

The Digital Champions Network

A Guide for Digital Champions



DU
Digital Unite

 Digital Champions
Network



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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digitalchampionsnetwork.com

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

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.

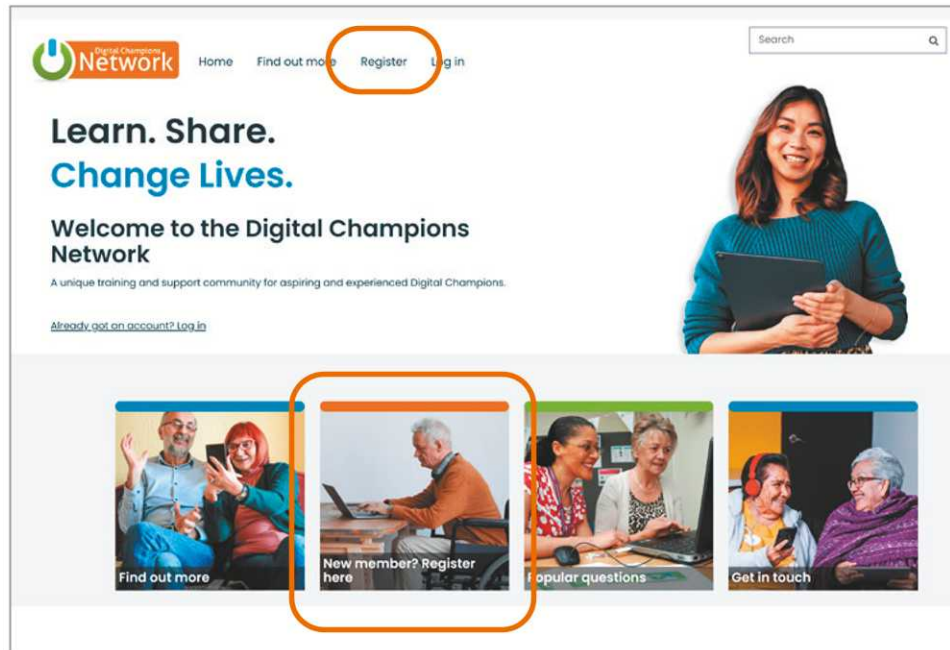
If you can't find the answer you need then user support on the Network is provided by Learning Pool and you can email them at: support@learningpool.com.



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.



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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 user's dashboard with the following elements:

- Header:** Digital Champions Network logo, Home link, and a search bar.
- Greeting:** "Hello Kamal" with a profile picture of a woman.
- Test Organisation:** A green "TESTING" badge, contact name "Joe Bloggs", email "contact@testorg.com", and phone "01234 123123".
- Progress Metrics:** Two circular gauges showing "9 Courses Completed" and "16 Badges Earned".
- Your courses:** A section with the text "These are courses recommended just for you. More courses are available in the Course area, via the menu at the top." and three course cards:
 - "Helping colleagues with digital skills" (Course)
 - "Accessibility [1] - Identifying accessibility needs" (Course)
 - "Digital Fun: Using the internet to help people love later life!" (Course)



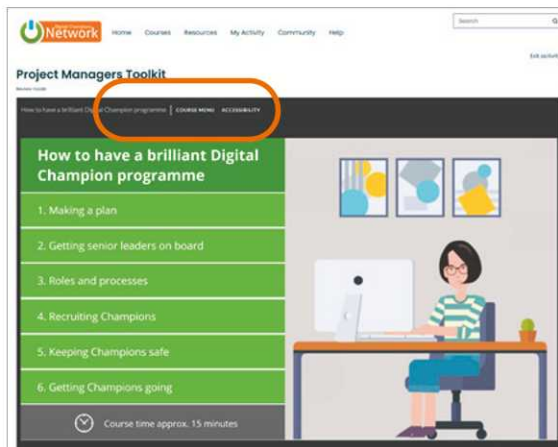
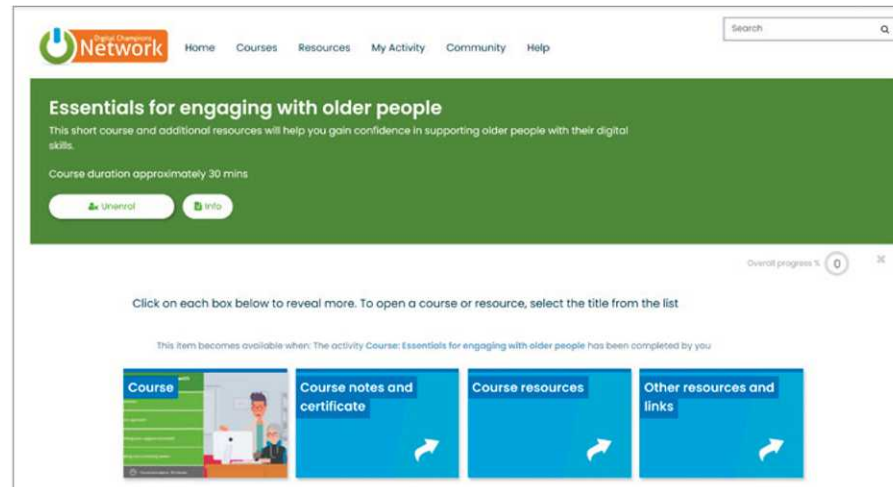
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Lots of expert courses - 97% of Champions recommend them!

