



# OneDigital

**Kate Gallant, Learning Facilitator**  
**Community of Practice**

# We are One Digital



# WE'RE REACHING MORE PEOPLE

Since we started in 2015 we have trained over 3,300 Digital Champions and supported almost 44,500 people to learn new digital skills:

## KEY

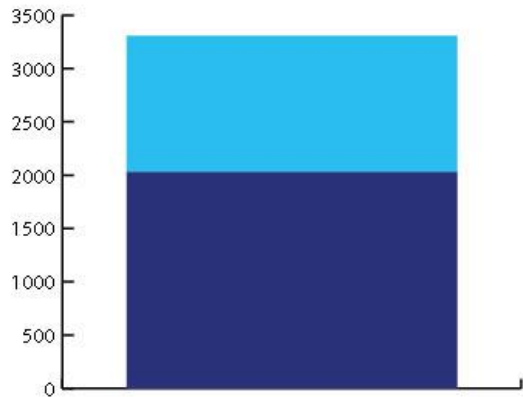


Up to May 2018



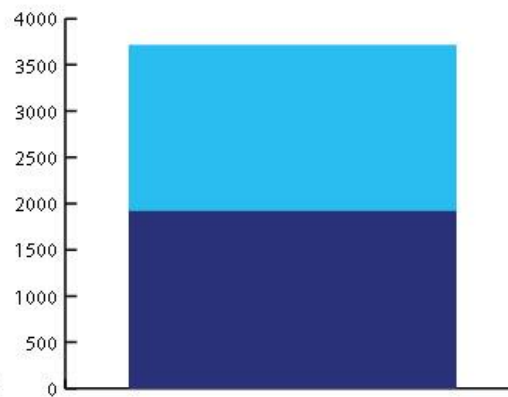
June 2018 - May 2019

Total: 3,306



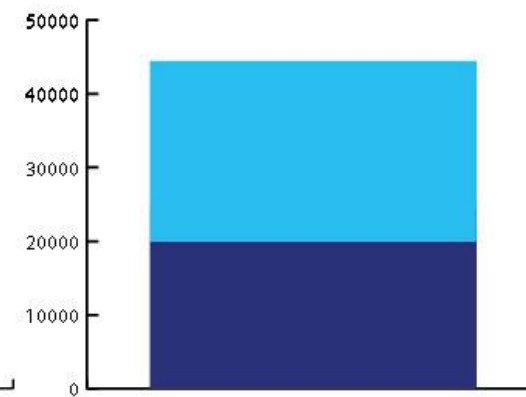
Organisations engaged

Total: 3,717



Digital Champions trained

Total: 44,424



Learners supported

# Digital Champion approaches

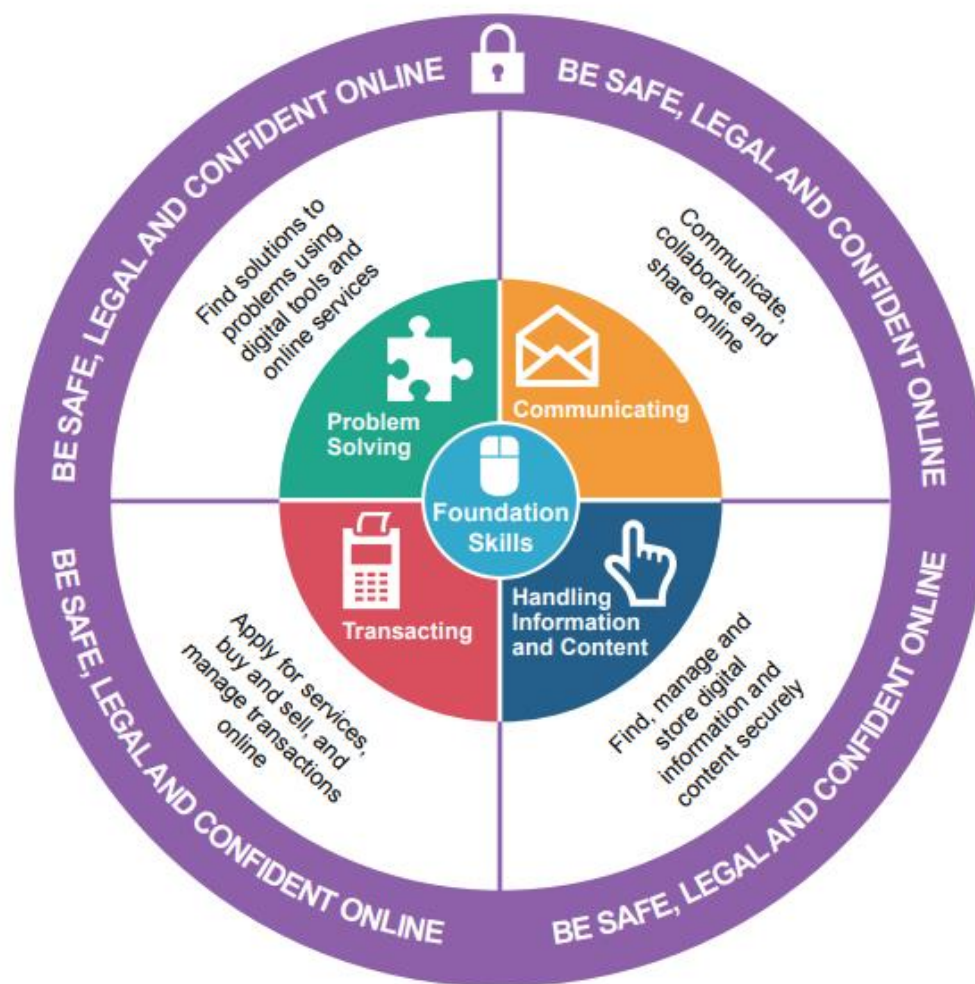
- **Learner led**
- **Person-centred**
- **Flexible**
- **Confidence building**
- **Motivating**

# Digital Champions

**Champions are -**

- **Motivated to help others**
- **Willing & understand the need to build rapport with learners**
- **Keen to promote the benefits of having digital skills**
- **Digital enthusiasts and motivators – keen to learn and keep up to date themselves**
- **Good communicators and active listeners**
- **Trusted and patient**

# Essential Digital Skills Framework



# Digital Champion models – blend & flex



# Case Study research – Sara Dunn Associates

## Working definition

**An embedded Digital Champion model is one where digital skills support is embedded in another transactional process with a beneficiary**

