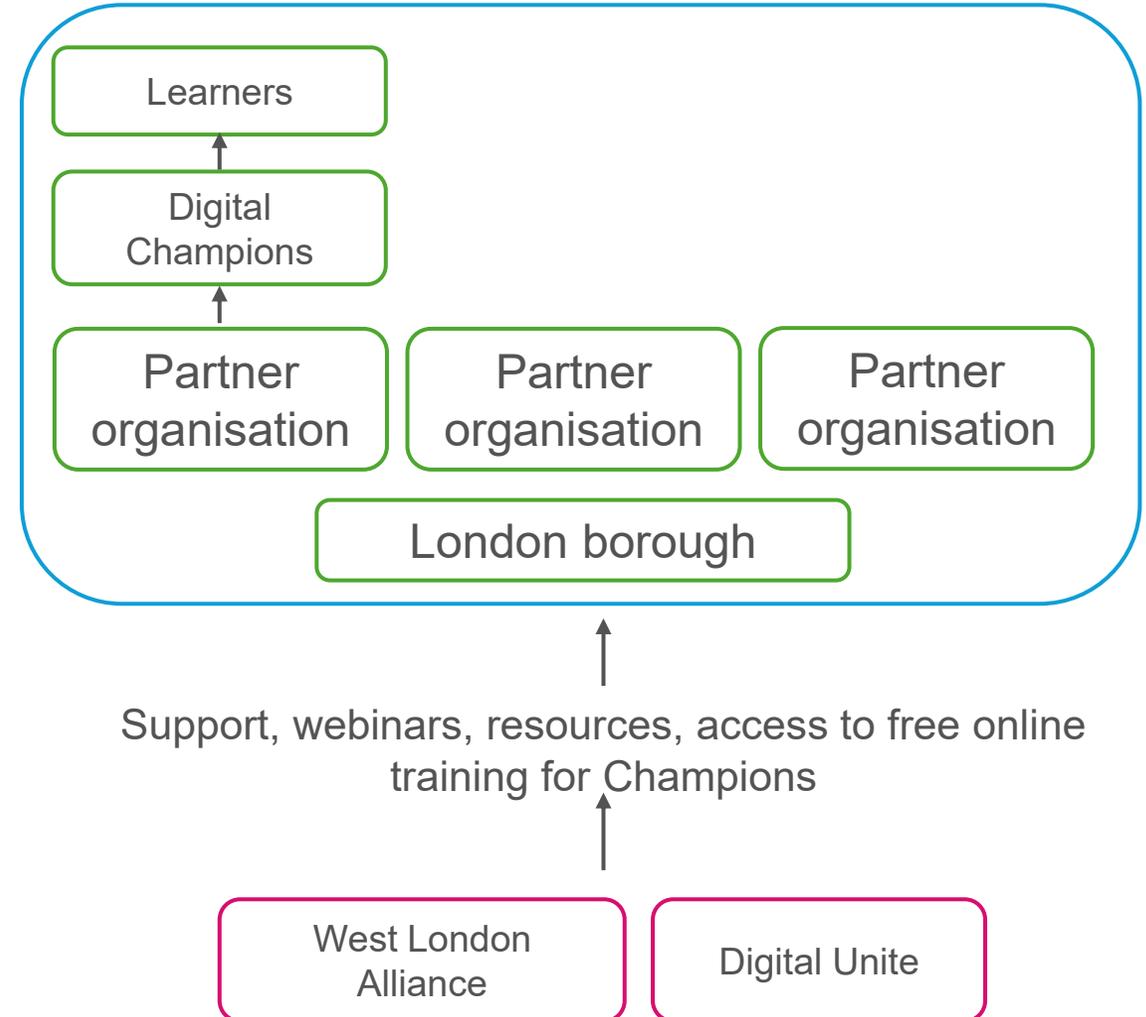
Housekeeping

- 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!)