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.

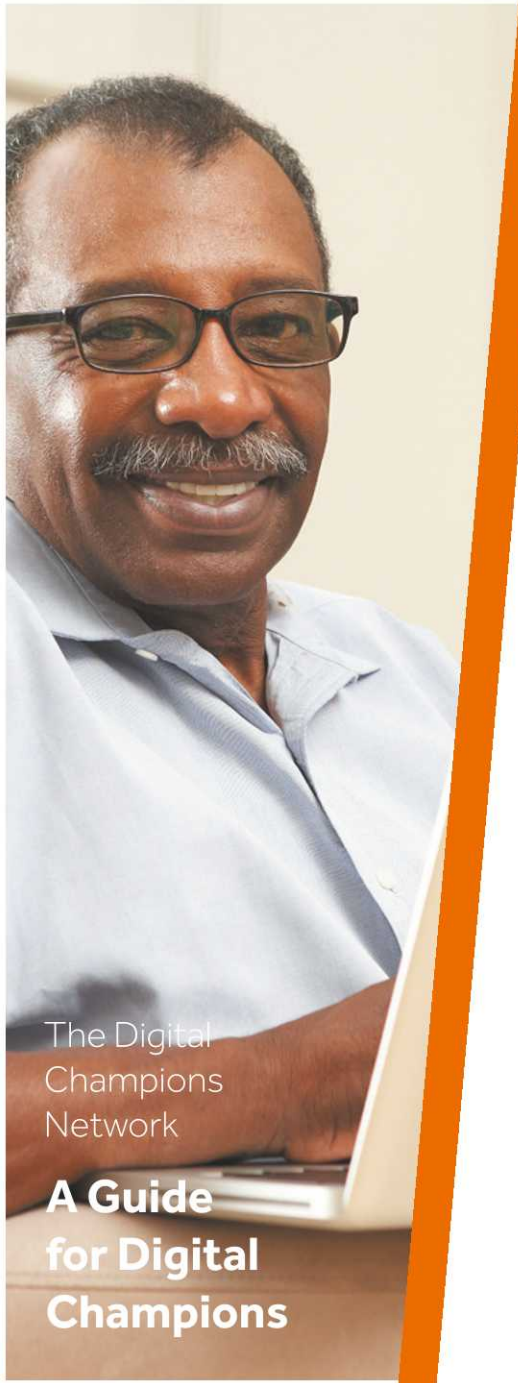
You can work through a course at your own pace and revisit or restart any section. Use the course menu to get to the place you need. There are inbuilt accessibility features too.

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.

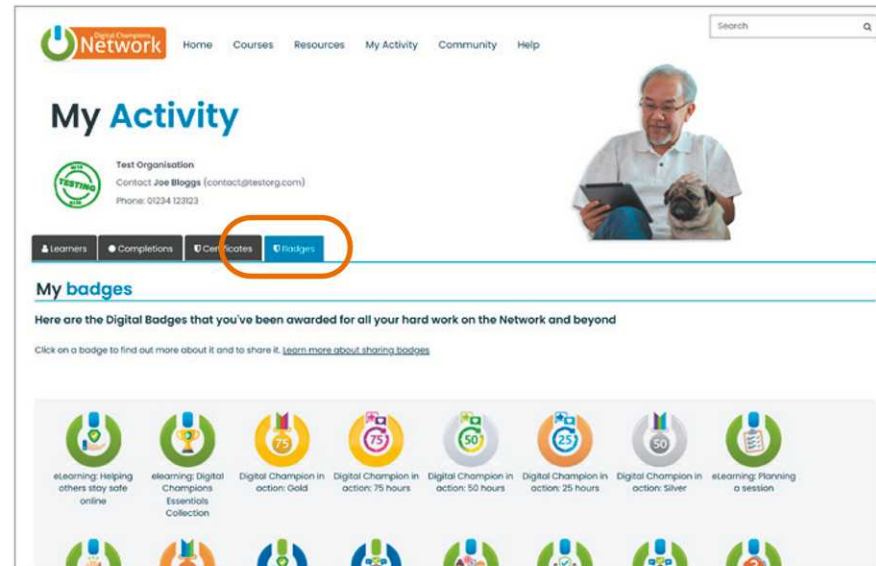
The screenshot shows the website's navigation menu with 'Resources' highlighted. Below the menu, there's a search bar and a 'Browse our content' section. On the left, there are filter categories like 'Helping specific groups' and 'Subject'. The main content area features a grid of resource cards, each with a thumbnail image and a title. One card is marked as 'Featured'.

