



## EXPLORE

- Have a look at the DCW website
- Get in touch



## REFINE

- Evaluate practice and goals
- Shout about what you are doing



## EVALUATE

- Share outcomes and personal stories / case studies with DCW



## ASSESS

- Work with your DCW advisor to assess where you are
- Understand the digital skills of your staff and tenants



# How can digital benefit you and your tenants?

*Get in touch with Digital Communities Wales today to find out how we can support you on your Digital Inclusion journey.*

**digitalcommunities@wales.coop**  
**0300 111 5050**



## PLAN

- Work with your DCW advisor to develop a plan
- Utilise DCW Charter
- Develop Digital Inclusion Strategy



## INTEGRATE

- Raise awareness within organisation
- Embed DI into the workforce

## DELIVER

- Co-production of delivery and resources with DCW
- Consider a pilot project

Learn My Way

A member of the



Online Centres Network



# Digital Communities Wales' training offer for the Housing Sector

The shift to digital over the past year has been significant. Are you looking to better your staff's digital skills and confidence, as well as benefiting your tenants?

At Digital Communities Wales (DCW) we have created 3 bespoke training packages for the housing sector in Wales – they are free, and you can choose whatever suits your needs best.

## PACKAGE ONE

**Digital Champions & 6 weeks essential skills for staff (Train the trainer) (8 hours total)**

A train the trainer model which will provide training to your digital champions to enable them to deliver our 6-week course within your own organisation. Training will focus on developing skills that can be used to help your staff / tenants utilise the internet and support staff to increase their digital skills. Delivered over 8 weeks for 1 hour per week, and will include:

- Digital Champions training
- Online communication
- Handling information online
- Buying and selling online
- Problem solving
- Online safety
- Follow up support

## PACKAGE TWO

**Mix & match webinars (1 hour each)**

- Health & wellbeing
- Job seeking & money saving
- Online safety and fake news
- Reminiscence
- Use of smart speakers

## PACKAGE THREE

**Helping people to get online (1 hour)**

This course is for anyone willing to support somebody (staff, tenant or volunteer) to get online and get the best out of being online. It will enable you to:

- understand the benefits of being online and being a daily user of technology
- understand the barriers to getting online are and how to overcome them
- use your own digital skills to help others who are not able to benefit from being online.

To find out more, go to: <http://www.digitalcommunities.gov.wales/>  
Get in touch at: [digitalcommunities@wales.coop](mailto:digitalcommunities@wales.coop) / 0300 111 5050