



# Report on needs assessment for training of partners

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PARTNERS



A short needs assessment that gathered information from project partners was performed and it will serve as a guide for development of the upcoming training workshop. The training workshop needs to focus on building up partners' level of knowledge, capacity and skills for energy advising in order to deliver the training to energy advisers - students of vocational schools at national level. The training event will also discuss national specifics on working with schools, students and households and performing the household visits. The training will share experiences to analyze the situation in the household and to provide suggestions and practical advices on how to reduce energy and water bills. It was established that the training should cover all energy adviser topics related to the training of energy advisers, energy audit, the energy and water saving devices, filling up the data collection sheet and making the final report.

The performed needs assessment determined that at the end of the day a practical household visit has to be organized in order to show to partners with less experience and to the other participants in the training how a household visit has to be performed. It needs to cover aspects such as: asking the households to have their energy and water bills ready, reading and checking up the bills, checking the consumption of appliances and taps, asking questions about the electricity, heating and water consumptions, filling up the data into the data collection sheet, checking the windows and the doors for heat losses, as well as discussions about the households' energy and water habits.

### **Conclusions on findings:**

In response to the findings from the performed needs assessment, the main conclusions are that the training needs to cover the following main topics:

- How to work with schools and social centers
- How to communicate with low income households
- How to address a household and how to set the appointment
- How to perform the visits
- What kind of equipment do energy advisers need to perform a household energy audit
- What kind of devices were mostly used to help households to save energy and water
- How to fill up the data collection sheet, how to transfer the information to the Microsoft Excel tool and how to structure the second visit report

## **The methodology**

Our approach was based on obtaining information from the REACH partners via e-mail. A draft programme, based on the programme that was done for the Frankfurt training for ACHIEVE was sent in order partners to comment and add their needs. The responses were then collected and analyzed. The analysis of the responses established the above-mentioned topics that should be discussed at the training session.

## **Nature of the proposed course**

The training course design should allow the training program to be delivered at the project's kick-off meeting in April. The training structure is based on the analyses of partners' responses and it will be established to include all necessary subject areas, and materials. We recommend one-day training event to include a study household visit. The training will be delivered by experts from the two partners who were involved in the Achieve project – FOCUS and EAP.

## **Recommendations for action**

After analyzing the partner's responses we recommend the following training:

- Guidelines and knowledge-exchange on how to work with schools and social centers
- Guidelines and knowledge-exchange on how to communicate with low income households
- Guidelines and knowledge-exchange on how to perform the household visits
- Guidelines and knowledge exchange on the used tools, devices and equipment for households

### **Working with schools and social centers:**

Working with schools and social centers, as a key element for successful implementation of REACH project, needs to be delivered within the partners' training and should be set up on how to target and encourage schools and social centers to take part in the project, as well as which schools and social centers to target and who to speak to get them involved. The training will be based on the experience of partners from Achieve project.

### **Communication with low income households**

The communication with the households is an important factor for the project's success. Based on the partners' needs assessment, it was determined that the

training has to focus on how to properly communicate the information about the visits, how to behave in the household and how to communicate with the household before, during, and after the visit.

### **How to implement the household visits**

The aim of this module is to train partners how to organize the visits. This should include getting in touch with the households, setting up the appointment, explaining the whole procedure of performing the first and the second household visits, filling up the data from the data collection sheet into the Microsoft Excel tool and empowering households to reduce the energy and water usage. The training should also focus on possible channels of cooperation in order to promote the REACH service.

### **Program tools, devices and equipment for households**

A training module on the necessary equipment, including the most common energy and water saving devices used in Achieve, should be delivered to project partners. It should also include a full explanation of the data collection sheet and the structure of the households' report.

### **Conclusion:**

This training workshop should enable partners to share with each other knowledge and skills for energy advising and build their capacity for delivering training at national level. At the same time it should help project partners to engage schools, students and social centers to participate in REACH. The training session will be also a platform for discussion among the project partners and the other participating organizations. In this way, everyone involved could contribute with ideas, share concerns, provide suggestions for developing solutions and get inspired to implement REACH or similar projects in their target areas.

### **Evaluation:**

Evaluation for possible improvement and suggestions of the training workshop as well as the level of the overall satisfaction of the workshop and the study visit is encouraged. The evaluation will demonstrate whether partners' needs were met or not and whether the training session provided ideas and motivation for the implementation of the project or similar projects.

## Partners



Focus - Association for Sustainable Development, Slovenia

[www.focus.si](http://www.focus.si)



Society for sustainable energy development, Croatia

[www.door.hr](http://www.door.hr)



Energy agency of Plovdiv, Bulgaria

[www.eap-save.eu](http://www.eap-save.eu)



Macedonian Centre for Energy Efficiency, Macedonia

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