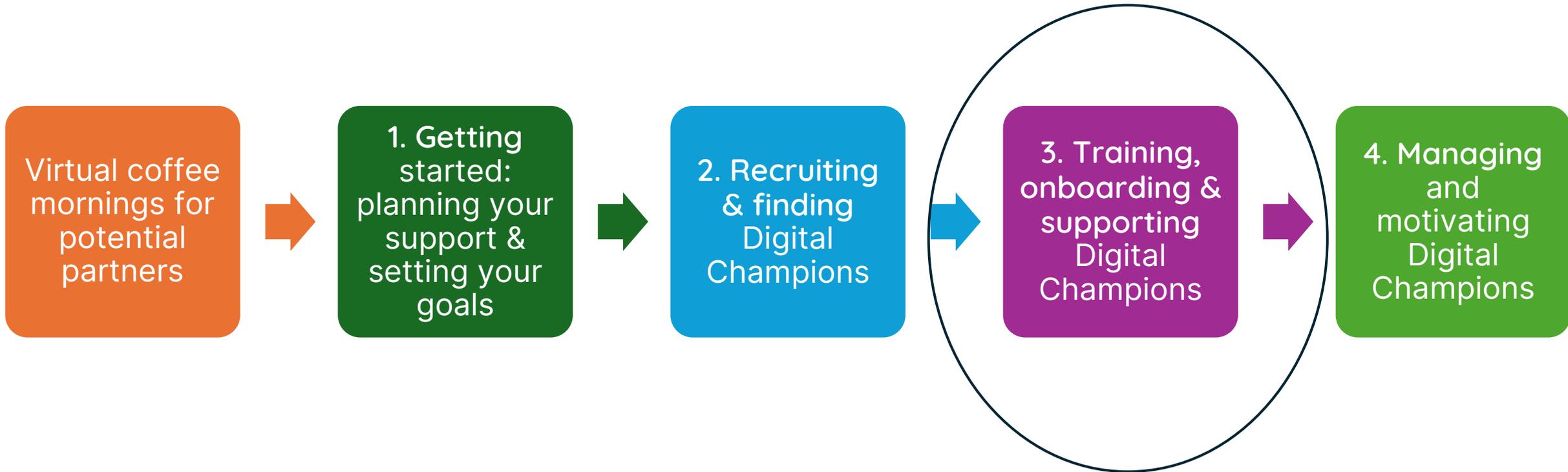


Introductions

- 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

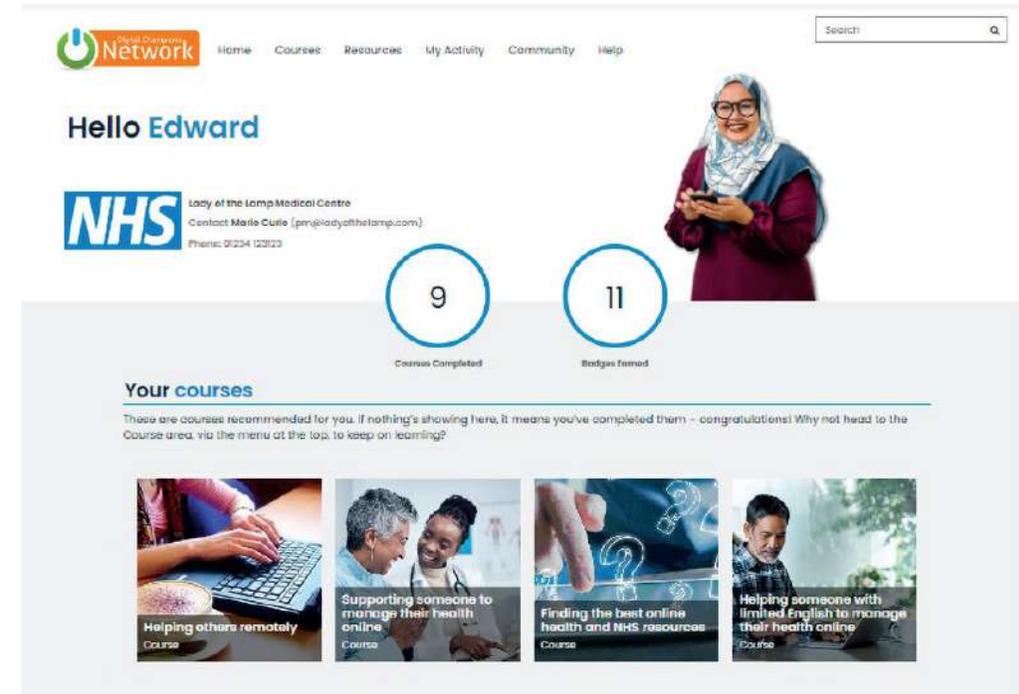
Today's aims

- ✓ 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



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.



