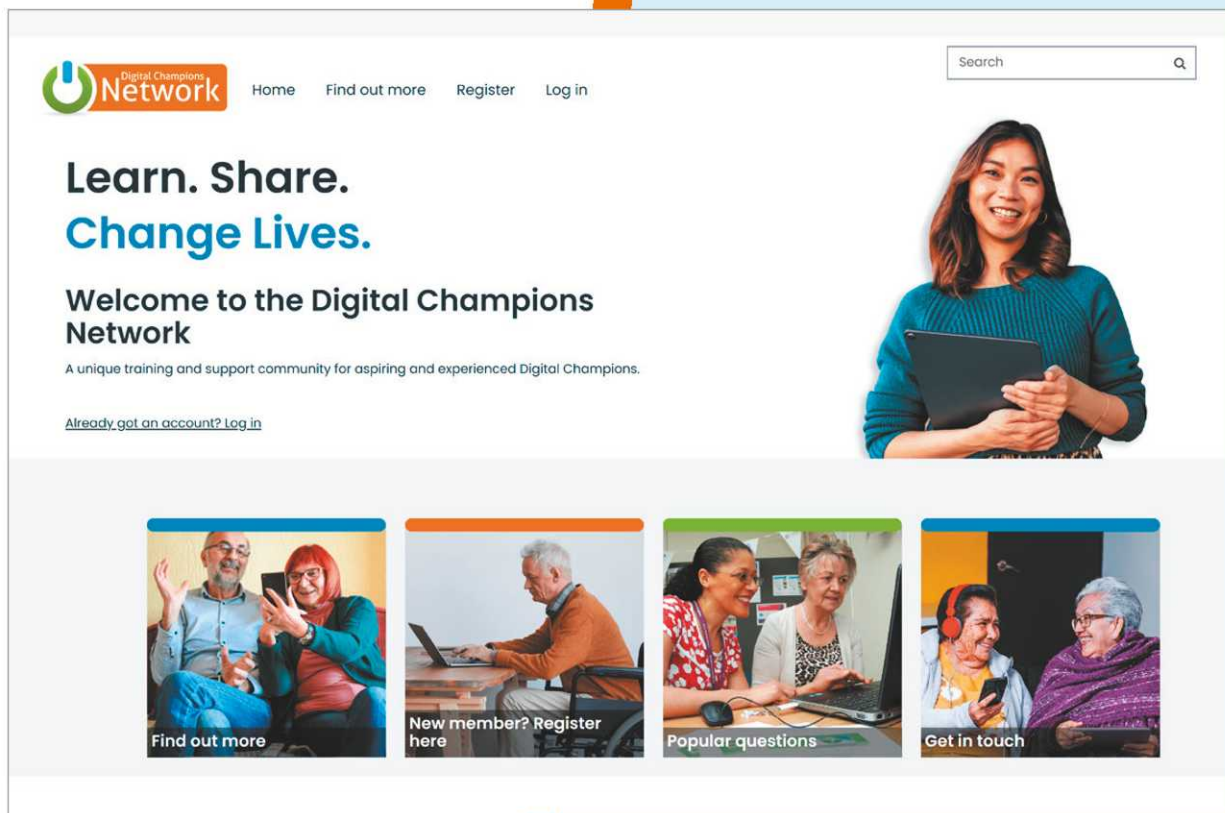


The Digital Champions Network

# A Guide for Digital Champions





The Digital Champions Network (DCN) is all about boosting your skills and knowledge as a Digital Champion so you can feel confident about helping people with essential digital skills.

It's been created by Digital Unite, who has been helping people with digital skills for over 25 years, so we know our stuff!

The Network has a wide range of online courses, stacks of resources, a friendly community and tools to record the help you give so you can show the difference it's making.

**And what's more, 83% of Champions say their championing skills improved as a result of using the Network!**



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# This guide shows you how to get the most out of the Network's training and support.

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## Need help with using the Network?

Once you've logged in, in the Help section you will find answers to the most frequently asked questions.

If you can't find the answer you need then user support on the Network is provided by Learning Pool and you can email them at: [support@learningpool.com](mailto:support@learningpool.com).

