



# What is a Digital Mentor?



**Good Things**  
Australia

# Definition

To be a Digital Mentor means to inspire and support people to gain digital skills. You'll promote confidence and independence, which goes towards reducing social exclusion.

A Digital Mentor can also be called a tutor, teacher, supporter, coach. It is the person on the side helping someone to improve their digital skills.

# Focus

Being a Digital Mentor is more focused on being good with people. Digital Mentors bring their unique life experiences, skills interests and strengths to their partnerships with learners.

You do not need to be an expert overnight. You just need a basic understanding of the internet and how to use a range of devices. If you don't know how to do something online you'll have the skills to search for an answer.

[Find out more here](#)



**Remember:** Supporting digital skills is not all about technical knowledge - you don't need to be a 'computer expert'.

# Qualities of a Digital Mentor:

## Kindness

Being warm, accepting and caring towards learners. Not judging them for their level of knowledge or how quickly they learn.



# Qualities of a Digital Mentor:

## Patience

Being willing to stick to something no matter how long it takes, even if it means repeating the same small steps dozens of times.



# Qualities of a Digital Mentor:

## Empathy

Being willing to try to imagine what the mentoring experience is like for the learner, including their fears and frustrations.



# Qualities of a Digital Mentor:

## Flexibility

Being open to changes in learning directions as your learner's needs change (switching between topics, activities and devices).



# Qualities of a Digital Mentor:

## Motivational

Inspiring, encouraging, and energising towards learners. Not letting them give up when challenges arise or lose sight of their potential.



# Qualities of a Digital Mentor:

## Understanding

Bringing a positive attitude to each mentoring session is the most vital action you can take to support your learners. Your digital mentoring style will evolve over time. Enjoy the Journey.



# Qualities of a Digital Mentor:

## Generosity

Being open and honest with learners and giving them your full attention for the duration of the mentoring session.



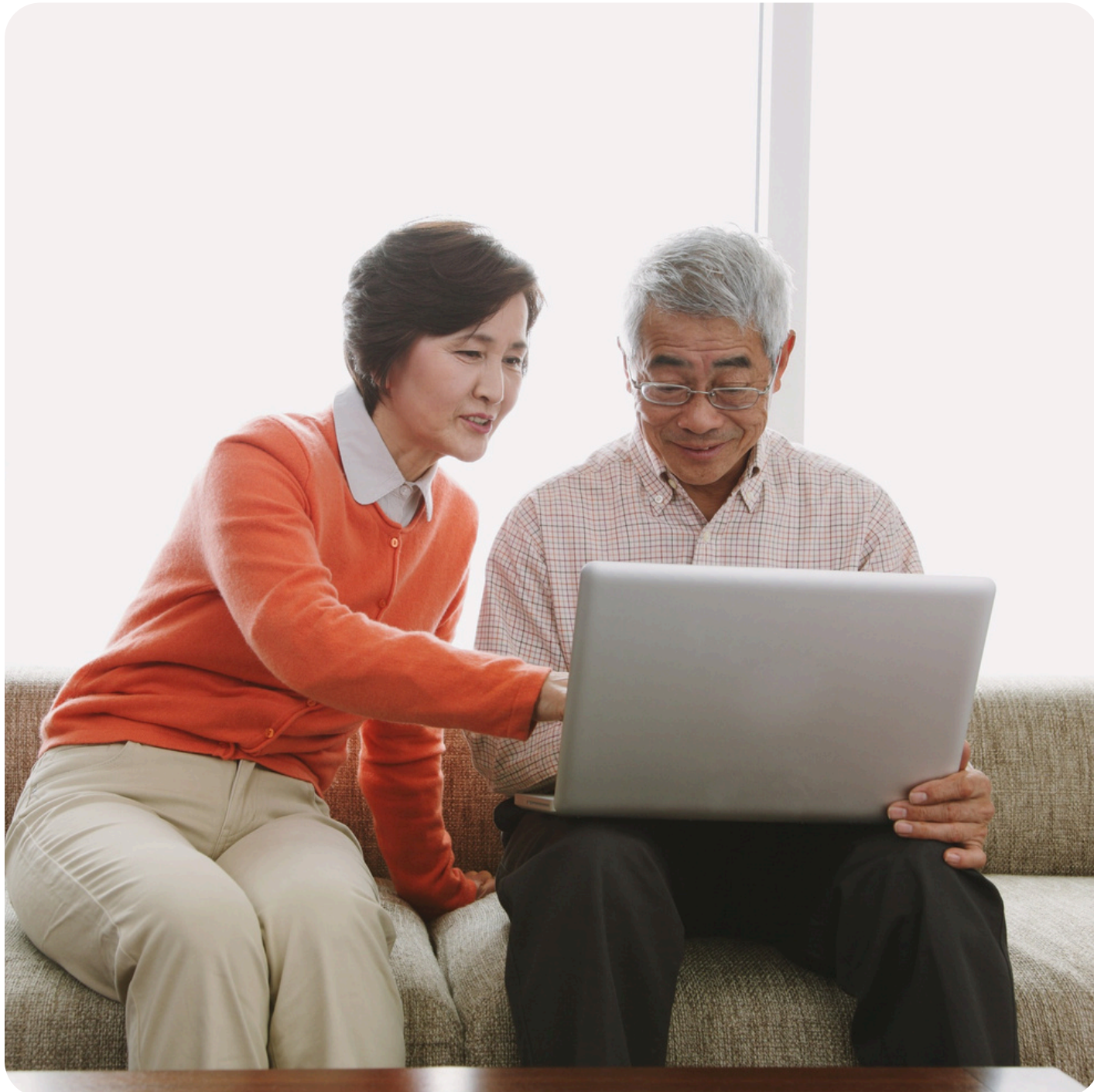
# Qualities of a Digital Mentor:

## Knowledgeable

Having an awareness of other services to help refer people to, as well as having basic digital skills yourself.



# The role of a Digital Mentor



Digital Mentors are there to help and encourage people to learn. This is usually done by exploring a learner's areas of interest.

# The role of a Digital Mentor



Some digital mentoring activities present more risk than others. For example, helping someone find their favourite song on YouTube is low risk and doesn't require sharing any personal information.

Other activities like assisting with online banking, accessing MyGov, paying bills or online shopping can put both the learner and the mentor in a higher risk situation.

# The role of a Digital Mentor



As you explore activities the learner is interested in, you may find yourself in a situation where you are asked to provide advice on matters outside of your area of expertise, like legal or financial matters.

# The role of a Digital Mentor



It is important for you to set some consistent boundaries to ensure you and your learner feel safe, happy and confident during your sessions together, online and offline.

There are ways of handling these potentially tricky situations that won't offend or intimidate your learner, or place you in a difficult position.

# The role of a Digital Mentor



We suggest establishing clear boundaries or rules in your first session about your approach to handling your learner's personal information (like bank card details and passwords) and having a conversation with your learner or providing written information to learners in advance.

# As a Digital Mentor...

## Do:

- ✓ Inspire learners to give it a go
- ✓ Raise awareness of the benefits
- ✓ Increase learner's confidence
- ✓ Maintain confidentiality
- ✓ Remain impartial
- ✓ Work within your organisation's policies and procedure

## Don't:

- ✗ Do it for them
- ✗ Create passwords or keep their personal information
- ✗ Troubleshoot all technical queries
- ✗ Give advice on matters you're not qualified in