



Evolving the training and support for Digital Champions

Kathy Valdes Digital Unite

November 2019



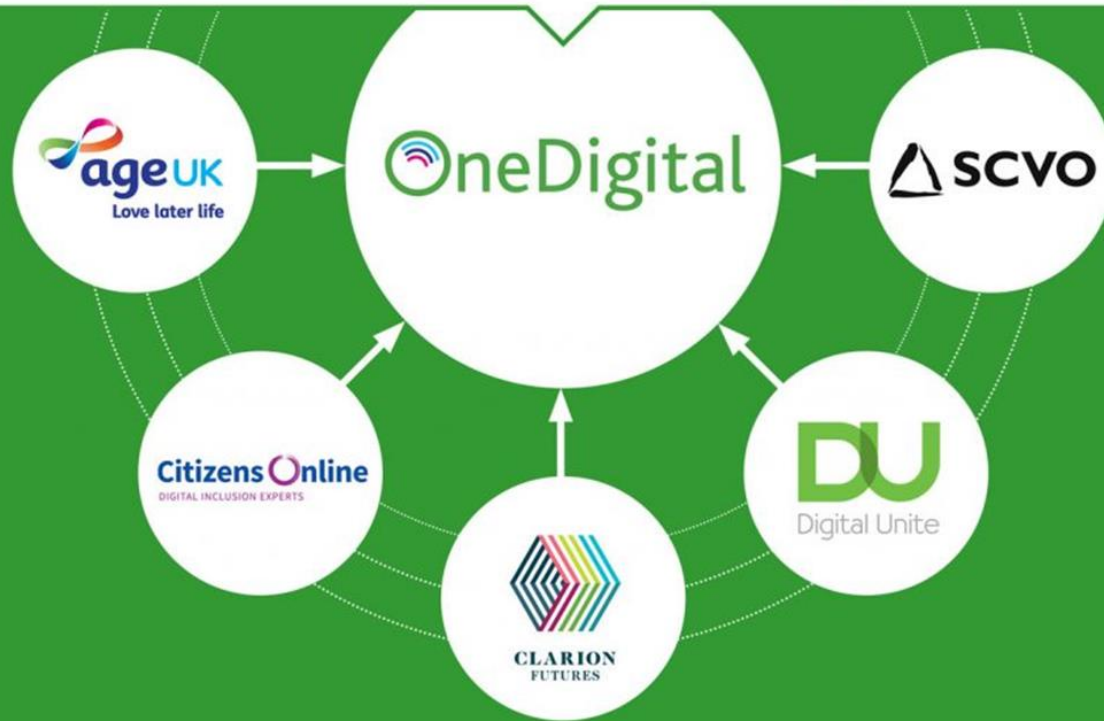
Digital Unite specialises in digital learning and skills through Digital Champion led training.

- **23** years expertise
- **Over 5 million** online views to our expert guides each year
- Currently supporting **over 200** organisations
- **Over 3,500** Digital Champions on our Digital Champions Network
- **Over 12,000** people helped by Network's Champions
- **97%** of Champions recommend their training

The Network is now supporting over 200 organisations with their Digital Champion programmes