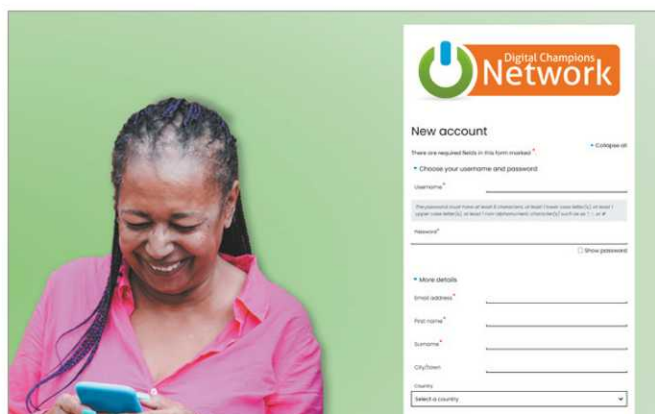
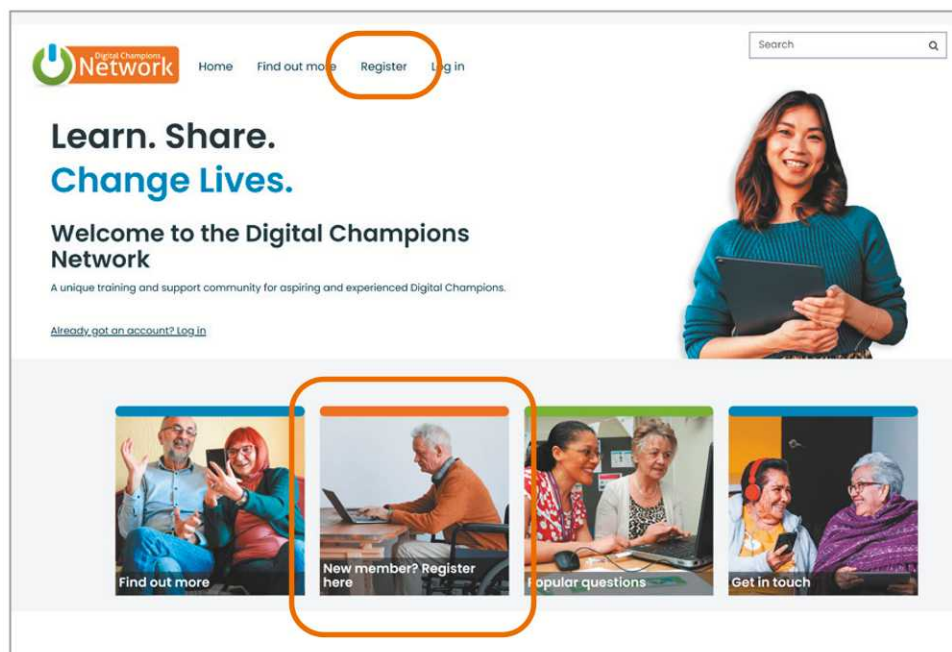




# Let's get started!

First off, you'll need a registration code from your affiliated organisation. You use this code to register with the Network.

Once you've completed the registration form, you'll receive a verification email. Just click on the link in the email then your account will be created, giving you access to everything you need. Within just a few short minutes, we'll email you to let you know you're good to go.



# Inside the Network

## A dashboard just for you

Once logged in you'll see your dashboard.

This tells you:

- The contact details for your organisation.
- How many courses you've completed.
- How many badges you've earned through your training and helping learners.

- Courses recommended for you.
- Popular resources used by Champions in the Network.

As you do more in the Network, your dashboard will change with new recommendations and rising numbers for your courses and badges.

The screenshot shows the Digital Champions Network dashboard for a user named Kamal. At the top, there's a navigation bar with the logo, a 'Home' link, and a search bar. Below the navigation bar, a greeting 'Hello Kamal' is displayed. To the left of the greeting is a 'Test Organisation' section with contact details for Joe Bloggs. To the right is a profile picture of a woman. Below the greeting, two large circular progress indicators show '9 Courses Completed' and '16 Badges Earned'. Underneath these is a section titled 'Your courses' with a sub-header 'These are courses recommended just for you. More courses are available in the Course area, via the menu at the top.' Three course cards are displayed: 'Helping colleagues with digital skills Course', 'Accessibility [1] - Identifying accessibility needs Course', and 'Digital Fun: Using the internet to help people love later life! Course'.

