



OneDigital

Kate Gallant, Learning Facilitator
Community of Practice

Housekeeping

- Q&A available for questions
- Please tag a partner by name if you have specific question
- Comment is available
- Recording of session
- Evaluation survey
- Birmingham – 21 November – embedded model



Session plan

- **General introduction to Digital Champion approaches**
- **Volunteer model – Sarah Parkes, Age UK**
- **Professional model – David Scurr, Citizens Online**
- **Blended professional/volunteer model – Tanya Spence, Clarion Futures**
- **Embedded model – Eilidh Little, Scottish Council for Voluntary Organisations**
- **Workplace Digital Champions – Kathy Valdes, Digital Unite**

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

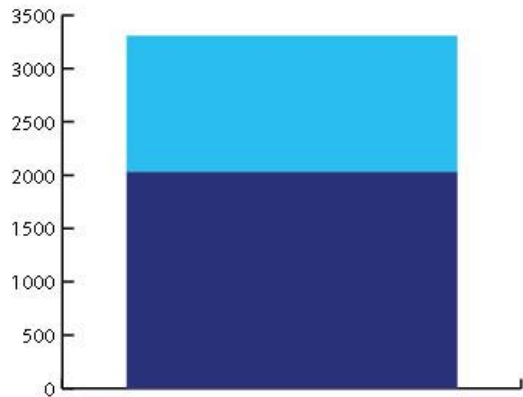


Up to May 2018



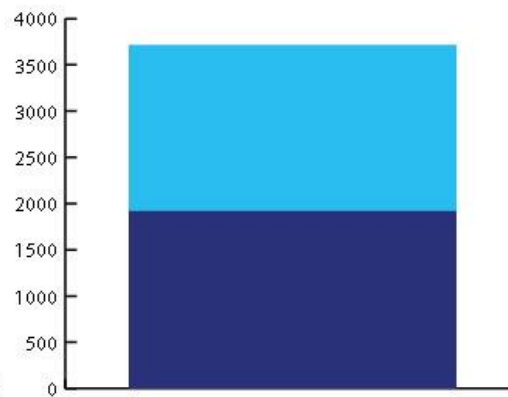
June 2018 - May 2019

Total: 3,306



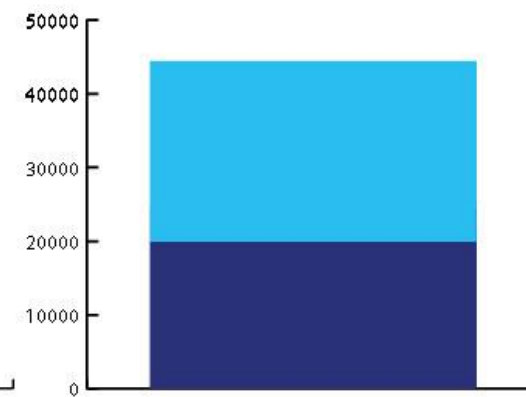
Organisations engaged

Total: 3,717



Digital Champions trained

Total: 44,424



Learners supported

Digital Champion approaches

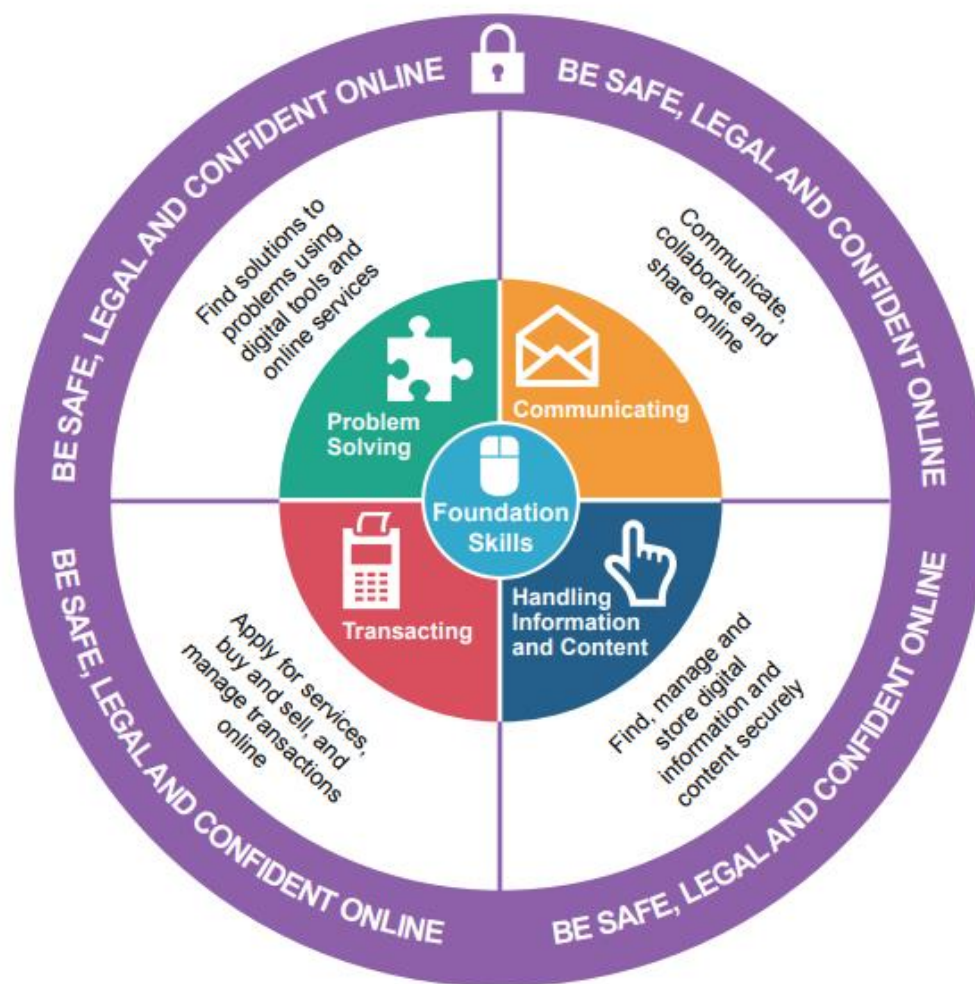
- **Learner led**
- **Person-centred**
- **Flexible**
- **Confidence building**
- **Motivating**

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



Advantages & Disadvantages

Volunteers

+ Peer learning

+ Benefits for volunteers

+ Volume of DCs available

- Confidence & skills levels

- Capacity

- Cost, recruitment, turnover

Professionals

+ High skills levels

+ Consistency

+ Capacity building

+ Outcomes monitoring

- Cost

- Sustainability

Advantages & Disadvantages

Embedded

+ Relationship with learners

+ Scalability

+ Organisational delivery

- Motivation & time

- Relationship with learner

- Measuring outcomes

In-work embedded

+ Supports digital transformation

+ Peer to peer learning

+ Higher level skills

- Staff time/resource

- Measuring impact



OneDigital

