



DIGITAL CHAMPION TOOLKIT

A Code of Best Practice

Presented by Rural Action Derbyshire's
Digital Support Derbyshire with the support of
Derbyshire County Council in partnership with

PCrefurb

a digital inclusion charity



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Introduction

Digital Champions help other people to gain digital skills so that they can thrive in a digital world.

Digital Support Derbyshire is delighted to present this Digital Champions Toolkit with the support on Derbyshire County Council to provide all our network members, digital inclusion projects and stakeholders across the county with a code of best practice to support our commitment to reduce the digital divide.

This toolkit does not provide information about how to set up a digital inclusion project. If you are accessing this resource, you are

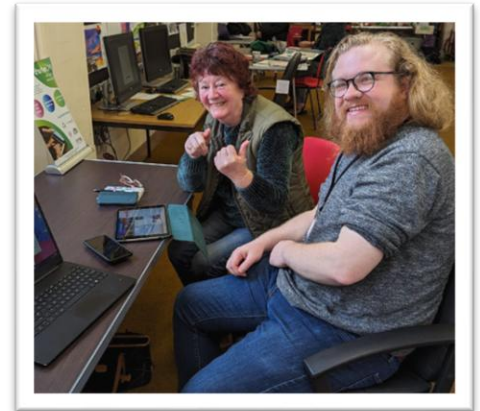
already providing, or you are about to deliver, a project and you want to incorporate the support of Digital Champions (DCs).

Alternatively, you have some DCs currently but have not formalised the role that they play within your organisation.

This toolkit is designed to assist community projects in the successful recruitment, training, management and retention of DCs to enhance digital support sessions for clients.

“Digital Champions are the cornerstone of digital inclusion, who directly support individuals who don't have the skills or confidence to get online. Usually volunteers, they empower people to make the most out of the internet and their devices, whether through group training sessions or working one-on-one with learners. They support a diverse group of learners to get online and play an important role in motivating people to give digital a go.”

Good Things Foundation



What is a Digital Champion?

A Digital Champion is a key volunteer who supports digitally excluded people in their communities. They typically perform the following activities:

ADVOCATING

the benefits of digital, helping inspire people who know little about, or haven't been able to access the internet.

SIGNPOSTING

people to free resources and local support.

SUPPORTING

people to access training.

PROMOTING

the use of digital technology and having positive conversations around its use.

HELPING

people to improve their confidence with digital devices.

SOLVING

particular issues that people may have with their smartphone, tablet or laptop.



Digital Champions do not need to be technical experts. What matters more is being supportive, encouraging, and patient. Essential skills include:

- Enthusiasm about the positive effect of technology and keen to help others gain the computer skills that they need.
- Being friendly and approachable.
- Patience and good listening skills.
- The ability to explain technology in a simple and clear way.
- Understanding people's motivation for learning.
- Able to empathise with diverse groups.
- Confident to support people from a wide educational background.
- Problem solving.
- Able to:
 - ✓ Browse websites and use a search engine
 - ✓ Navigate key online services
 - ✓ Send emails and complete online forms
 - ✓ Shop online including online banking
 - ✓ Use platforms such as WhatsApp, Teams and Zoom
 - ✓ Help with applying for jobs
 - ✓ Explain about Internet security and staying safe online
 - ✓ Help with tablets and smart phones
 - ✓ Use software such as Microsoft Office or Google Suite

"Digital is not about job title or role, it's about personal attributes - a motivator, encourager, persuader!"

SCVO



Are Digital Champions right for your organisation?

Have you the capacity to recruit and support volunteers? Who is going to be responsible? Have you budgeted for costs involved? (Venue, equipment, training, insurance, DBS checks, volunteer travel expenses, refreshments). Refer to the [checklist here](#).

Managing DCs is the same as managing any other volunteers. It demands ensuring that you have an effective volunteering strategy in place and the means to carry it through. In addition, there are requirements regarding Health & Safety, and various policies that would need to be agreed and shared.

If you are new to managing volunteers and creating a volunteering strategy the [National Council for Volunteer Organisations](#) and your local [Council for Voluntary Service](#) are great places to start when looking for guidance.