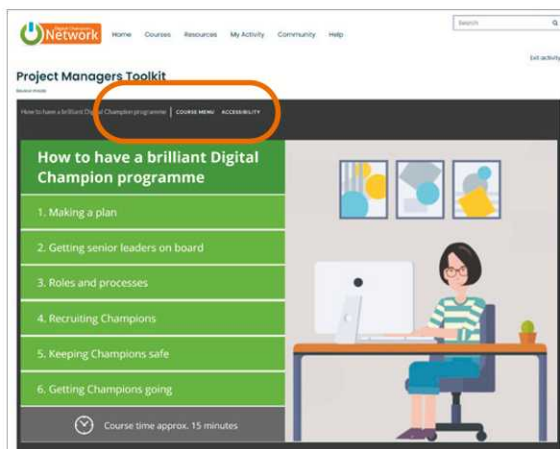
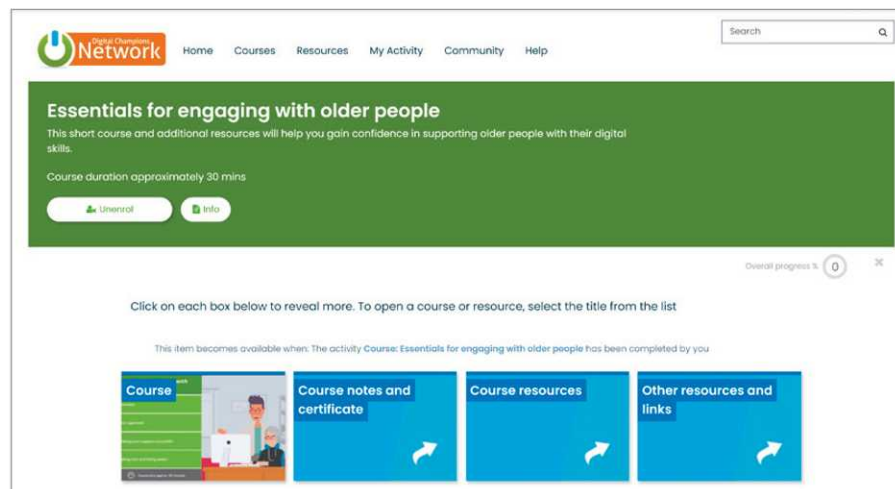




# Lots of expert courses - 97% of Champions recommend them!

Under Courses you'll find a range of interactive e-learning about helping different learners in different ways.

Your organisation may set certain courses for you when you start. This is known as foundation training and these courses will be highlighted on your dashboard.



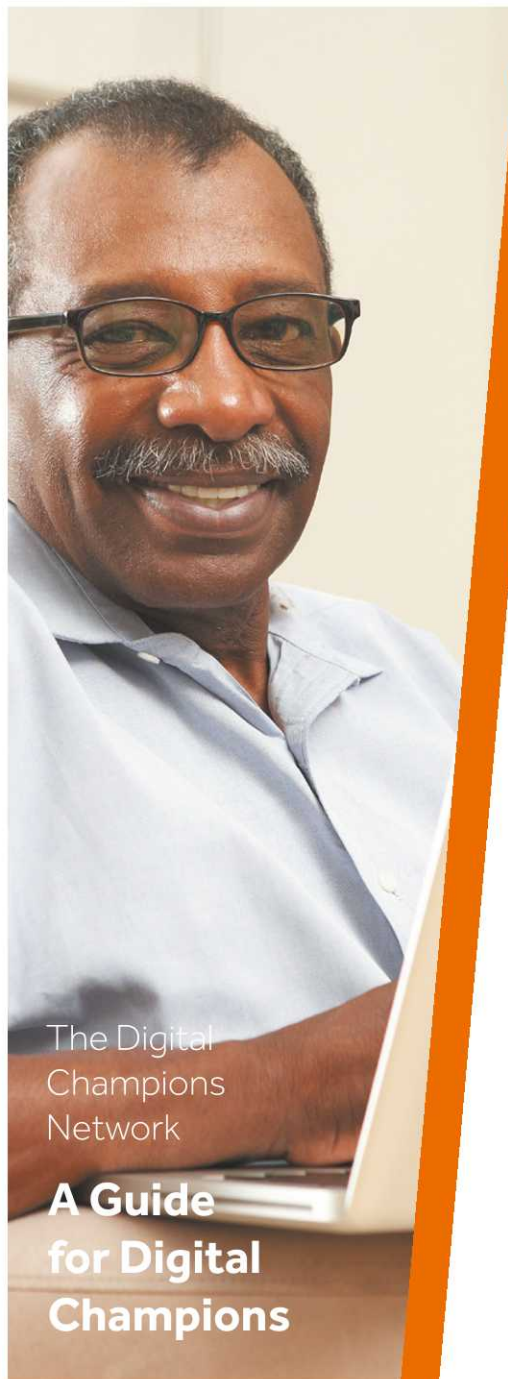
Most courses are bite-sized, taking between 5 and 10 minutes. And each one can be stopped and started at any time.