Activity you can feel proud of

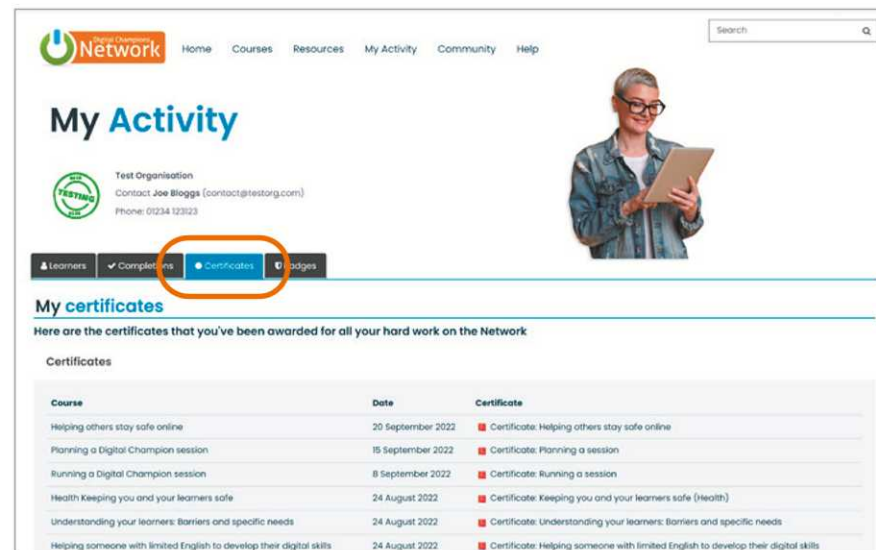
The **My Activity** section is all about your achievements; the people you've helped, the courses you've completed and the certificates and badges you've earned.

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.



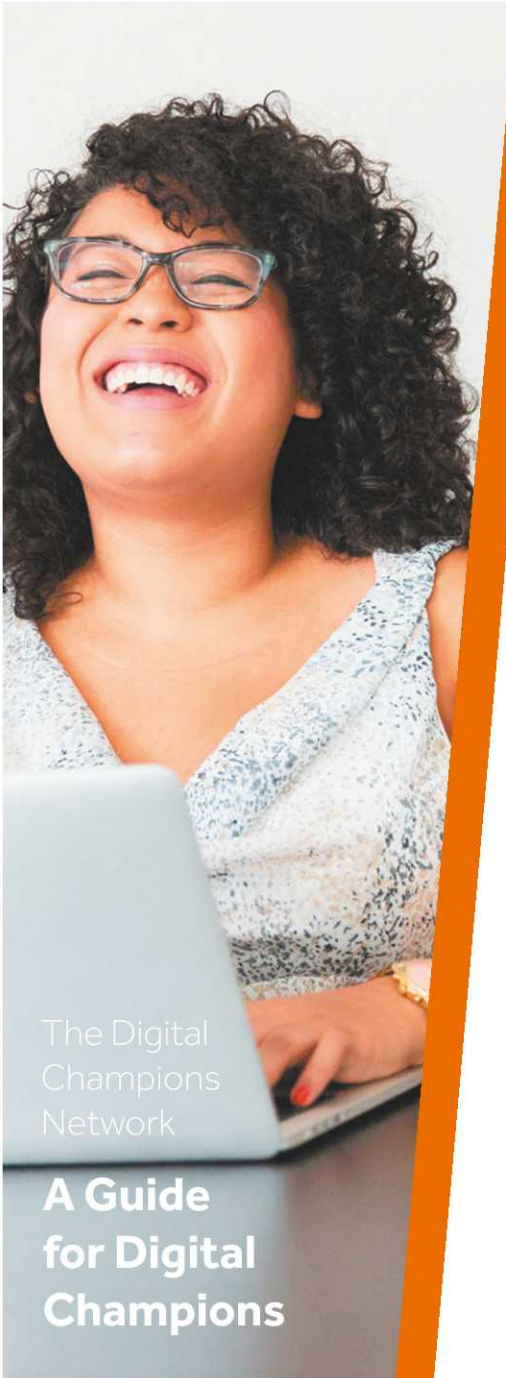
The screenshot shows the 'My Activity' page for a user. The 'Badges' tab is selected and highlighted with an orange circle. Below the navigation bar, there is a section titled 'My badges' with a sub-header: 'Here are the Digital Badges that you've been awarded for all your hard work on the Network and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