Legal and Health & Safety Requirements

AGE

Digital Champions must typically be aged 18 years or over.

BACKGROUND

CHECKS

Volunteers may be subject to a [Disclosure and Barring Service](#) (DBS) check.



Disclosure & Barring Service

POLICIES

Formal policies are required for Equity, Diversity and Inclusion, and Health & Safety. Providing a [Safeguarding policy](#) and process for DCs to follow is essential.

EXPENSES AND BENEFITS

Volunteers must be informed of how they can claim reasonable expenses and any potential impact volunteering may have on their tax and state benefits.

DATA PROTECTION AND CONFIDENTIALITY

Volunteers must receive training and information on GDPR/Data Protection/Internet Safety. Organisations must be cautious about the risks of volunteers inadvertently accessing confidential information.

RISK ASSESSMENTS

Carry out formal [risk assessments](#) for the venue, the equipment being used (including PAT testing if necessary), and the digital inclusion activity provided.

Home-Based Support (Remote Volunteering): For virtual volunteers, ensure they conduct an at-home risk assessment to confirm they have a suitable and safe environment to volunteer remotely.



Recruiting Digital Champions

"Knowing where to find willing people, understanding how to pull them into your digital skills project and how to grow and maintain this new Champion community are just a few of the challenges."

Digital Unite

Advertising

Like any position, be it voluntary or paid, you need to show that becoming a Digital Champion is a great opportunity. Be prepared to 'sell' the role by providing the following information:

- What is to be gained personally by becoming a DC (skills development, feeling of satisfaction, increase in self-esteem, social interaction etc.).
- The benefits to the community that your organisation supports (e.g. empowering those who are disadvantaged by enabling digital inclusion).
- Indicate what is required (patience, commitment etc.) and what is not required (being a tech genius).
- Make it clear that your organisation champions equity and diversity.
- Show flexibility (the commitment is low in terms of hours expected).
- Indicate if a DBS check will be required.

The likelihood is that you will need an advert of some description that you can share on your social media and website, and with your local press.

If you don't have the resources to pay someone to create an advert, [Canva](https://www.canva.com) is a great resource to utilise.



Once you have created your eye-catching graphic to entice potential new volunteers to apply to become a DC, getting it out there can be tricky because you have to be persistent and tackle as many avenues as possible.

Examples are:

- Social media (e.g. Facebook and LinkedIn)
- [Volunteer centres](#)
- Employment agencies (e.g. Job Centres, Chambers of Commerce, Reed, Restart)
- Websites ([CharityJob](#) and [Do-it](#))
- Public spaces (churches, supermarket cafés, community centres, libraries)
- It is also worth considering the potential for former clients to become DCs themselves - this peer support can be invaluable.

But, as is often the case, word of mouth is key so encourage your current clients, staff, volunteers and supporters to spread the word.

The Digital Champion role description

Having a role description ready to send to potential DCs is vital. The information provided in the section 'what is a digital champion' will be useful here, as you decide its contents. You will need to consider what skills, experience and personality type are important and then also focus on any particular requirements that are relevant to your organisation. For example, language skills, female only, experience of working with people with vulnerabilities or disabilities and so on.

An example of a DC role description is available in [Templates](#).

Headings can include:

- Introduction (include information about digital exclusion as evidence of why DCs are needed, and details of your organisation's particular approach)
- What a DC is
- Typical tasks of a DC
- Benefits of becoming a DC
- Skills required
- The recruitment process (application form, references, DBS check etc.)
- Time commitment expected
- How the DC will be supported
- What expenses will be met

The Digital Champion application form

The formality of an [application form](#) may seem unnecessary, but it is an important tool to use to gather information.

A simple form that can be accessed online by potential DCs is ideal.

Headings can include:

- Name
- Contact details



- Address
- What equipment and platforms are they familiar with
- Access to transport
- Areas they are prepared to travel to (if you have more than one location)
- Their availability (times/days)
- Description of their current digital skills
- Why they are interested in becoming a DC.
- Referees' contact details
- Confirmation that they are willing to follow your policies, which you can list. For example, Equity, Diversity and Inclusion.

