



Framework
For your future



Framework Digital Champion Onboarding

A welcome guide for new Digital Champions — helping people build confidence, skills and independence online.



Welcome

Thank you for becoming a Digital Champion. Your role is to help people build confidence, skills and independence using digital devices and online services.

You do not need to be a technical expert. The most important qualities are patience, kindness, encouragement and a willingness to help.



What is Digital Inclusion?

Digital inclusion means helping people to have the:

- Access to devices and internet
- Skills to use digital tools
- Confidence to try online tasks
- Support to stay safe online
- Motivation to use digital services that improve everyday life

● **Your Role as a Digital Champion**

You may support people to:

- Use a phone, tablet, laptop, keyboard or mouse
- Connect to Wi-Fi
- Set up and use email
- Search the internet safely
- Complete online forms
- Use apps and websites
- Access services such as NHS, council, housing, benefits, jobs or learning
- Understand basic online safety

What You Should Not Do

Please do not:

- Take over or do everything for the learner
- Ask for, write down or store passwords
- Handle money, banking or card details
- Give legal, financial, medical or immigration advice
- Repair complex device problems
- Use your personal phone, email or social media for learner support
- Promise confidentiality if there is a safeguarding concern

Golden Rule

Do with, not for.

Encourage learners to try tasks themselves while you guide and support them.

● How to Support Someone

Use this simple approach:

- 1 **Welcome** — make them feel comfortable
- 2 **Listen** — ask what they want help with
- 3 **Go slowly** — break tasks into small steps
- 4 **Show** — demonstrate clearly
- 5 **Practise** — let them try it themselves
- 6 **Check** — ask if they feel confident
- 7 **Next step** — agree what they can practise or do next

● Recording Support

- Before the session starts, fill in the Session Register form for the service user
- After a session, fill in the questionnaire for the service user
- Fill in a Digital Champion Support Log, available at access4all.uk/index.php/dc-support-log/
- The Loan Request form is on OneDrive — the link will be shared with you

Communication

If you are unable to attend a support session, please email:

digital-inclusion-team@frameworkha.org

Champion Details

Name: _____

Start date: _____

Location: _____

Agreement

I agree to support learners in a safe, respectful, patient and inclusive way.

Signature: _____

Date: _____