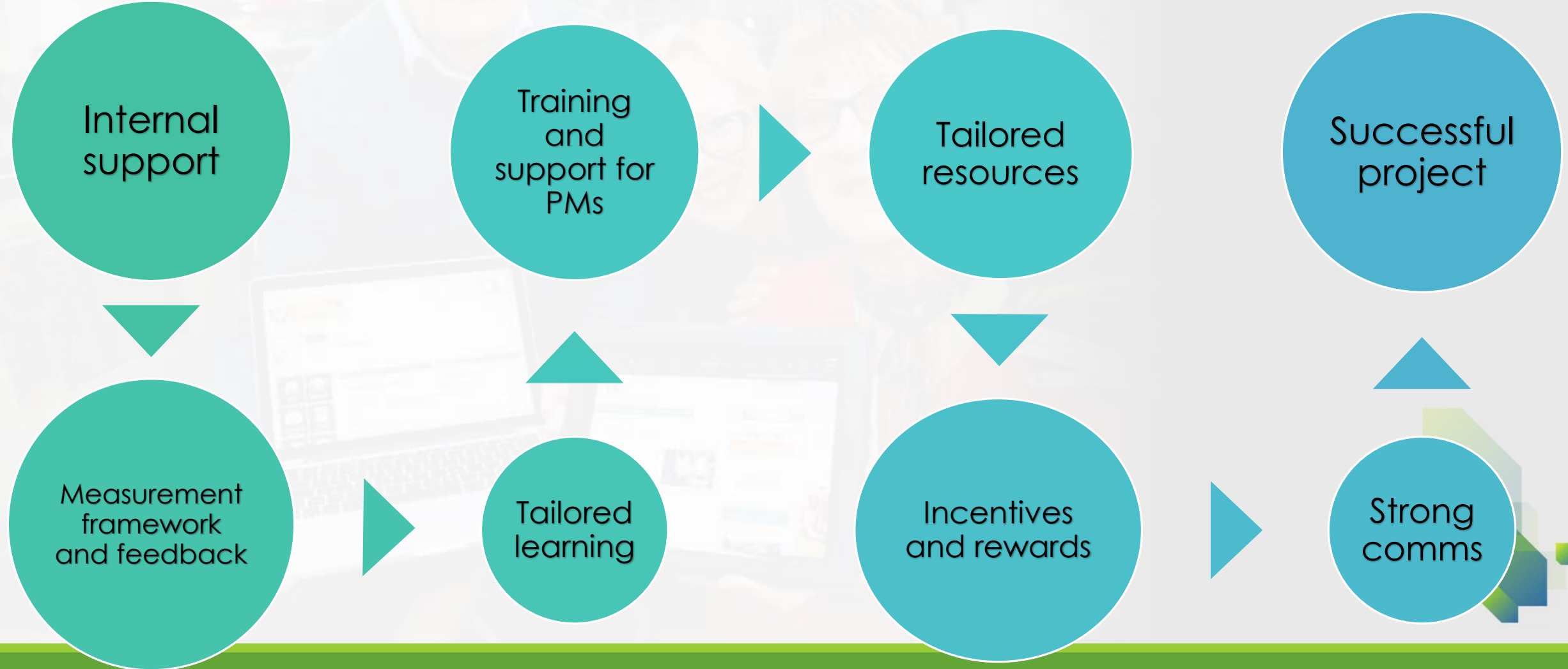
We are One Digital



Digital Unite has trained and supported Digital Champions across One Digital Partners

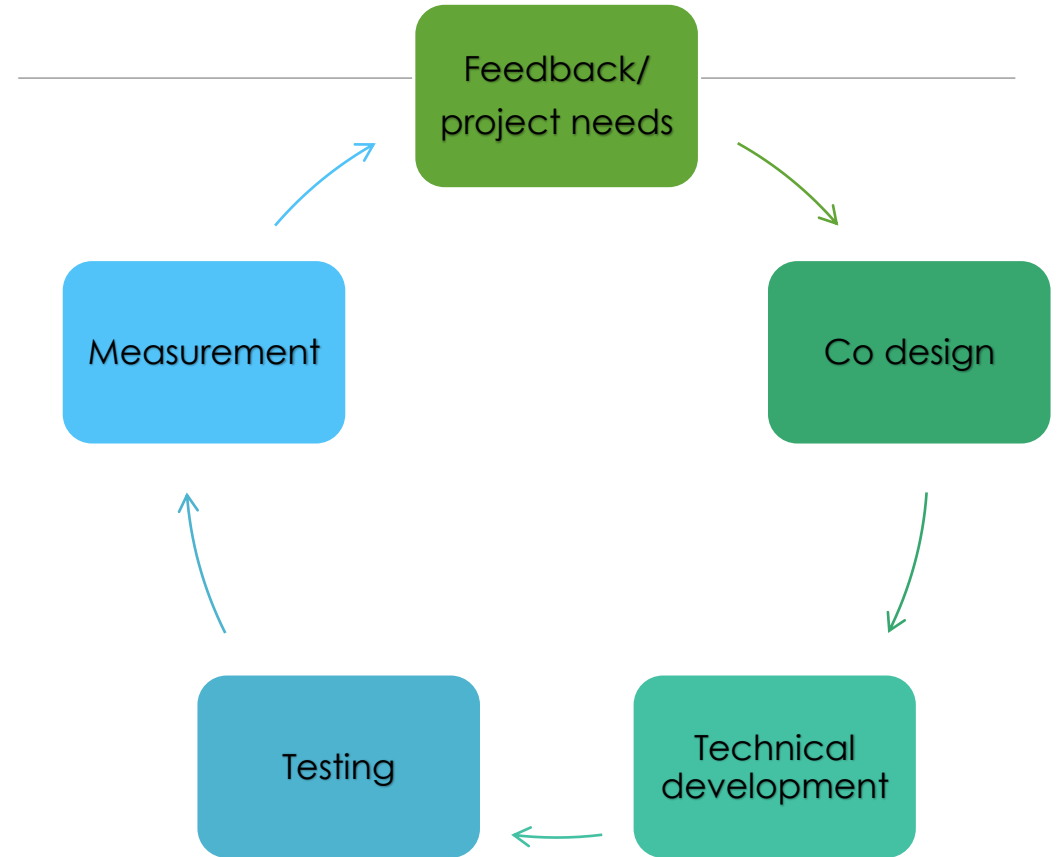


Digital Unite know the many elements needed for successful Champion programmes





Digital Unite uses technology to support Organisations, Digital Champions and learners at scale