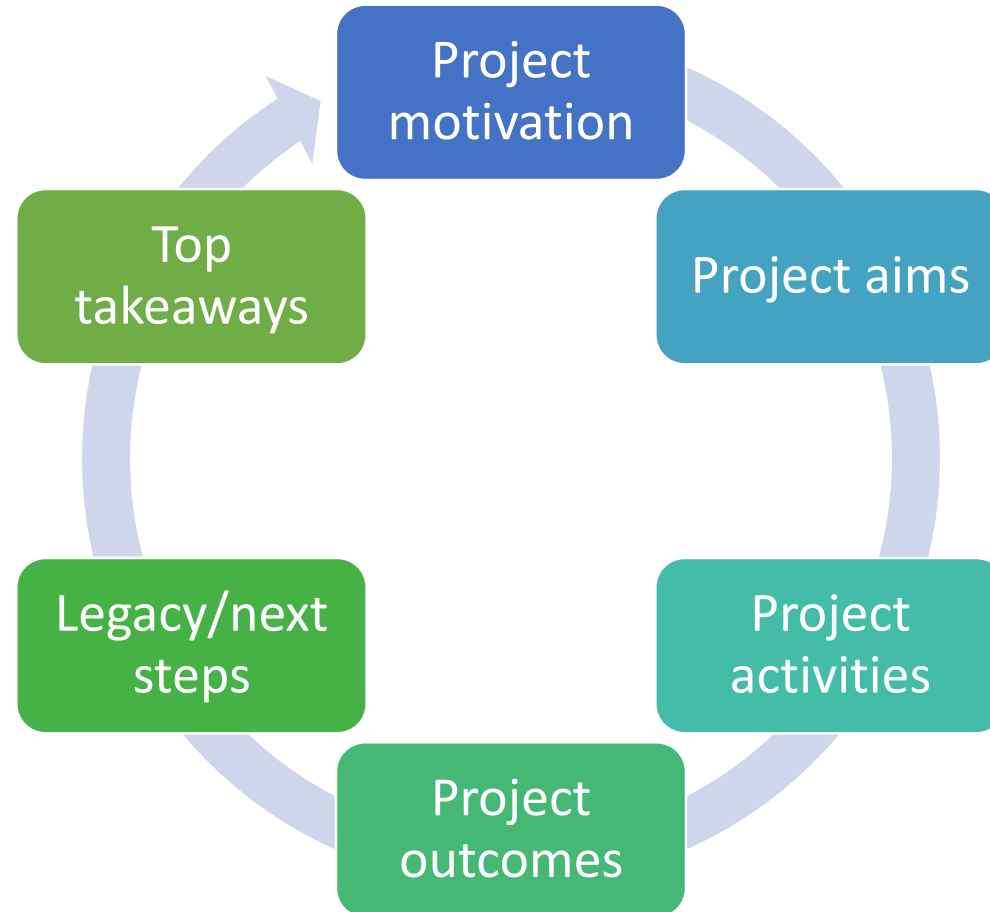




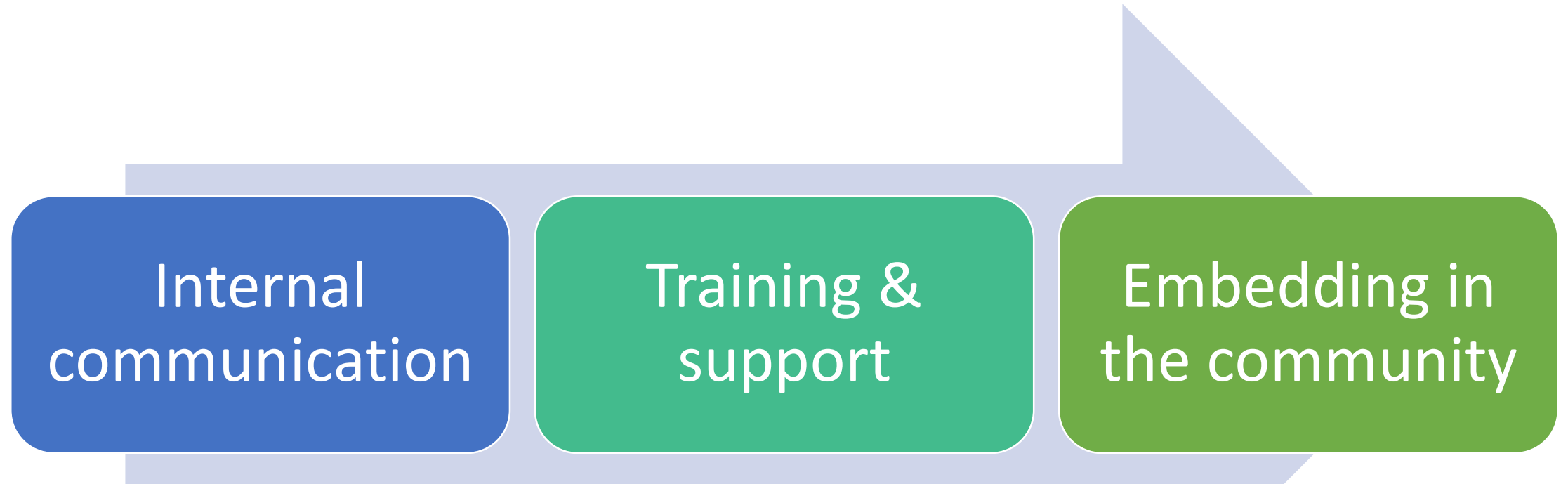
# Four Case Study partners

- **Age UK South Lakeland**
  - National Age UK
- **Airdrie Citizens Advice Bureau**
  - Scottish Council for Voluntary Organisations
- **Brighton & Hove library service**
  - Citizens Online
- **Poplar Harca**
  - Clarion Futures