At the start of each course, you'll find the e-learning itself and the supporting notes and resources. The course notes and certificate are 'unlocked' once you finish the e-learning.

You can work through a course at your own pace and revisit or restart any section. Use the course menu to get to the place you need. There are inbuilt accessibility features too.

Every course is CPD certified and each one comes with a certificate and a badge, so you can show off what you've achieved. Just head on over to the My Activity area to view and download them.





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# A gold mine of resources

**The Network has hundreds of resources to help you.**

In the Resources section, you'll find

- How to guides – these cover digital topics such as using email or social media. You can share these with your learner as part of your teaching in any way you like.
- Practical guides – these support you with planning and running your Digital Champion sessions.

You can easily search for the guide you need using the search box or the filters on the left-hand side.

The screenshot shows the Digital Champions Network website. The navigation bar at the top includes links for Home, Courses, Resources (highlighted with an orange circle), My Activity, Community, and Help. A search box is located in the top right corner. Below the navigation bar, the heading 'Browse our content' is displayed. On the left, there are filter sections for 'Helping specific groups' (listing Accessibility needs, Helping your colleagues, Older people, People with learning disabilities, People with limited English, Supporting employment) and 'Subject' (listing Digital Champion Essentials, Health Championing, Practical guides, Project Management, Remote support, Technology guides, The DC role, Webinar). The main content area shows a grid of 12 resource cards. The first row includes 'Featured Practical guides: Supporting others and collaborating remotely', 'Featured Session plans and resources for planning and running sessions', 'Digital Champion Webinars & Meetups', and 'Practical guides: Finding venues, learners and equipment'. The second row includes 'Practical guides: Health online and using NHS services', 'Practical guides: Helping learners with specific needs', 'Practical guides: Helping others with money and work', and 'Practical guides: Learning Disabilities and Easy Read'. The third row shows four more cards with similar themes. Each card features a small image of a laptop and a mug, and a 'Printable guides and useful links' button.