Tailored resources for different project themes



There was a need
for project
specific resources
to be surfaced
easily

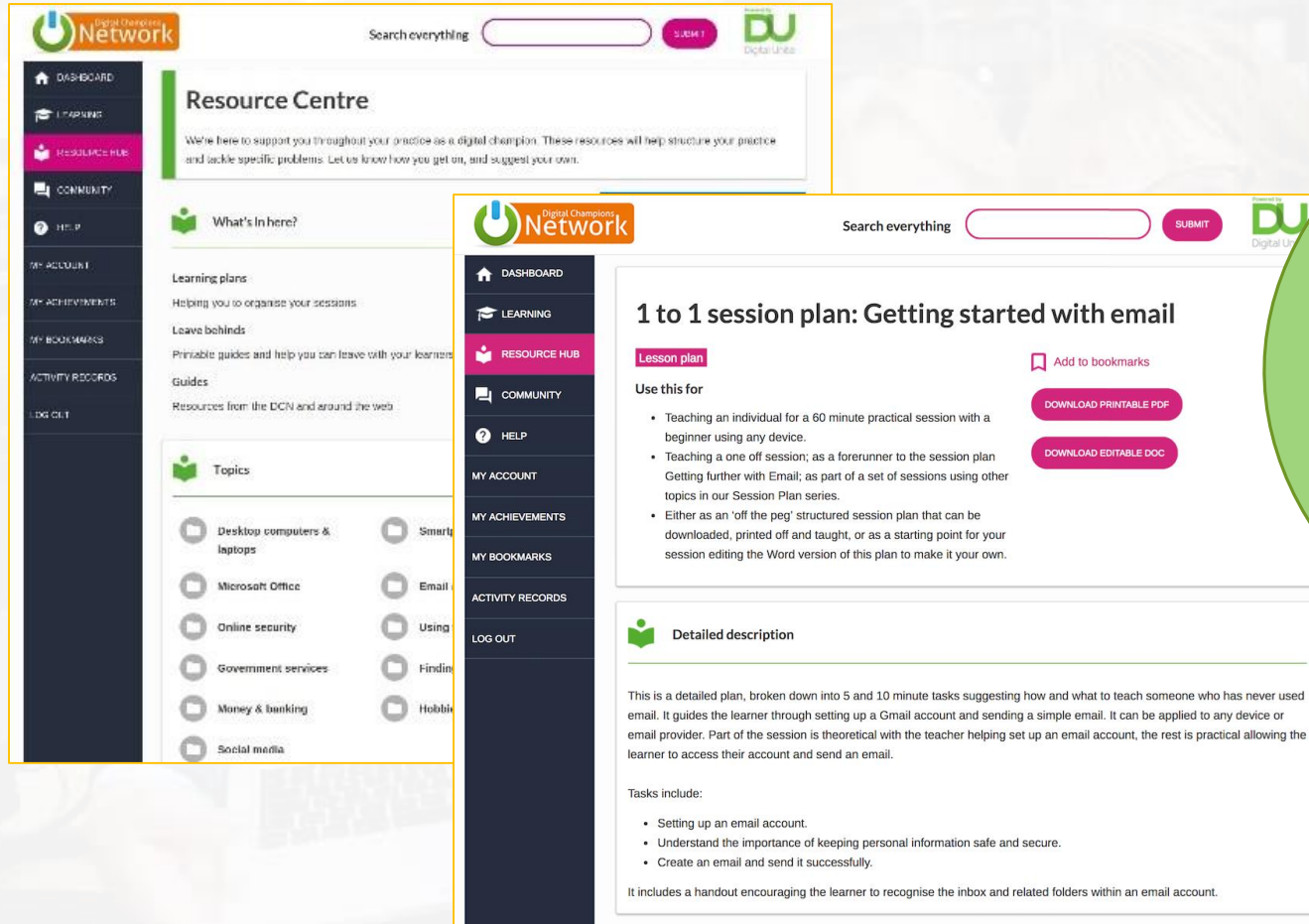


We created
tailored resource
hubs for specific
project, for
example Health
Champions or
Workplace
Champions



For our Workplace
champions this
has resulted in
hundreds of
resources viewed
in just 3 months

Our extensive and up-to-date resources save time and fuel ideas



“We use the resources and I get positive feedback about them being really useful.”

“The practical ideas about how to engage learners are what users really value.”

Bite-sized courses for Project Managers and Coordinators



Originally we had a toolkit but the need for some CPD certified project management courses was clear



We created a suite of 5 bite-sized e-learning modules specifically to support those running projects



Feedback from these has been so positive we know this is helping projects flourish

97% of project managers would recommend them!

Original Champions Network

Search everything

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DU Digital Unite

DASHBOARD

LEARNING

RESOURCE HUB

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Part 1: Recruiting Digital Champions

Question 7 of 11

Success stories

"Our organisation introduced a volunteering policy which allows employees up to 4 hours paid time every quarter to volunteer. Helping people online is important to us so we identified our Digital Champions program as one of 4 volunteering opportunities for our employees. It's proved a big hit, especially for office-based employees to have the chance to give something back, and do something so positive in the community."