The screenshot shows the 'My Activity' page for a user. The 'Certificates' tab is selected and highlighted with an orange circle. Below the navigation bar, there is a section titled 'My certificates' with a sub-header: '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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Your Record of Achievement and recording learners helped

Under **My Activity**, you'll find your Champion Record. This takes you to a page where you can download your Record of Achievement and complete a short form that captures how many learners you've helped with digital skills.

Your Digital Champions Record of Achievement is a summary of all the Digital Badges you have earned on the Network. It is an easily printable

pdf that you can download and use to share your successes with others.

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 are making. Plus you can earn extra badges for helping learners too!

My Activity

Test Organisation
Contact Joe Bloggs (contact@testorg.com)
Phone: 01234 12323

Learn **Completions** Certificates Badges

My course completions
Here are all the courses that you've completed. You can revisit any of these courses.

Course Name
Essentials [1] - Why Digital Champions Matter
Essentials [2] - Understanding learners
Essentials [3] - Planning a session
Essentials [4] - Running a session
Essentials [5] - Helping others stay safe online
Essentials [6] - Safeguarding: Keeping you and your learners safe
Health [4] - Keeping you and your learners safe
Helping someone with limited English to develop their digital skills

Digital Champion Record

Back to the learning platform

Your project's Champion records

Test organisation champion record

This form includes data from: Test Organisation

Current totals		
Hours spent helping	Total learners	Unique learners
120.00	171.00	66.00

Test organisation two

Digital Champion Record of Achievement

About this record of achievement

Digital Unite works with local authorities, companies, 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 empower others to use digital tools to help them in their lives. Digital Badges are awarded both for completing training and for helping others. This Record of Achievement provides a summary of all Paulo's awards to date, and it was generated on 23 June 2023.

List of achievements

Paulo Tester registered on the Digital Champions Network with Test Organisation on 01/08/2022. Paulo has helped 0 individual learners with their digital skills and has spent 0.0 hours helping people.

Courses completed

- e-learning: helping others remotely**
Earned on 18/06/2022
Knows the fundamentals of how to help someone remotely with their digital skills.
- e-learning: Understanding learners: Barriers and specific needs**
Earned on 18/06/2022
Understands the common barriers that people experience when getting online and the how to adapt their Digital Champion support to their learners' needs.
- e-learning: Understanding barriers to getting online**
Earned on 03/04/2023
Has a good knowledge of the main barriers that people experience getting online.
- e-learning: helping customers understand the benefits of managing pensions online**
Earned on 03/04/2023
Understands when it is appropriate to promote online services to customers to help them manage their pensions.



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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

Digital Champion Community

Discussion	Started by	Replies	Last post
Ask your questions here!	Kat Elliott (Admin)	0	Kat Elliott (Admin) Fri, 30 Sep 2022, 4:13 PM
Welcome! Start Here...	Kat Elliott (Admin)	2	Gracie Hutton Wed, 24 Aug 2022, 6:14 PM
Safety concern over Social Media logins	Kat Elliott (Admin)	2	Elle Storey Wed, 24 Aug 2022, 6:24 PM
Is it worth paying for Anti-Virus software for use at home?	Kat Elliott (Admin)	2	Elle Storey Wed, 24 Aug 2022, 6:21 PM
How do I set up an email account in a Public Library	Kat Elliott (Admin)	1	Elle Storey Wed, 24 Aug 2022, 6:39 PM
Help Needed to Recruit End Learners	Kat Elliott (Admin)	2	Gracie Hutton Wed, 24 Aug 2022, 6:36 PM



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.

digitalunite.com

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