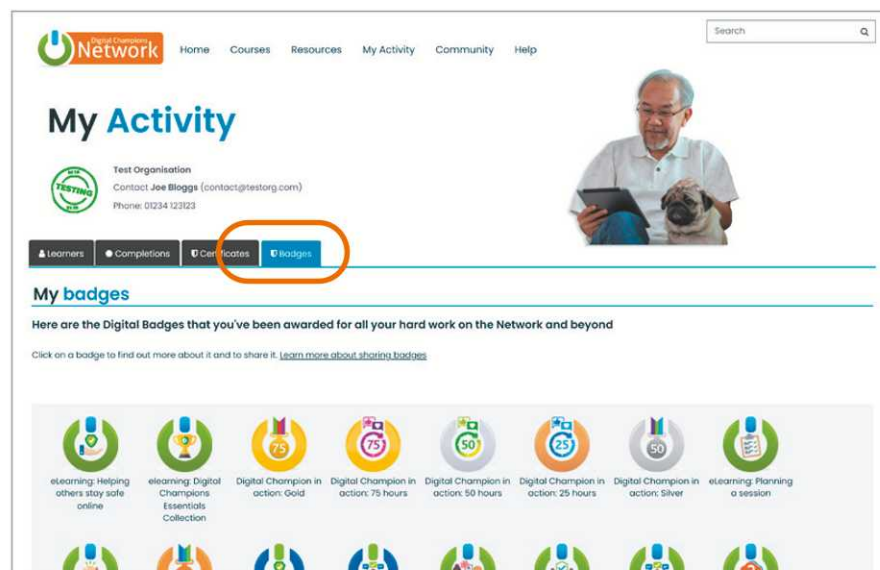


# Activity you can feel proud of

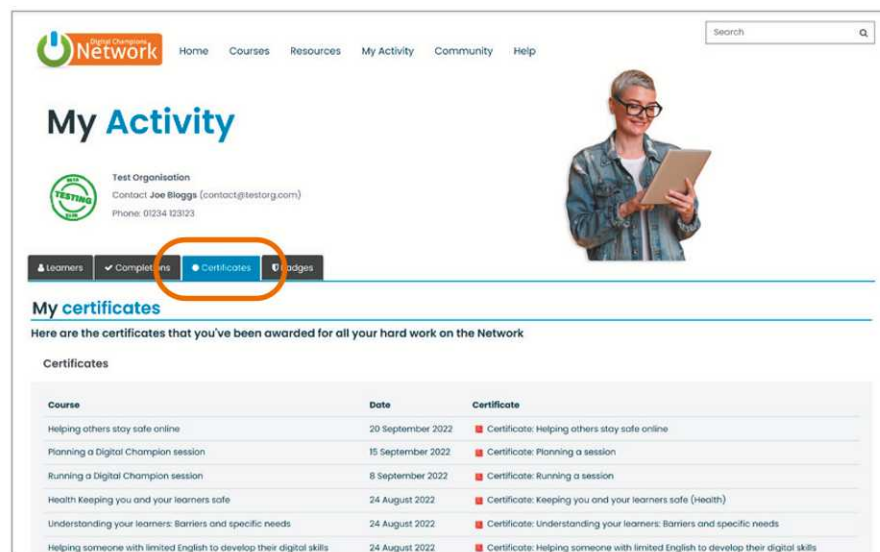
The **My Activity** section is all about your achievements; the people you've helped, the courses you've completed and the certificates and badges you've earned.

The certificates and badges can be easily downloaded and every badge has supporting information you can share to verify your training.

You can click on a badge and then use the shareable url to show someone the new skills you've gained.



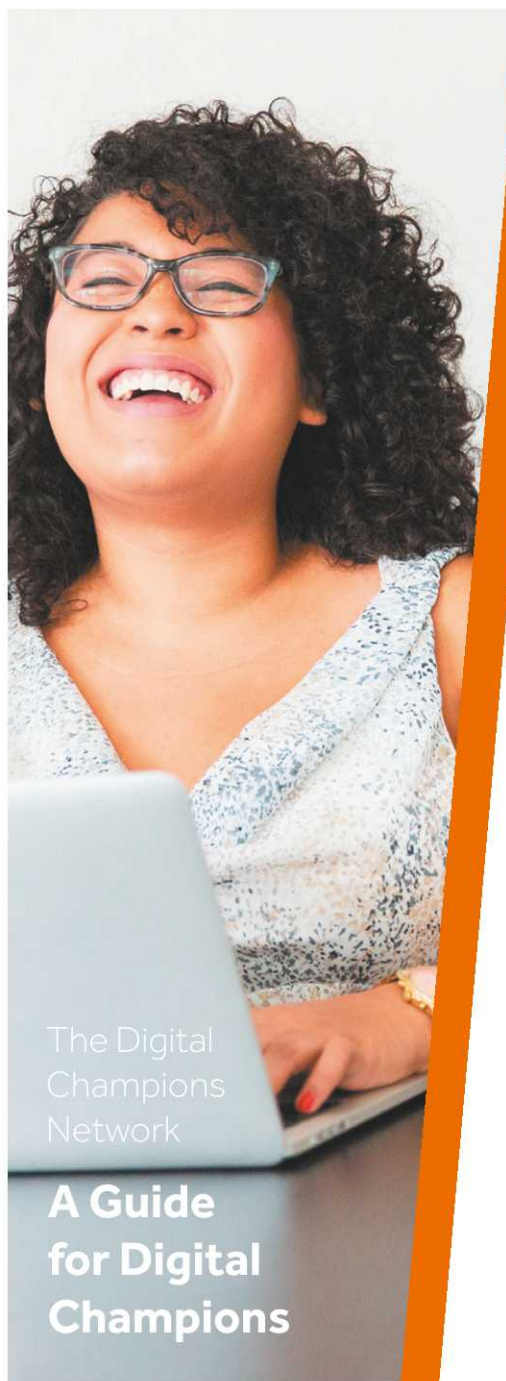
The screenshot shows the 'My Activity' page for a user named Joe Bloggs. The 'Badges' tab is highlighted with an orange circle. Below the tabs, there is a section titled 'My badges' with the text 'Here are the Digital Badges that you've been awarded for all your hard work on the Network and beyond'. A list of badges is displayed, including 'eLearning: Helping others stay safe online', 'eLearning: Digital Champions Essentials Collection', 'Digital Champion in action: Gold', 'Digital Champion in action: 75 hours', 'Digital Champion in action: 50 hours', 'Digital Champion in action: 25 hours', 'Digital Champion in action: Silver', and 'eLearning: Planning a session'.