Original Champions Network

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Part 2: What makes a good Digital Champion project?

Question 2 of 13

That's right!

Yes, all these simple approaches can help a Digital Champion project get off to a good start.

A good start begins with a clear statement of the issues and/or problems in the organisation that a Digital Champion approach can address.

This clear statement might connect back to the organisation's overall strategy.

Let's move on to have a look at examples of how **two organisations** approached the start of their Digital Champion programmes in a planned and organised way.

BACK NEXT

Original Champions Network

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Part 3: Ready to begin

Question 2 of 5

Which of the following do you already have in place?

- A few enthusiastic colleagues or volunteers that are already helping people with digital skills and could become Digital Champions.
- Access to some kit and/or connectivity.
- Engaged colleagues and managers who can help spread the word to recruit Champions.
- Existing groups who are already meeting on a regular basis and could include digital skills support.



Sowing
the Seeds



Having a
plan



Actively
recruiting



Promoting and
supporting



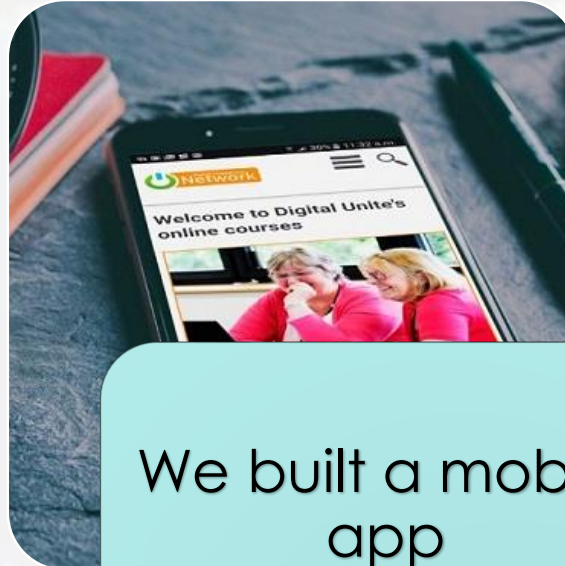
Excellent Digital
Championing



Capturing activity of Digital Champions



Organisations and Champions themselves are interested in the impact of their project

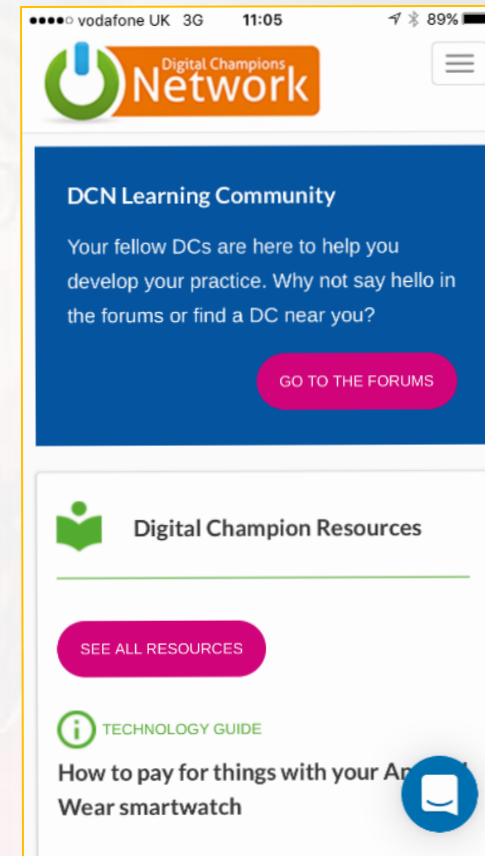
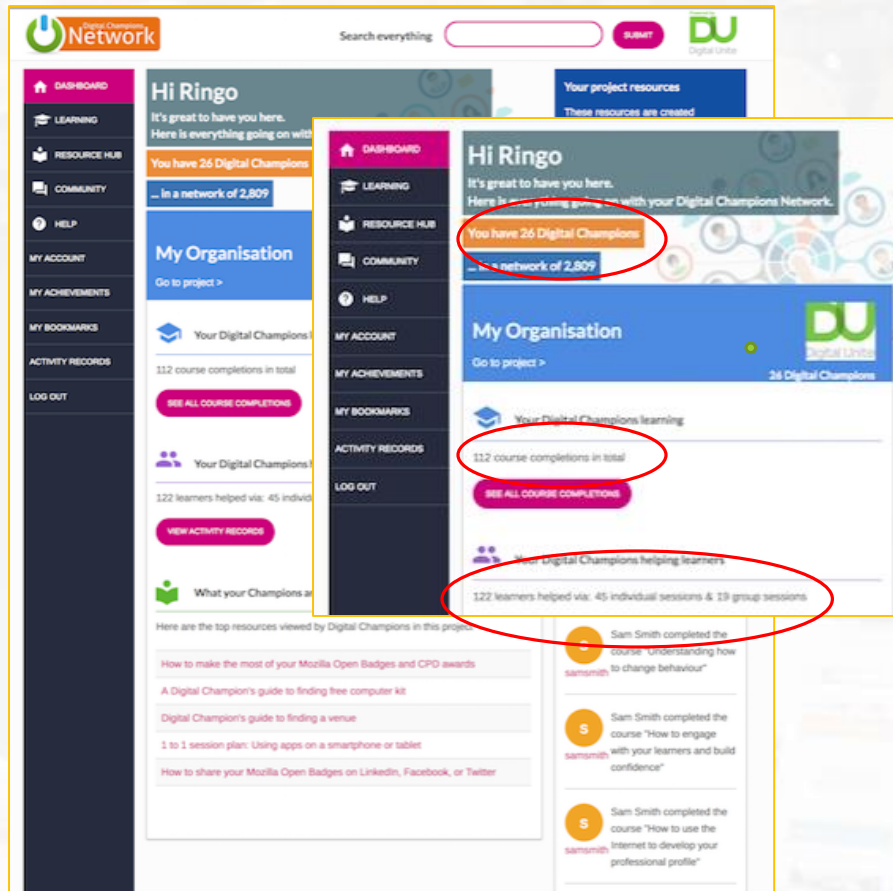


