

COMMUNITY OF PRACTICE

Year 2 Learning report

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Project learning

This report provides a summary of learning arising from Community of Practice activity: learning sets, events and project visits taking place between June 2018 and end May 2019.

A full copy of the learning report is available [here](#)

Thank you

Thanks to the many partners who have joined the Community of Practice during the last year as contributors and participants and so generously shared their practice experience.

Special thanks go to the One Digital project leads at Age UK, Citizens Online, Clarion Futures, Digital Unite & SCVO.

Informal digital champions and communities of learning

- Informal Digital Champions support peer-to-peer learning
- Informal Digital Champions within learning communities provide a potential route to sustaining learning following a period of training in digital skills



In-work digital champions

- In-work Digital Champions provide support to colleagues to build their digital skills and confidence
- In-work Digital Champions provide essential support in any digital change project



Embedded Digital Champions

- Embedding Digital Champions and digital skills support into key services for vulnerable groups provides a sustainable model
- Embedded Digital Champions are likely to focus on a specific digital skills need
- Embedded Digital Champions should be encouraged to refer learners for more digital skills training provided by other partners locally.

Digital Transformation & the Senior Leaders Programme

- The SCVO Senior Leaders programme has proved to be an essential tool in their digital evolution model for charities
- Facilitation skills are key for One Digital project staff who are supporting partners to develop new digital inclusion projects through group-based activity

Older Learners

- Local partners are critical to building the capacity of projects e.g. in supporting the identification of learners, and for recruitment of Digital Champions
- Research the types of learning that would suit local older people – groups, 1-1, or booked appointments
- Older people need lots of support to decide on device and connectivity packages



Working with disadvantaged groups

- Disadvantaged groups such as those with disabilities are more likely to lack digital skills and confidence
- Partners are developing specialised learning approaches to working with different disadvantaged groups
- Reaching out to disadvantaged groups and understanding the specific barriers they face is key to offering them Digital Champion support
- Ensuring learners understand the basics of online safety and security is very important for these often vulnerable groups and can be integrated into all learning

Measuring impact

- Key learning & more detailed background papers on how to measure the impact of digital inclusion projects on
 - Learners
 - Digital Champions
 - Partnership working

is available through the One Digital website [here](#) and event materials [here](#)

Full year 2 learning report

Can be accessed [here](#)

Case studies

Can be accessed [here](#)