The screenshot shows the user interface for 'Edward' on the Digital Champions Network. At the top, there is a navigation bar with links for Home, Courses, Resources, My Activity, Community, and Help, along with a search bar. Below the navigation, a 'Hello Edward' greeting is displayed. To the right, there is a profile picture of a woman wearing a hijab and glasses, holding a smartphone. Below the greeting, there is contact information for 'Lady of the Lamp Medical Centre', including a contact email (lady@ladyofthelamp.com) and a phone number (01234 123123). Two circular progress indicators show '9 Courses Completed' and '11 Badges Earned'. A section titled 'Your courses' lists four recommended courses with thumbnail images: 'Helping others remotely', 'Supporting someone to manage their health online', 'Finding the best online health and NHS resources', and 'Helping someone with limited English to manage their health online'. A note below the courses states: 'These are courses recommended for you. If nothing's showing here, it means you've completed them - congratulations! Why not head to the Course area, via the menu at the top, to keep on learning?'.

Here are some popular resources our Champions use. You'll find plenty more in the Resource area.



This section displays a grid of resource cards. On the left, there is a large image of a white telephone and a red smartphone. Below it, a card titled 'New guide for Digital Champions: Understanding the digital phone switchover' is visible. To the right, there are several smaller cards: 'Most up! Webinars and meetings for Digital Champions', 'New course: Finding the best online health and NHS resources', 'News from Digital Unite February 2024', and 'Your Digital Champion role: Your activity and achievements'. Each card includes a 'View' link.



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.

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

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.



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?



5 minute break

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



Supporting your Champions with their learning



Initial learning: Pick & Mix style

Browse our content

Filters (1) Clear all

28 items

Sort by Fe

Subject

- Digital Champion Essentials
- Health Championing
- Practical guides
- Project Management
- Remote support
- Skills Boost
- Technology guides
- The DC role
- Webinar

Helping specific groups

- Accessibility needs
- Helping your colleagues
- Older people
- People with learning disabilities
- People with limited English
- Supporting employment

Type of content

- Course
- Resource

 <p>Featured Accessibility [1] - Understanding accessibility needs</p> <p>Accessibility needs course 1 of 6</p>	 <p>0%</p> <p>Featured Getting started as a Digital Champion</p> <p>Essentials for Digital Champions</p>	 <p>Featured Helping others find affordable home and mobile internet</p> <p>Digital Skills</p>	 <p>Accessibility [2] - Helping learners with a visual impairment</p> <p>Accessibility needs course 2 of 6</p>
 <p>Accessibility [3] - Working with people with memory loss</p> <p>Accessibility needs course 3 of 6</p>	 <p>Accessibility [4] - Working with learners with a physical disability or dexterity issue</p> <p>Accessibility needs course 4 of 6</p>	 <p>Accessibility [5] - Working with people with learning disabilities</p> <p>Accessibility needs course 5 of 6</p>	 <p>Accessibility [6] - Working with learners who are deaf or hard of hearing</p> <p>Accessibility needs course 6 of 6</p>
 <p>Digital Fun: Using the internet to help people love later life!</p> <p>Helping older people</p>	 <p>Digital Skills in the Workplace</p> <p>Boost your workplace digital skills</p>	 <p>Essentials for engaging with older people</p> <p>Helping older people</p>	 <p>Finding the best online health and NHS resources</p> <p>Health online</p>
 <p>Helping colleagues with digital skills</p> <p>Helping others in the workplace</p>	 <p>Helping others remotely</p> <p>Remote support</p>	 <p>0%</p> <p>Helping others stay safe online</p> <p>Essentials for Digital Champions</p>	 <p>Helping others understand digital payslips</p> <p>Helping others in the workplace</p>
 <p>Helping someone with a learning disability look for work and training online</p>	 <p>Helping someone with limited English to develop their digital skills</p>	 <p>Helping someone with limited English to manage their health online</p>	 <p>0%</p> <p>Planning a session</p>

Initial learning:

Mandatory
training

Registration activities	Course: Essentials [1]	Course: Essentials [2]	Course: Essentials [3]	Course: Essentials [4]
Course: Essentials [5]	Course: Essentials [6]	Clarian Futures Safeguarding		

Getting Started

Please start with the initial required learning below. You do not have to do all the courses in one go. Once you've completed them all, you will get access to more learning. We will also arrange a face-to-face induction session with your Clarian Futures Digital Inclusion Officer. Once your DBS is back, you'll be ready to start volunteering!