We built a mobile app
Nudge emails
Badges for activity



Increased the number of Digital Unite project Champions recording sessions has more than doubled

Personalised and flexible data capture tools



Specific projects helping different groups sometimes require new content



Age UK wanted some content focussed on helping older people having fun by using digital




We worked with Age UK to build 2 courses specifically designed to help Champions engage older people with technology




These courses have been completed by 100s of Digital Champions

“As we have so many older people coming to the Library, I found this course especially interesting and so helpful”

Digital Champions Network

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Start


Essentials for engaging with older people


 Takes about 40mins

Welcome to your Essentials for engaging with older people training! This course is designed to show you that work with older people to improve their digital skills can be fun and rewarding. It's also going to develop your knowledge understanding of how to engage with and support older people.




START COURSE

 Add to bookmarks

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Start


Digital fun: using the internet to help people love later life!

 Takes about 20mins

This course will help you to understand why older people might need and want to use the internet and other digital resources to explore their hobbies and interests. We'll also provide you with lots of suggestions that will help you guide the people you support to find fun and interesting ways to use digital resources. In addition to getting your certificate and badge, when you complete the course you'll also be able to access and download a handy factsheet with ideas for websites and apps to help start you off helping older people to use digital to explore their interests and hobbies.



START COURSE

 Add to bookmarks

1 in 2 Champions want evidence of professional development



Digital Champions wanted evidence of their learning and activity




Personalised record of achievement
Sharing tools for LinkedIn, email signatures etc




Every month over 50 Digital Champions download their record of achievement



Record of achievement can also be used internally to recognise the commitment of Digital Champions



**Digital Champion
Record of Achievement**
Monday 11 February 2019



George Harrison

About this Record of Achievement




Digital Unite works with local authorities, housing associations and care providers to train and support Digital Champions. We specialise in turning staff, residents and volunteers into effective Digital Champions - people who can stimulate the take up of online services and promote the confident and continued use of the internet.

Digital Champions complete their training with us through the Digital Champions Network and are then matched to local projects or are supported to find their own learners.

Multiple Open Badges are awarded both for completing training and for helping learners. This Record of Achievement provides a summary of all George's awards to date.

List of achievements

George Harrison registered on the Digital Champions Network with Clarion Futures Digital Champions Network on 17 October 2017 - 9:36am. Since then, George has completed 13 Digital Champion courses and helped 80 people with their digital skills.

Completed courses	
Helping someone with an accessibility need: identifying accessibility needs Completed on 12/03/2017 Has gained an understanding of how to sensitively identify a learners' accessibility needs	
Helping someone with an accessibility need: working with people with memory loss Completed on 12/06/2017 Has knowledge of the appropriate teaching methods and tools to use to help learners with memory loss	
Helping someone with an accessibility need: identifying accessibility needs Completed on 07/11/2020 Has gained an understanding of how to sensitively identify a learners' accessibility needs	



Phil Stranger
Creative skills only is good at teaching and being happy
[View full profile](#)

My ongoing training record with Digital Unite (DU) and Clarion Housing Group who I have been with now for over 2 years. [#DigitalChampions](#) [#AccessibilityNetwork](#) [#ClarionHousingGroup](#)



