

## FAQs



Here are some fast answers to the common questions we get asked about joining the Digital Champions Network.

If you don't find the information you need then just [drop us a line!](#)

## Joining the Network

- [1. What organisations can be part of the Network?](#)
- [2. Are there opportunities to Network with other member organisations?](#)
- [3. How long will membership last?](#)
- [4. Do I have to pay a yearly subscription?](#)
- [5. Do I have to use all of the licences in my client membership package?](#)
- [6. Can I buy more licences?](#)
- [7. Can I book a tour of the DCN platform?](#)
- [8. How long does it take to get set up on the Network?](#)
- [9. How do I apply?](#)
- [10. What happens after I apply?](#)
- [11. Can individuals apply too?](#)

## The Network's training and resources

- [1. Can I use the Network to upskill my staff?](#)
- [2. Are the Network's courses certified?](#)
- [3. How long are the courses on the Network?](#)
- [4. Are there any courses for end learners?](#)
- [5. Are there any resources in Welsh?](#)
- [6. What other support is available for my Champions whilst they are training?](#)
- [7. Can I choose which courses my organisation can do?](#)

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**No, thanks**

[1. What kind of project support is offered to members?](#)

[2. What management information do organisations get access to with Premium membership?](#)

[3. How is learner information captured on the Network?](#)

## Becoming a member of the Network

[1. What organisations can be part of the Network?](#)

Any organisation who would like to improve the basic digital skills and confidence of its staff, community, residents, citizens, beneficiaries or clients can join the Digital Champions Network. Typically our members are housing providers, local authorities, charities and care organisations.

[2. Are there opportunities to Network with other member organisations?](#)

Yes absolutely, the Network's online community is designed to facilitate sharing ideas and stories across the membership and we are also developing other initiatives including webinars and regional events at organisation level.

[3. How long will membership last?](#)

Discounted membership lasts until 2020 which is when the Lottery funding for the One Digital programme draws to a close. As this is a time limited offer, the sooner you get involved the more you will be able to maximise this funding support.

[4. Do I have to pay a yearly subscription?](#)

No, currently memberships are one-off costs making the Network even more cost-effective!

[5. Do I have to use all of the licences in my client membership package?](#)

Not at all, the generous supply of licences at each membership level are designed to last the duration of your membership but there is no requirement to use all of them.

[6. Can I buy more licences?](#)

Yes additional licences can be purchased as your project grows and evolves, just get in touch with the Digital Unite team to find out more

[7. Can I book a tour of the DCN platform?](#)

Yes, just get in touch with a member of the Digital Unite team. We also have this short video which gives a helpful overview of the Network [<http://vimeo.com/252726823>]

[8. How long does it take to get set up on the Network?](#)

It takes about 2 weeks from the moment we receive payment and all of the relevant information to set up your organisation on the Network. Set up includes a tailored organisation page, project admin access and Digital Champion licences.

[9. This sounds great, how do I apply?](#)

There is a [short application form here](#) and we will let you know in 5 working days if you have been successful. However if you want to discuss your project, need help with planning or have any questions not answered here then do get in touch.

[10. What happens after I apply?](#)

We will get in touch with you with further information about your membership package. After this you will be sent a service level agreement to sign, a short baseline survey to complete and an invoice. Once these have been processed we will get you set up on the Network so you can go on to start recruiting and training your Digital Champions.

[11. Can individuals apply too?](#)

Yes, we have a limited number of free places for individuals who want to help others in their community. [Please register your interest here.](#)

# The Network's training and resources

## [1. Can I use the Network to upskill my staff?](#)

Yes, the courses are based on the train-the-trainer model of learning and will improve the confidence and capability of your staff for passing on digital skills as well as their own knowledge. We strongly recommend our specific accredited course for staff called, *Using your role to help customers online*, which shows people how to include digital skills support in everyday customer interactions.

## [2. Are the Network's courses certified?](#)

At Digital Unite we understand the value of professional verification amongst staff and volunteers which is why all of our courses are linked to a certificate and an Open Badge, the new national approach to evidencing training and development. Our foundation course, the *Digital Champion Essentials* and its Welsh equivalent, *Hanfodion Hyrwyddwyr Digidol*, is formally CPD accredited as is our course aimed at frontline staff; *Using your role to help customers online*.

## [3. How long are the courses on the Network?](#)

The *Digital Champion Essentials* course takes about one hour with the other courses taking anywhere from 5 to 20 minutes depending on the course. The platform's flexibility means that a Digital Champion can learn at their own pace and can start and stop a course at any time.

## [4. Are there any courses for end learners?](#)

The Digital Champions Network is firmly aimed at Digital Champions, however we have a vast range of guides on our website which can support end learners and our training and resources highlight other resources that Champions can refer people to.

## [5. Are there any resources in Welsh?](#)

Yes we currently have two courses in the Welsh language; the *Digital Champions Essentials* course - *Hanfodion Hyrwyddwyr Digidol*, - and our course on using your role to help people get online - *Defnyddio eich rôl i helpu cwsmeriaid i fynd ar-lein*. We also have translated a number of our most popular how-to guides and have curated a range of Welsh teaching resources.

## [6. What other support is available for my Champions whilst they are training?](#)

There is a wide range of support available for your Digital Champions as part of their training. This includes a live chat function on the website, an active online forum with peer to peer support from across the UK and a comprehensive range of resources and guides. Your Digital Champions can also book a call with one of our friendly and experienced mentors.

## [7. Can I choose which courses my organisation can do?](#)

Yes, the beauty of our platform is that it is very flexible and can be tailored to your organisation and specific learning pathways. You can choose which course or courses are offered to your Digital Champions at the outset and then you can decide which courses they follow after that.

## [8. Can I download activities and resources for learners?](#)

Yes all of our resources and guides can be downloaded and can also be bookmarked. Resources are also available on a mobile phone via our handy web app. At the end of each course a Digital Champion will receive a helpful crib sheet of all of the links and resources included in that course.

## [9. How long will it take for someone to be 'trained' as a Digital Champion?](#)

We recommend the *Digital Champion Essentials* course as the first course to be completed and to regard them as trained at foundation level. The course takes up to one hour and covers (as the title infers) all of the essentials for helping others including how to create the right learning environment for beginners, what hardware, software and websites to use and how to create and maintain learner interest. It has been accredited by The CPD Certification Service following independent evaluation meaning it complies with universally accepted principles of Continual Professional Development (CPD).

## Project management support

### [1. What kind of project support is offered to members?](#)

At the outset of your membership you will have access to our comprehensive and practical toolkit. This gives ideas for planning your project, building an engagement strategy, where to start with recruiting Digital Champions and top tips from other members.

### [2. What management information do organisations get access to with Premium membership?](#)

Using your tailored project management dashboard you can see who has registered to be Digital Champions and what courses they have completed or started. You can also see the most popular resources being accessed by your Champions and information about how they are helping learners. This can be viewed at any time and downloaded into excel for your analysis and information

### [3. How is learner information captured on the Network?](#)

There are two tools on the Network for capturing learner activity. One is a tally counter which captures the number of learners helped and over what time period, the other is a session record which Champions can use to provide more detailed feedback on particular sessions run and use it to plan their own teaching. All of the information gathered via these tools in the Network can be viewed at any time by your project manager.