



Kate Gallant, Learning Facilitator Community of Practice



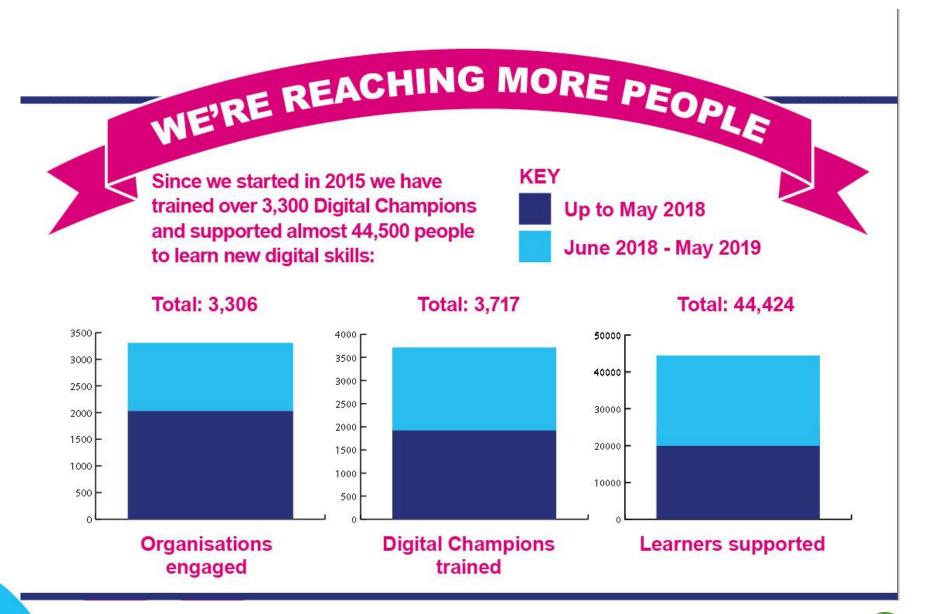














# Digital Champion approaches

- 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

Informal digital champions

Volunteer digital champions Professional digital champions

Embedded digital champions

Work based digital champions

Family, friends or neighbours

Based in variety of locations such as libraries, community & voluntary organisations

Work for charities, private or public sector organisations full-time, dedicated role Work for organisations providing services to people who are sometimes digitally excluded

Work for any organisation - especially those undertaking digital transformation

Informal learning & support Informal learning & support

Informal and formal training

Informal digital nudges often linked to specific digital skills and digital transactions Informal and formal support & training - developing inwork digital skills of work colleagues



#### 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



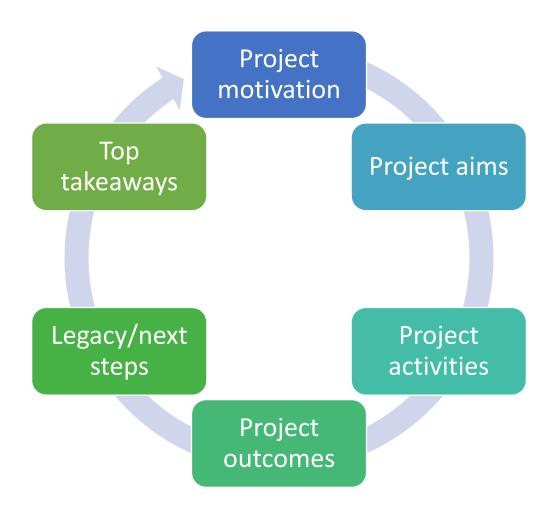


#### Four Case Study partners

- 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

Internal communication

Training & support

Embedding in the community



#### 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





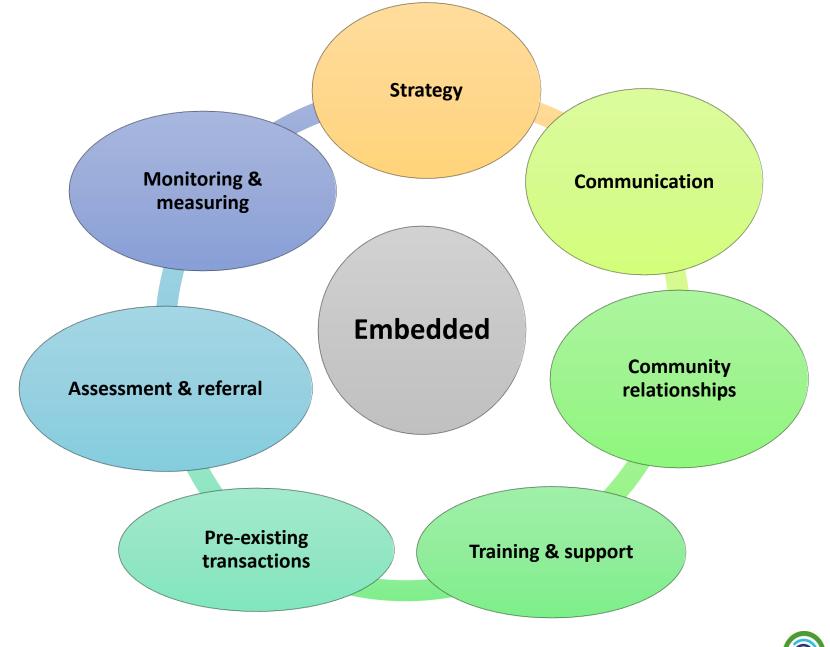
## **Digital Champions**

Who & prior skills

Recruitment

Training & support











# **OneDigital**