**Digital Champion
Record of Achievement**
Monday 11 February 2019



Phil Stranger

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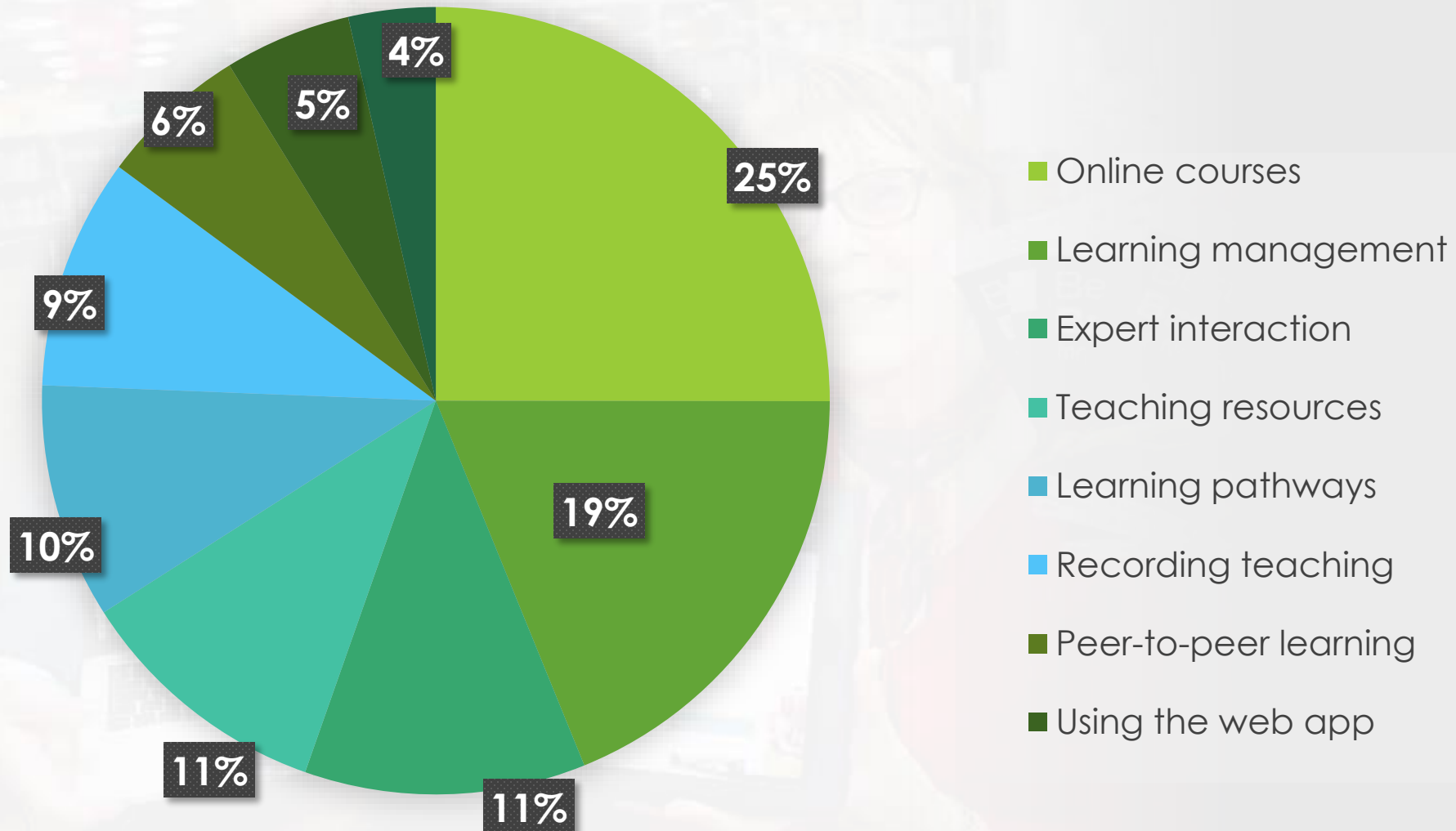
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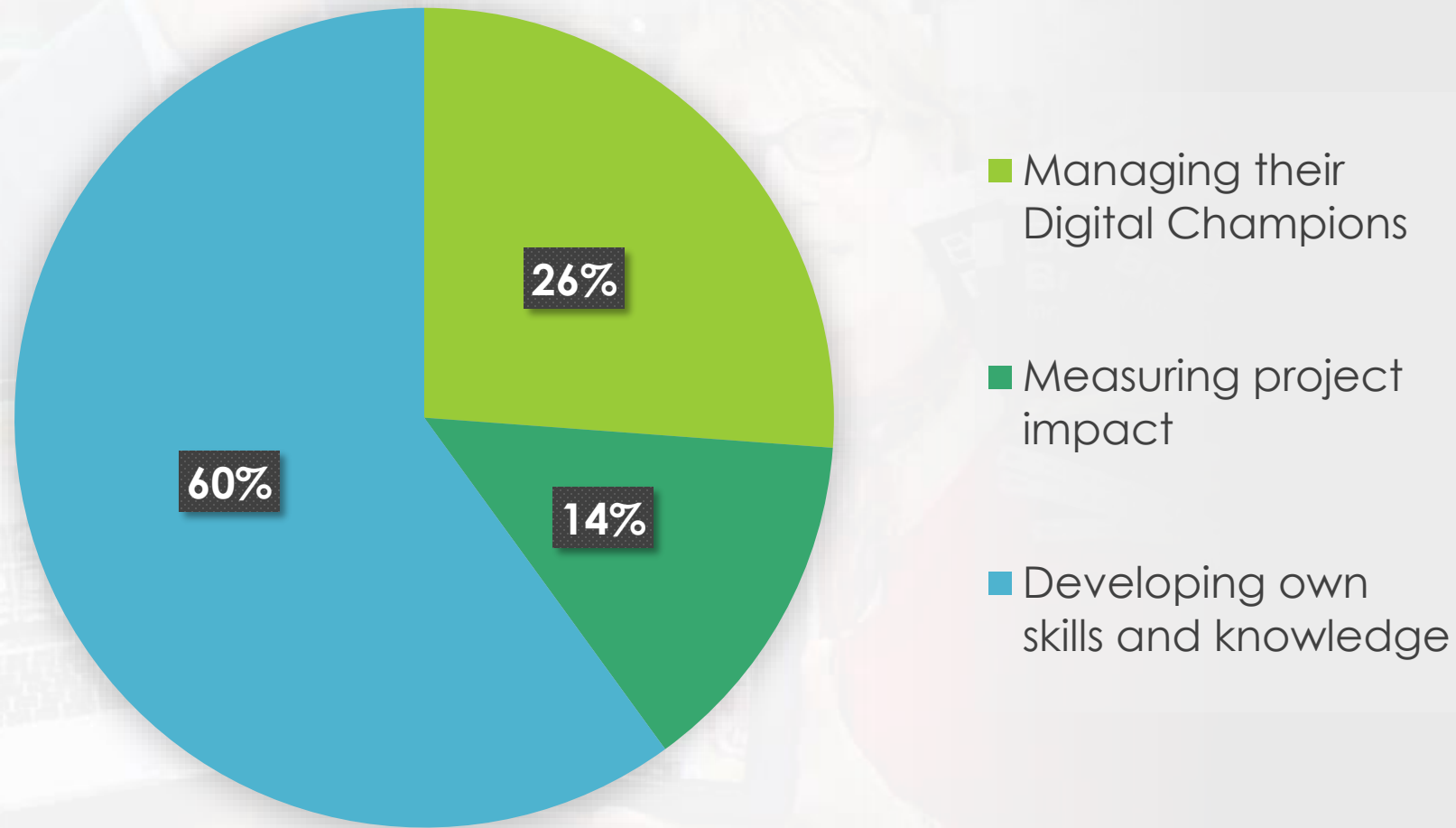