The screenshot shows the 'My Activity' page for a user named Joe Bloggs. The 'Certificates' tab is highlighted with an orange circle. Below the tabs, there is a section titled 'My certificates' with the text 'Here are the certificates that you've been awarded for all your hard work on the Network'. A table of certificates is displayed.

| Course   | Date              | Certificate   |
|--|-------------------|---|
| Helping others stay safe online                                      | 20 September 2022 | Certificate: Helping others stay safe online                                      |
| Planning a Digital Champion session                                  | 15 September 2022 | Certificate: Planning a session   |
| Running a Digital Champion session                                   | 8 September 2022  | Certificate: Running a session  |
| Health Keeping you and your learners safe                            | 24 August 2022    | Certificate: Keeping you and your learners safe (Health)                          |
| Understanding your learners: Barriers and specific needs             | 24 August 2022    | Certificate: Understanding your learners: Barriers and specific needs             |
| Helping someone with limited English to develop their digital skills | 24 August 2022    | Certificate: Helping someone with limited English to develop their digital skills |





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# Make a record of your digital championing

Under **My Activity**, you'll find your Champion Record.

This is a short form that captures how many learners you've helped with digital skills and in what way.

Follow the link to the Champion Record and, with just a few simple questions, you'll be able to build an ongoing record of the difference you're making. Plus you can earn extra badges for helping learners too!

The screenshot shows the 'My Activity' page of the Digital Champions Network. The page has a navigation bar with links: Home, Courses, Resources, My Activity, Community, Help, and Admin Dashboard. The main heading is 'My Activity'. Below it, there's a 'Default welcome message' and an 'Edit Welcome Text' link. A sidebar on the left shows 'Learners', 'Completions', 'Certificates', and 'Badges'. The main content area says 'You've helped 2 learners so far. Tell us about the Championing that you have been doing!' and has a button 'Update your Champion Record'.

Overlaid on the right is the 'Digital Champion Record' form. It has a 'Back to the learning platform' link and says 'You are logged in as : victoria.beckham'. The main heading is 'Complete the Test organisation champion record'. The first section is 'What period are you telling us about?' with 'Date from' and 'Date to' dropdowns. The second section is 'Tell us about the help you've provided' with a text area for 'During this period, how long did you spend helping learners (in hours)?'.



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# Meet other Digital Champions, just like you


Join in with the Network-wide community to share experiences, ideas and questions with other Digital Champions across the UK. You can post a message in any discussion that interests you and set alerts using the envelope icon so you can keep up with the conversation. So come on in, it's a friendly place to be!















**Last post**

Kat Elliott (Admin)  
Fri, 30 Sep 2022, 4:13 PM

 Home Courses Resources My Activity Community Help



 **Digital Champion Community**

| Discussion   | Started by  | Replies | Last post  |
|--|---|---------|--|
|  Ask your questions here! |  Kat Elliott (Admin) | 0       | Kat Elliott (Admin)<br>Fri, 30 Sep 2022, 4:13 PM  |
|  Welcome! Start Here...   |  Kat Elliott (Admin) | 2       | Gracie Hutton<br>Wed, 24 Aug 2022, 6:14 PM        |
| Safety concern over Social Media logins  |  Kat Elliott (Admin) | 2       | Ellie Storey<br>Wed, 24 Aug 2022, 6:24 PM         |
| Is it worth paying for Anti-Virus software for use at home?  |  Kat Elliott (Admin) | 2       | Ellie Storey<br>Wed, 24 Aug 2022, 6:21 PM         |
| How do I set up an email account in a Public Library   |  Kat Elliott (Admin) | 1       | Ellie Storey<br>Wed, 24 Aug 2022, 6:19 PM         |
| Help Needed to Recruit End Learners  |  Kat Elliott (Admin) | 2       | Gracie Hutton<br>Wed, 24 Aug 2022, 6:16 PM        |





Digital Unite

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### About Digital Unite

We've been delivering digital skills support since 1996. Since our Chief Executive hopped on a bike and started helping her neighbours with a new thing called the internet.

Today, we're an award-winning social enterprise who wants to support digital participation for everyone. We know that the best way to realise that is through people. That's why we specialise exclusively on Digital Champion programmes. And why we've poured all of our experience, and the experience of those we work with, into this Network.

We think the Digital Champions Network is pretty special because it's the only one of its kind. And it's been a privilege to support thousands of Digital Champions who have used it since it was created in 2013. We look forward to being part of your journey too.

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