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 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.

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 differently..
- ✓ 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

	Helping colleagues with digital skills
	Developed in partnership with Elizabeth Marsh of Digital Work Research
	Average study time: 30 minutes
	✓ Understanding the role of a workplace Digital Champion and its wider context in organisations.
	✓ Colleagues' potential barriers to learning and how to overcome them.
	✓ Building Champion capacity: how to get other people involved.

	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.

Helping others remotely

Average study time: 15 minutes
- ✓ Understand the value of remote learning and why it can be an important element of the Champion role.
- ✓ Understand the different tools and techniques for remote teaching and learning.
- ✓ Understand good safeguarding principles when providing remote support and how to troubleshoot common problems.

Helping others understand digital payslips
Developed in partnership with UNISON

Average study time: 30 minutes

- ✓ Identify a person's digital skill need in relation to accessing a digital payslip.
- ✓ Help colleagues to safely access, read and save their digital payslips.
- ✓ Understand where to access further support on digital payslips and signpost colleagues to these.

Helping others find affordable home and mobile internet
Developed in partnership with The West London Alliance

Average study time: 15 minutes

- ✓ Understand the world of Internet speeds and mobile data.
- ✓ Help someone to find the right, best value home Internet for them, including social tariffs.
- ✓ Help someone to find the most appropriate mobile data package for them and share tips on how to make their mobile data go further.

Using Learn My Way to help others develop their digital skills
Developed in partnership with Good Things Foundation

Average study time: 10 minutes

- ✓ When is it appropriate to introduce Learn My Way to a learner.
- ✓ How to encourage a learner to get started on Learn My Way.
- ✓ Ways to incorporate Learn My Way into your sessions.
- ✓ Encouraging your learners to use Learn My Way independently and how to track their progress.

Managing Health Online

		The benefits of managing health online Average study time: 5 minutes ✓ Learn about the importance of having good digital skills. ✓ Find out how a Digital Champion can make a difference. ✓ Understand why using online health tools and resources can benefit everyone.
		Finding the best online health and NHS resources Average study time: 15 minutes ✓ How to support your learners to use key NHS online health resources, including the NHS website, NHS App. ✓ Understand how to assess online health resources so you can signpost your learners to reliable information.
		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.
		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.

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 how 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
- ✓ 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
- ✓ 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.

Supporting someone using the Dart Charge service
Average study time: 11 minutes
- ✓ 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 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.
	## Understanding accessibility needs Average study time: 5 minutes ✓ Introduces the most common accessibility needs. ✓ Shows Champions ways to sensitively talk to learners about their needs. ✓ Understand how to adapt support to a learners 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 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.