The Network is a learning ecosystem for Champions



Supports project managers with training and support too

The Network combines on-the-job management training with project management and reporting tools



For One Digital the DCN has supported Digital Champions by the four other partners and their projects





Over 1,300 Digital
Champions
trained and
supported

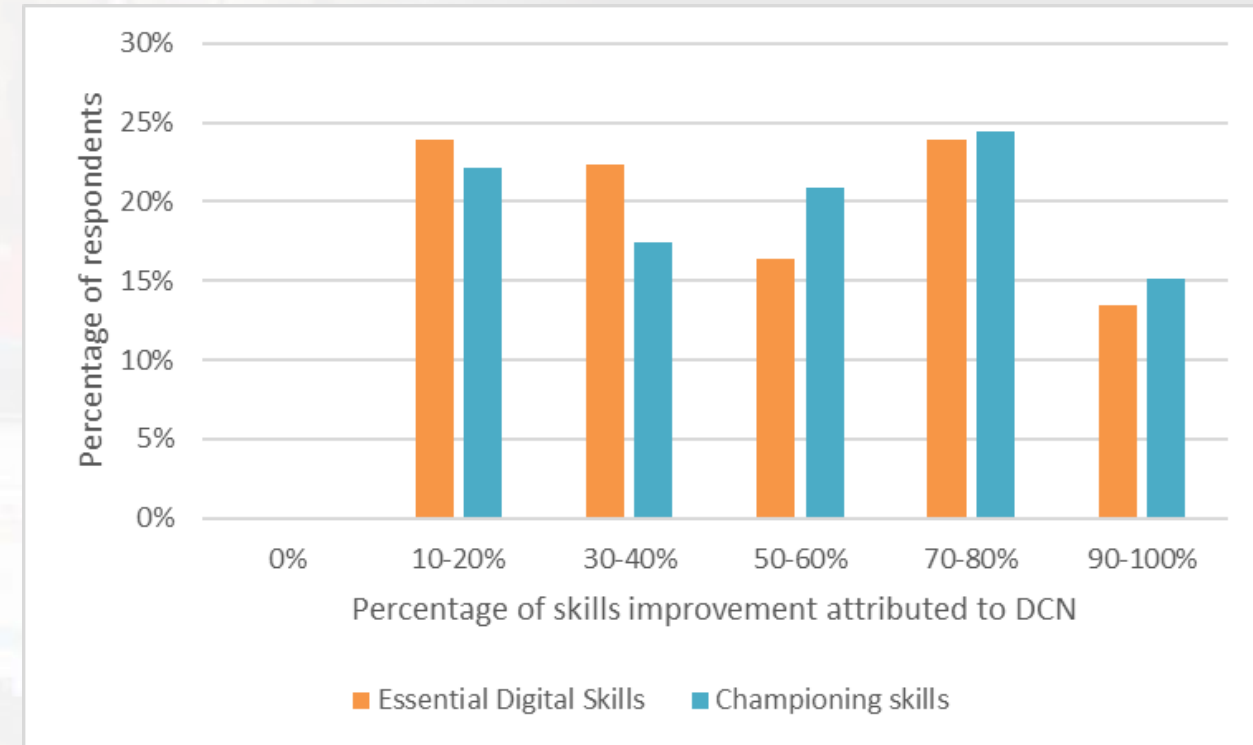
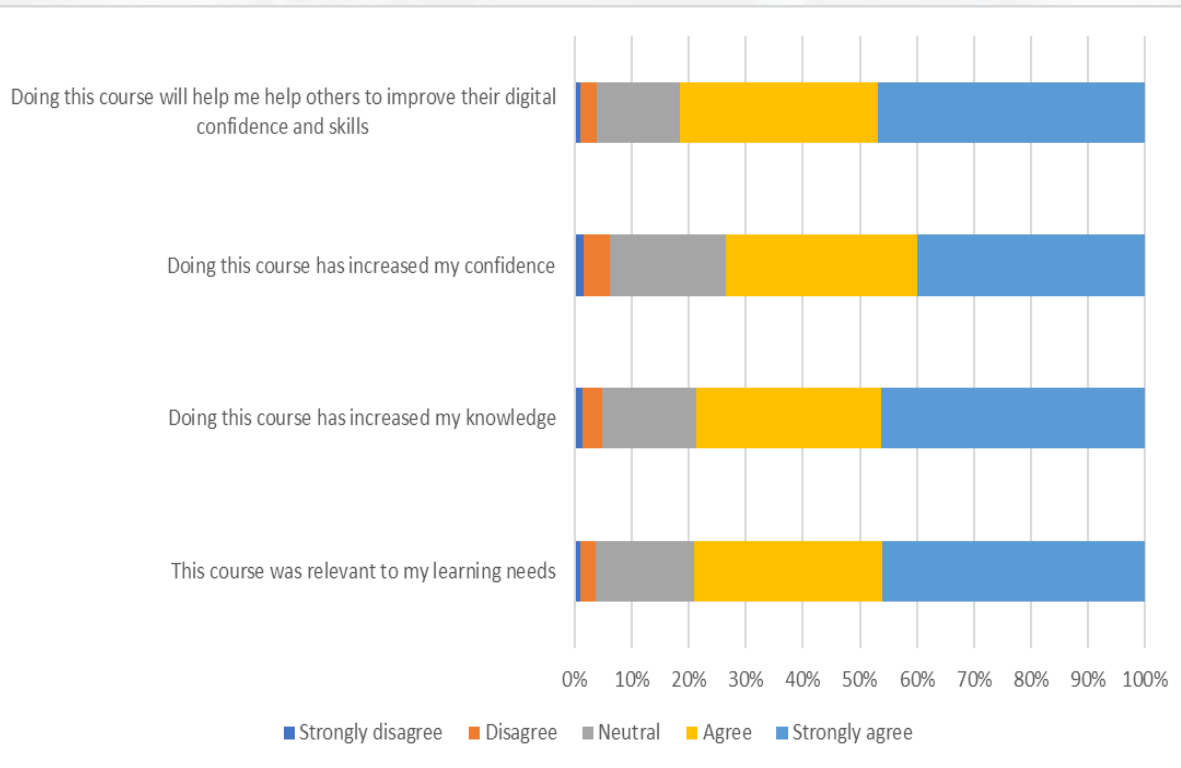
And collectively
used 373,433
training
resources.



**Across One Digital the in
Digital Champions Network**

Over 80% say the training will make them better Champions

All Champions with improved skills attributed it to the Network



82%

- Felt better able to help others are their training

78%

- Thought DCN courses were relevant

75%

- Said the courses had increased their confidence

**External evaluation of the
Digital champions
Network for both DCs and
organisation**

**Digital participation
delivered more efficiently**

“I can’t overstate just how useful DCN is to an organisation like ours. It allows you to do more and achieve more, with less time spent on administration.”



Training should be tailored to the setting and learners



Make sure you have relevant resources for your Champions to use with learners



Reward success of project, learners and Champions



Create progression and learning pathway opportunities where possible for Champions



Support those who are running the project

Thank you for listening,

Kathy Valdes Digital Unite

November 2019

Email du@digitalunite.com

Web www.digitalunite.com



Digital Unite