Onboarding your Digital Champion



This flowchart is an example of the steps that you may choose to go through when onboarding a new DC.

Once they have completed an [application form](#) and they meet your requirements it makes sense for them to be invited to a **taster session** so that they can get a better understanding of what is involved.

If they are still keen, now is an appropriate time to ask for **references**. You need to get a sense of, for example, their reliability.

Then they can attend a [training](#) session.

If your volunteer has completed the previous stages of the onboarding process, now is the time to get a [DBS check](#) completed if it is required.

A [Handbook](#) will be a follow up to the training as a resource for them.

A [Participation Agreement](#) is an opportunity for them to show their commitment.

Finally, provide an [ID badge](#) so your clients know who they are and why they're there!

Disclosure & Barring Checks

Volunteers engaging with clients to support them with digital skills on a regular basis carries with it some risks. They may gain personal information, and they are likely to develop a relationship of trust. These scenarios are, sadly, open to abuse. Your recruitment practices, if followed correctly, will mitigate against potential abuse.

All volunteering roles should be subject to a risk assessment and a safeguarding assessment. This assessment involves considering:

- The location (public space, domestic setting, in a care home)
- The client group (vulnerability)
- The frequency of contact (one off, drop-in, weekly)
- Whether they are directly supervised

Then the eligibility criteria for different levels of DBS check can be applied to the role description, to ascertain which check, if any, is needed and permitted.

There are four levels of DBS check:

- a basic check, which shows unspent convictions and conditional cautions
- a standard check, which shows spent and unspent convictions and cautions
- an enhanced check, which shows the same as a standard check plus any information held by local police that's considered relevant to the role
- an enhanced check with barred lists, which shows the same as an enhanced check plus whether the applicant is on the list of people barred from doing the role

Guidance is provided online: <https://www.gov.uk/find-out-dbs-check>.

Whether a standard or enhanced check is required is dependent on who is being supported, where, in what capacity and how frequently.

It is unlikely that your DCs will require a standard or enhanced check. However, you may consider that there is a significant level of risk and therefore request a basic check. Unfortunately, as this is not required legally, despite it being for a volunteer, there will be a charge.



Companies which can carry out these checks on your behalf can be found via:
<https://www.gov.uk/find-dbs-umbrella-body>

Digital Champion training

It can be tempting to skip formal training of new DCs, particularly if they are volunteers known to your organisation and if they seem to be very technically capable. However, training is essential in order to provide a firm foundation for the start of their time as a DC, and it enables them to ask questions and share any concerns that they may have about the role.

External training for DCs is available from organisations listed in [Resources](#).

You may have the capacity within your organisation to deliver the training, either face to face or online. Below are some suggestions of what the training could include, plus questions for discussion during the session.

WHY DO WE NEED DIGITAL CHAMPIONS?

What are some of the ways a lack of digital skills might affect people's lives?

- Poorer health outcomes and lower life expectancy
- Increased loneliness and social isolation
- Reduced access to jobs and education
- Increased risk of falling into poverty
- Lack of voice and visibility in the modern world

WHAT MAKES AN EFFECTIVE DIGITAL CHAMPION?

Describe a time that you had a bad learning experience and consider the opposite.

An effective DC will:

- Be patient and calm
- Understand that we all learn differently
- Explain jargon clearly
- Help participants overcome any reluctance or fear that they may have
- Know enough tech
- Know how to vary explanations so the client understands
- Be responsible and professional
- Be punctual and reliable

WHAT IS OUTSIDE THE ROLE OF THE DIGITAL CHAMPION?

It is important to stress to your new recruits what is outside their role. Defining these boundaries is a useful discussion point. It is easy for DCs to get drawn into online tasks by participants, but the aim of digital training is to enable others to perform these tasks, not be tempted to take over.

