

## Our courses

*“I consider myself quite good with technology but wasn't always sure how to help others. Now I have taken the course it has helped me with tips and advice on how to support others and I now feel confident in doing so.”*

- Lisa, Digital Champion, Age UK Leeds



The backbone of our Digital Champions Network is our huge range of certified online courses.

They are the **Number One** reason our members use the Network. The courses improve a Digital Champion's own digital skills and confidence and teach them how to help all sorts of learners, in all sorts of ways.

## Flexible e-learning for busy lives



The e-learning can take from just **10 minutes to one hour** and includes practical and reflective exercises, videos and case studies. Courses can be stopped and started at any time and each one comes complete with a **certificate of achievement and a Digital Badge**.

## Professional accreditation



Several of our courses are accredited by **The CPD Certification Service**, meeting the universally accepted principles of Continual Professional Development. So you can be sure that it's quality training to support your quality Digital Champions.

## Training designed by experts



We're not just talking about ourselves here. We've partnered with leading organisations to gain their expertise on helping specific groups of learners. Think older people from **Age UK**, accessibility barriers from **AbilityNet**, and online health from **NHS Digital**. You'll benefit from their insight as part of our standard membership.

# Courses for Digital Champions and Project Managers

Click on each course title to find out more!

## Foundation Courses



## Digital Champions Essentials

This course has the essential knowledge for volunteer Digital Champions. Topics include how to create the right learning environment for beginners, what hardware, software and websites to use and how to keep learners interested. Plus it's CPD accredited and also available in Welsh. *Average study time: 60 minutes*



## Using your role to help customers online

A course for staff in frontline, customer-facing roles. Created in partnership with the London Borough of Waltham Forest, it helps staff understand how to engage people with digital participation in light touch ways as part of their role. It's CPD accredited and also available in Welsh. *Average study time: 30 minutes*



## Helping people manage their health online

Developed in partnership with NHS Digital this course is for healthcare volunteers and staff. It helps them become Digital Health Champions who can identify patients and service users' digital health needs and give them the support they need. It covers common tools such as the NHS App and the NHS website and is CPD certified. *Average study time: 40 minutes*



## Helping colleagues with digital skills

A course for Digital Champions at work. Created in partnership with workplace skills expert, Elizabeth Marsh, the CPD accredited e-learning shows how to support colleagues with digital skills. It teaches how to overcome potential learning barriers and how to recruit other Workplace Digital Champions. *Average study time: 50 minutes*

## Supporting specific learning groups: Older people



### Essentials for engaging older people

Developed in partnership with Age UK. This course covers the essential techniques and approaches for engaging and teaching older people. It explores areas like adopting an effective tone of voice and manner and supporting some of the common accessibility issues, such as vision, hearing and dexterity. It also addresses older people's heightened anxiety about internet security. *Average study time: 40 minutes*



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

Developed in partnership with AgeUK. This course looks at the importance for older people to have hobbies and interests, and how being digital can amplify those benefits. It considers how the internet can be used as a tool for reconnecting with past interests, memories and events and how to use digital to help people stay physically and mentally active and. *Average study time: 20 minutes*

## Supporting specific learning groups: Accessibility needs



### Identifying accessibility needs.

Exactly that, a bite-size course that helps Digital Champions sensitively identify a person's accessibility needs. *Average study time: 5 minutes*



### Working with learners who are deaf or hard of hearing

Here Digital Champions will learn what teaching methods to use for someone with a hearing impairment. *Average study time: 10 minutes*



### Working with people with learning difficulties and/or disabilities

A bite-size course that shows Digital Champions how to support someone with a learning difficulty or disability with being online. *Average study time: 5 minutes*



### Working with learners with a physical disability or dexterity issue

This course gives Digital Champions an overview of different accessibility needs when using technology and highlights the appropriate teaching methods for different physical disability and dexterity



### Working with people with memory loss

Digital Champions will learn how to help someone with memory loss get the most out of digital technology. *Average study time: 5 minutes*



### Helping learners with a visual impairment

A detailed course that increases a Digital Champion's understanding of the technology barriers faced by people with a visual impairment. It shows Champions strategies and tools for helping users benefit from technology, from adapting the software to useful apps and signposting. *Average study time: 20 minutes*

# Helping others with essential digital skills



## Making and saving money online

A nifty course that shows Digital Champions how to help learners with saving money online in a safe and secure way. It covers confidence building and email security, shopping and comparing prices online. It also touches on cheaper travel and transport over the web and financial advice. *Average study time: 40 minutes*



## Online security, banking and money

A follow on from the *Making and saving money online* course this shows Digital Champions how to help learners make online transactions once they've found their confidence. It covers registering with websites, online security, paying online and e-banking. *Average study time: 30 minutes*



## Finding a job 1

The first of two courses about looking for employment over the internet. The course shows Digital Champions how to help people with basic word processing skills so they can create a good CV and covering letter. It covers using email, finding relevant online training and gathering personal information for an application. *Average study time: 30 minutes*



## Finding a job 2

The second of two courses covering finding work online. This course shows Digital Champions how to help learners with appropriate online job searches and uploading their CV to the right websites. It also includes completing online application forms, interview top tips and troubleshooting within the Digital Champion teaching session. *Average study time: 30 minutes*



## Using government services online

A course on online Government services for Digital Champions in England and Wales. It teaches them how to engage learners with national and local Government services online including benefits, vehicle tax and digital health. *Average study time: 35 minutes*



## Helping others understand digital payslips

*Developed in partnership with UNISON this course is for staff Digital Champions. It shows them how to help colleagues understand and access their digital payslips, how to determine their level of digital skills and where to signpost for further support. It's CPD accredited too! Average study time: 30 minutes*

# Delivering Project Manager success



SHAPE: 5 courses to help your Digital Champion project grow!

A suite of five short, CPD accredited courses to help organisations start, manage and deliver successful Digital Champion programmes. They are complemented by practical resources including key messages, templates and editable promotional literature.

## **Sowing the Seeds...How a successful Digital Champion project starts in a small way**

How a Digital Champion project can make a real difference, what a good one looks like and some simple steps for getting going. *Average study time: 10 minutes*

## **Having a Plan - How to develop your Digital Champions project.**

How to plan a Digital Champion project, gain internal buy in, set goals and measure success . *Average study time: 10 minutes*

## **Actively Recruiting: Recruiting, training and building relationships with Digital Champions**

How to recruit, train and build relationships with Digital Champions and help them manage their teaching. *Average study time: 10 minutes*

## **Promoting and Supporting - Helping your Champions to help learners**

How to match Digital Champions with learners, support them with self-promotion and encourage reporting. *Average study time: 10 minutes*

## **Excellent Digital Championing - How to maintain the project's momentum**

Finding new teaching opportunities both for Champions and learners, promoting case studies and sharing success. *Average study time: 10 minutes*

## Looking for a course that isn't there?

No problem. We can work with you to develop your own tailored e-learning. Just ask fellow members such as UNISON, London Borough of Waltham Forest and Citizens Online.

[Get in touch to find out more](#)

## Join our Network for £100 per month

[Find out more about our membership packages](#)