# Structure Case Study reviews



# Cultural aspects of embeddedness



# Operational aspects of embeddedness

## Assessment & referral

- Early identification
- Needs based
- Multiple pathways (in)
- Onward referrals

## Transactions

- Pre-existing
- Digital nudges
- Tailored support
- Intensive support

## Multiple support needs

- Recognition of digital exclusion aspects
- Training

## Monitoring activities

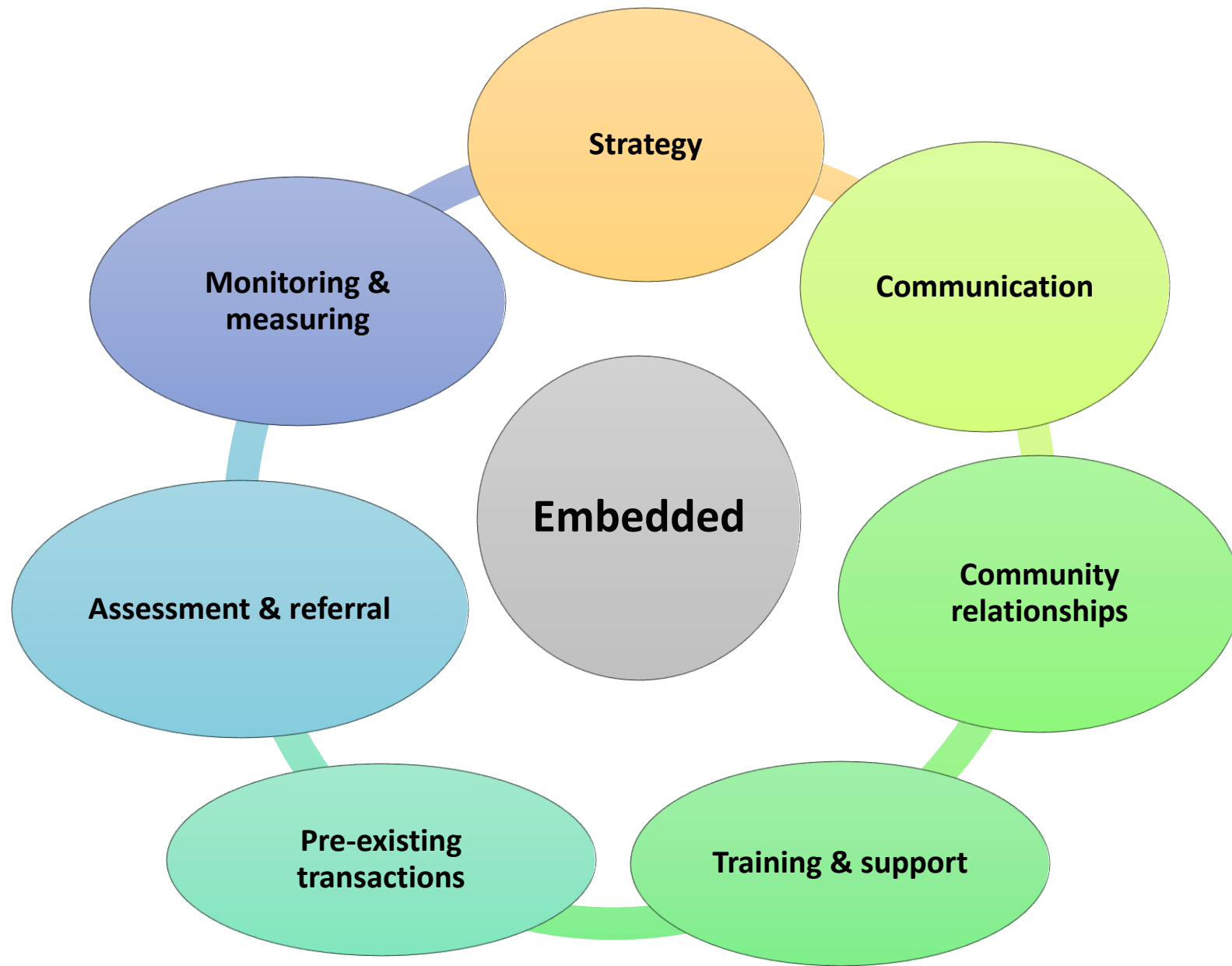
- Whole organisational outcomes
- Impact chains
- Time

# Digital Champions

Who & prior skills

Recruitment

Training & support





# OneDigital