Examples are:

- Financial tasks (paying bills, transferring money)
- Personal appointments (GPs, other health professionals)
- Giving any unqualified advice (legal, health issues)
- Attempting to fix technical problems

DELIVERY

You may want to describe here the particular methodology that you have for your organisation's digital skills support. This is likely to include client consent and privacy forms, the use of [Learn My Way](#) or other teaching platforms, perhaps 'classroom style' learning or more 1-2-1. There may be other requirements for the provision of support in the home, particularly around safeguarding. It may be appropriate to seek advice from your [local CVS or volunteer centre](#).

All DCs supporting clients in public venues must be provided with 'housekeeping' information. This will be dependent on your venue but is likely to include where the toilets are, fire safety procedure and where first aid kits are located.

WHAT IT SHOULD LOOK LIKE WHEN IT ALL GOES WELL

Participants are engaged and feel supported in a calm atmosphere where everyone feels safe. They may be able to work independently on [Learn My Way](#), or they are receiving 1-2-1 support to tackle a task to build their own connection with the internet, perhaps setting up an email account.

It may be important for your organisation to record the progress of individual clients or participants, so DCs should be encouraged to provide feedback on the learning outcomes of those they have helped.

POLICIES

It will be important to impress upon new DCs the obligation for them to consider and understand the various policies that you have in place to properly support and protect all those involved with your organisation, and what those policies mean in practice.

- [Safeguarding](#)

They will need to be mindful and alert regarding any possible safeguarding issues when working with clients, and what to do in the event of a safeguarding concern arising.

Example: a client/participant is anxious about their partner finding out that they are attending sessions. Do they need signposting to support regarding domestic violence?

- [Confidentiality](#)

The legal duty to maintain client confidentiality must be stressed. It is very likely that personal information will be given, and such information must never be shared.

Example: a client may want to find out how to book a medical appointment, any details shared about their motivation are personal and must not be passed on.

- [Data Protection](#)

Your organisation has obligations under the GDPR legislation with regard to client data protection. DCs also have a right to see any information held about them.

Example: a participant questions what information is held about them by your organisation.



- [Equity, Diversity & Inclusion](#)

Share your organisation's commitment to EDI and why it is important. You will have demonstrated this commitment within the DC role description, but it is equally important for the volunteer to demonstrate it when they are supporting clients.

Example: a client may wish to be referred to in a gender-neutral way.

- [Health & Safety](#)

Your organisation will provide information about how Health & Safety is important in the protection everyone involved. Like all these policies, DCs must understand that they have a role to play too. They must for example:

- Read the risk assessment that you have undertaken for the venue
- Report possible risks
- Know the evacuation procedures
- Take responsibility for their own safety.

Example: a fire alarm sounds during a session, the DCs must be able to support clients out of the building.



Documentation for your Digital Champion

Once training has been completed and your new DC has undergone a DBS check (if appropriate for your organisation) we recommend some final documentation to set them up for their new volunteering role.

THE VOLUNTEER DIGITAL CHAMPION HANDBOOK

Having a reference guide which acts as an accessible resource is very helpful. This can be in paper form or shared securely online.

The [Handbook](#) can contain the following:

- **Welcome.** To your team with information about your organisation.
- **Aims.** The aims and approach of your digital training provision.
- **Expectations.** What they can expect of your organisation and what you will ask of them.
- **Support and development.** This section can outline how they will be supported and any ongoing training opportunities that you may make available.
- **Policies.** A summary of the policies outlined in the training is important, with information about where they can access the full text.
- **Key information.** Any resources that they may need to access (for example links to pages on your website). Your arrangements for reimbursement of travel expenses. Let your volunteers know that they are covered by your insurance and, if they are using their own car when volunteering, that they must inform their insurance company.
- **Contact information** for the members of your team that they may need to interact with.
- **Problem solving** and ending the placement. It is useful to have in place a problem-solving process to make your DCs aware of the steps that will be taken if they are unhappy about anything or a particular issue has arisen that is impacting the service provision (see [Resources](#) for an example). Inclusion of this topic in the handbook protects not only the DC but also your organisation.

