





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.

- \checkmark Foundation training
- \checkmark 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

Updated March 2025

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. <i>All six courses also include Welsh version of Course Notes/Yn cynnwys fersiwn Cymraeg o Nodiadau Cwrs.</i>
 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.

<u>General skills</u>

	 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.
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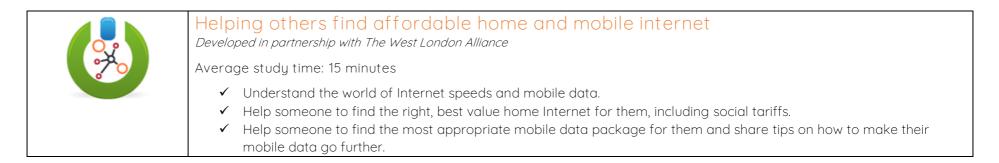
Promoting digital skills as part of your role

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.



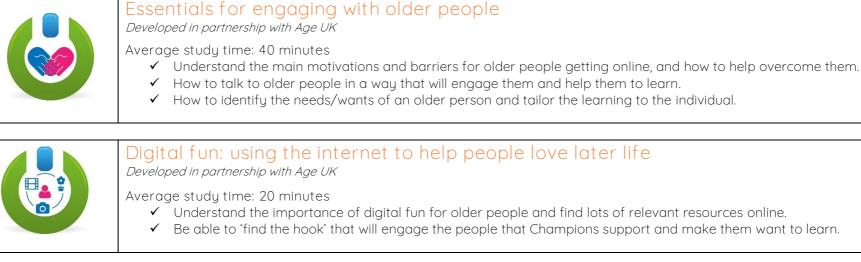


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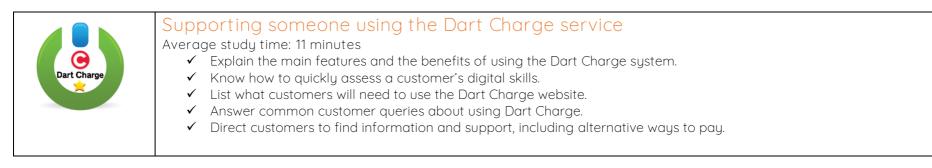
Managing Health Online

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







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<u>Accessibility</u>

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.



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
 - \checkmark How to build partnerships and find opportunities to achieve a programme of activity
 - \checkmark How to build momentum and achieve digital inclusion impact and benefits in the long term.