The diagram shows a winding path with 8 numbered steps, each with an icon and a '100%' progress indicator. Step 1: A person with a laptop. Step 2: A person with a laptop. Step 3: A person with a laptop. Step 4: A person with a laptop. Step 5: A person with a laptop. Step 6: A person with a laptop. Step 7: A person with a laptop. Step 8: A group of people.

Initial learning:

Different contexts – different courses & resources you might suggest

Community Centre	LiveSmart Scheme	Job Club	Remote Support
Identifying accessibility needs	Essentials for engaging with older people	Session plan: Finding and applying for jobs online	Helping others remotely
Digital fun: using the internet to help people love later life!	Digital fun: using the internet to help people love later life!	Guide: Helping learners look for work (email, CVs, covering letters)	Identifying accessibility needs
Health – collection of 4 courses	Accessibility – collection of 6 courses	Helping someone with a learning disability look for work and training online	Practical guides: Supporting others and collaborating remotely
Helping someone with limited English to develop their digital skills	Finding the best online health and NHS resources	Meetup recording: Using MS Teams for interviews	Top tips for teaching on Zoom
Session plans and resources for planning and running sessions	Practical guides: Supporting older people	Technology guides: LinkedIn	Checklist: getting prepared for a remote session

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?

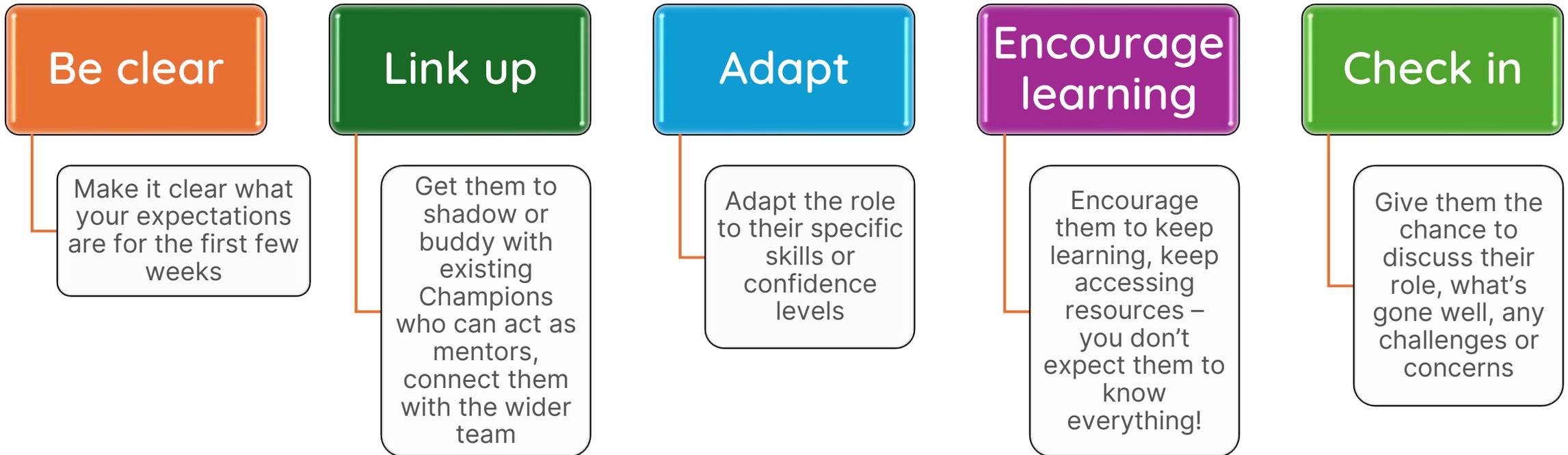
Practicalities – do Champions know

- 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.



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