PARTICIPATION AGREEMENT

The [Participation Agreement](#) or Volunteer Agreement is a useful document. It isn't a *contract* as any such terminology can lead to difficult situations regarding employment law, but an *agreement* outlines clearly for your new DC the expectations and responsibilities of their new role. It can be signed by them and a member of your team, and you can keep a copy for your records.

I.D. BADGE

Ensuring that your DCs are visible and to reassure your clients, ID badges or lanyards are very useful.





Management, Support & Retention

Maintaining a positive relationship with your DCs is vital. Here are some suggestions to help you create an environment that is positive and beneficial for both sides.

Supervision & feedback

Your DC should have a named contact in your organisation who offers ongoing support. Supervision can be undertaken by that contact and can also take place in group sessions. Supervision get togethers should be timetabled to stop them slipping off everyone's agenda. They are a two-way process where feedback can be shared and development planned.

Supervisory sessions are also a good time for the DC to share any problems which can then hopefully be resolved. Sometimes within the context of their external responsibilities. Perhaps the time commitment is too great, or something has occurred that has created a concern. Without a dedicated time to

chat, these issues are often not brought up until it is too late, and the volunteer has decided to leave.

Networking & communication

For smaller organisations it may be relatively straightforward to keep all participants informed about the digital skills provision and the wider delivery of your project, however if your DCs are a part of a large organisation keeping them connected with the wider community is important.

Forums to share resources and success stories are great. These can include, for example, social media posts, newsletters, a WhatsApp group. Perhaps you might be able to timetable opportunities for all your DCs to gather to share what they have been involved in and learn from each other. As we all know, technology develops constantly so there are always new things to learn. Plus, it gives your volunteers another opportunity to feel valued.

Flexibility & personalisation

Engage with your DCs to understand what external pressures they may be under so you can decide the best time for them to volunteer. Knowing their experience and skills as an individual also ensures that they are empowered to give their best.

Continuous learning

Your DCs are likely to appreciate and benefit from the opportunity to engage in continuous learning opportunities. These could be external training (with certification), online learning or the internal sharing of information as described above. This is particularly important if the volunteer is aiming to gain skills which are transferable into employment.

Sources of both formal and informal training can be found in [Resources](#).

Recognition & fun!

Being a DC can be challenging at times, so it is important to inject some fun and some rewards. Your volunteers won't stay with your organisation if the right balance isn't achieved. Acknowledging the contribution that your DCs are making

is so important but is also something else that can be unintentionally forgotten about. Some examples of how this might be achieved are:

- **Annual celebration, social events.** These could be seasonal (e.g. Christmas) or linked to National Volunteers' Week.
- **Greetings cards.** Noting when a volunteer's birthday is and sending a card from the team is a simple way of saying thank you. Similarly, cards celebrating religious festivals if you know that your volunteers are of a particular faith.
- **Anniversaries.** A thoughtful touch is to mark a volunteer's first anniversary with your organisation. Perhaps with a gift voucher or other memento.
- **Consultation events.** Ensuring that your DCs are invited to formal consultations and AGMs is a useful way to show that you value their input to the wider operations of your charity or community group.
- **Awards.** Your organisation might have a process in place for recognising achievements or long service.
- **References.** It is likely with some of your volunteers that they will be using the experience as a stepping stone to employment. Offering references may seem counterintuitive as you won't want them to leave! However, volunteering must be a reciprocal experience, from which your DC can benefit too. If they do leave but leave fulfilled with their experience, they are more likely to recommend the opportunity to others and, potentially, return in the future.

An important final note in this section, your DCs as alumni. As mentioned in the section on recruitment, word of mouth is the most effective way to gain new volunteers. If your DCs leave but are positive advocates for your organisation and your volunteering opportunities, this is vital publicity. Keep in touch with them, perhaps via your newsletter, and your network will be extended.

“Recognising the efforts of your Digital Champions and celebrating their success is key to retaining them. This can also be used to help recruit new Digital Champions as they see the value in what you're doing.”

SCVO



Final thoughts

Digital Champions are usually frontline volunteers who are confident in their own digital skills and have a passion for helping others. They are the vehicle for delivering digital skills support to people who access your services. Such a valuable asset for your organisation needs to be looked after. Are you ready to welcome Digital Champions?

Here is a checklist you can use to decide if you're on track to recruit, support and manage Digital Champions.

Checklist	✓
Personnel in place to recruit and support DCs	
Volunteering strategy written	
Insurance in place	
Equity, Diversity & Inclusion policy	
Health & Safety policy	
Safeguarding policy	
Data Protection & Confidentiality policies	
Venue risk assessment done	
Advert created and posted	
Role description written	
Application form ready	
Handbook written	
Training for DCs sorted	
DBS strategy decided	
Participation Agreement written	
ID badges arranged	



Digital Champion Networks & Resources

Digital Unite



<https://www.digitalunite.com>

A social enterprise providing training to grow digital inclusion awareness. Also delivers the [Digital Champions Network](#) which is a paid-for framework which provides:

- **Bite-sized, online learning** revisited any time.
- **25+ e-learning courses** to help staff and volunteers provide digital skills support. All **CPD accredited**, backed up by **hundreds of curated resources**, sessions plans and training tips.
- **A project management framework**, with toolkit to get your programme started and ongoing in-person support.
- Easy-to-use tools to **monitor progress** and **measure impact**.
- **A shared community of practice** to improve skills and share ideas.

Digital Unite also provides 400+ free, how-to guides covering lots of digital topics. These guides are perfect for supporting others with digital skills or



improving your own knowledge (<https://www.digitalunite.com/technology-guides>).

Other useful links:

<https://www.digitalunite.com/news-and-views/champions>

<https://www.digitalunite.com/news-and-views/podcast>

Good Things Foundation



<https://www.goodthingsfoundation.org>

A digital inclusion charity which provides information, training and resources. Their services include:

The National Digital Inclusion Network, which is made up of over 7500 organisations in the UK all working to fix the digital divide.

<https://www.goodthingsfoundation.org/our-services/national-digital-inclusion-network>

Learn My Way, which is a free online learning tool supporting people with limited or no digital skills to learn how to access and use the internet. They can visit digital support organisations ('hubs') for help reaching this learning platform, or they can use it independently and engage with hundreds of free topics.

<https://www.goodthingsfoundation.org/our-services/learn-my-way>

Guides tailored for Digital Champions to make the most out of Learn My Way:

<https://www.goodthingsfoundation.org/discover/our-news/our-news-2024/digital-champion-guides>

Digital skills learning guides:

<https://www.goodthingsfoundation.org/discover/digital-inclusion-resources/learning-guides/digital-skills-learning-guides>



AbilityNet



<https://abilitynet.org.uk>

A UK charity supporting older and disabled people to build an accessible digital world, providing free technology support, digital accessibility services and resources.

Has a 'how to' guide providing step by step instructions on how to adapt a phone, computer or tablet to meet client's needs: [Simple 'how to' guides to make your device easier to use | My Computer My Way.](#)

Scope

SCOPE

<https://www.scope.org.uk/>

Scope is a UK charity which campaigns to transform attitudes to disability, tackles injustice and inspires action. They create opportunities and provide information and support that empowers. Scope have collected together some of the ways that apps can help people with disabilities and have included some examples.

[Apps that make life more accessible | Disability charity Scope UK](#)

Starting Point



<https://startingpoint.getlearnworlds.com>



Starting Point is a social enterprise based in Greater Manchester. They work with organisations to support them to deliver digital skills training, recruit digital champions and develop training.

They have a Digital Champions e-Learning course catalogue (<https://startingpoint.getlearnworlds.com/courses>) and free Digital Skills Learner Guides (<https://startingpoint.getlearnworlds.com/freeuserguides>).

Leeds City Council and dxw



<https://digitalinclusionkit.org>

The Digital Inclusion Toolkit is an independent and comprehensive source of digital inclusion (DI) advice and information for local councils.

iDEA



<https://idea.org.uk/>

The Inspiring Digital Enterprise Award, known as iDEA, is an international award-winning programme that helps users develop and demonstrate their digital, enterprise and employability skills for free.

Age UK



<https://www.ageuk.org.uk/information-advice/work-learning/technology-internet/>

Tips for older people to feel more confident when using the internet and staying safe while doing so.



DIGITALLEARN.ORG



<https://www.digitallearn.org/>

DigitalLearn.org is a website developed by the Public Library Association that provides free, self-directed online tutorials to help people improve their digital literacy skills. It offers a variety of courses for all skill levels, from basic computer use to more advanced topics like social media and online safety and allows users to learn at their own pace.

SCVO Digital Motivators



<https://scvo.scot/support/digital/inclusion/doin-g-digital-inclusion/approach/digital-motivators>

A guide for anyone who is responsible for running a digital inclusion project or supporting Digital Champions.

Get Safe Online



<https://www.getsafeonline.org>

A resource providing practical advice on how to protect yourself, your computers and mobiles device and your business against fraud, identity theft, viruses and many other problems encountered online.



Safer Derbyshire Digital MOT



<https://www.saferderbyshire.gov.uk/what-we-do/cyber-crime/current-campaigns-and-tools/digital-mot/digital-mot.aspx>

The Digital MOT is a cyber security assessment tool developed by the Community Safety Unit at Derbyshire County Council, in partnership with the Cybercrime Unit at Derbyshire Constabulary.

GCF Global



<https://edu.gcfglobal.org/en/subjects/tech/>

Self-paced online courses, including computer basics, using the internet, Microsoft Office tools.

Google Workspace



<https://support.google.com/a/users#topic=11499463>

Google Workspace Learning Centre, including all the Google Suite tools such as Gmail, Chrome, Docs, Sheets, Slides, Forms and more.



Legal, Safety, and Volunteer Management Guidance

NCVO The National Council for Voluntary Organisations

Guidance on many volunteer related subjects including Data Protection, Health & Safety, Safeguarding.

<https://www.ncvo.org.uk/>

Digital Unite

Their Technology Guides include information on internet security.

<https://www.digitalunite.com/technology-guides/internet-security>

Gov.uk

Volunteering and claiming benefits.

<https://www.gov.uk/guidance/volunteering-and-claiming-benefits>



Criminal record checks.

<https://www.gov.uk/dbs-check-applicant-criminal-record>

<https://www.gov.uk/find-out-dbs-check>

Charity Excellence

Charity Excellence is a website which provides free charity resources, templates and downloads, including fundraising, finance, trustee governance, communications, HR and more.

It has over 60 policy templates including Volunteer Agreement Template, Safeguarding policy and data protection.

<https://www.charityexcellence.co.uk/>

<https://www.charityexcellence.co.uk/wp-content/uploads/2025/02/Charity-Excellence-Infographic-Feb-25.pdf>

Health & Safety Executive

Guidance on writing a Health & Safety Policy

<https://www.hse.gov.uk/simple-health-safety/policy/index.htm>



Councils for Voluntary Services

“In Derbyshire, there are special groups known as infrastructure organisations. Think of them as helper centres for community groups and charities. These centres are sometimes called CVSs (Council for Voluntary Services), Community Action, or volunteer centres. They support local charities, community groups, and social enterprises by offering guidance, support, and resources. This assistance enables these groups to do wonderful things in their community, like bringing people together and strengthening community ties.”

Joined Up Care Derbyshire

Amber Valley - <https://avcvcs.org/>

Derbyshire Dales - <https://www.ddcvcs.org.uk/>

South Derbyshire CVS - <https://www.sdcvcs.org.uk/>

Erewash Voluntary Action - <https://www.erewashvoluntaryaction.org.uk/>

Connex Buxton and Ashbourne - <https://connex.org.uk/>

New Mills Volunteer Centre - <https://www.nmvc.org/>

High Peak CVS - <https://highpeakcvcs.org.uk/>

Derbyshire Voluntary Action - <https://dva.org.uk/>

Chesterfield and NE Derbyshire Volunteer Centre- <https://chesterfieldvc.online/>

Links CVS (Chesterfield) - <https://www.linkscvcs.org.uk/>

The Bureau (Glossop) - <https://the-bureau.org.uk/>