



**REVERTER**



# Training programs to equip local actors, volunteers, and OSS staff with skills to engage communities and drive energy efficiency

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# CAPACITY BUILDING - BASE FOR EMPOWERING COMMUNITIES TOWARDS ENERGY EFFICIENCY



Local communities capacity building is the key to long-term behavioral change.



Empowered citizens are more likely to adopt energy-saving practices.



Engagement at citizens supports national and EU climate goals.



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# RECIPIENTS OF CAPACITY BUILDING PROGRAMME



**OSS personnel and local authorities** – more than 25 OSS providers trained on how to approach energy vulnerable households and to increase renovation demand through marketing and communication measures for specific target groups



**REVERTER Ambassadors** – more than 60 RAs trained on basic energy issues, how to analyse energy behavior and how to advise vulnerable households



**Households** – more than 3,000 vulnerable people provided with energy saving tips, information materials, simple energy analysis and information about financial mechanisms



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# HOW WE DEFINED THE TRAINING PROGRAMME

Analysed capacity building needs at pilot level

Identified existing and relevant training materials to the aforementioned topics.

Identified and analyzed the different groups of trainees

Discussed and identified appropriate topics to be specifically targeted at different trainees groups

Developed the educational curriculum and determine appropriate training tools and methods.

Elaborated the specific areas and the content of the different topics

| National legislation                                   | National legislation and requirements in terms of external energy performance for buildings, thermal comfort conditions, etc.                                                                                                                                         | personnel |   | partner                                            |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---|----------------------------------------------------|
| - Energy consumption in households                     | 1. Basic energy concepts and units<br>2. Building envelope<br>3. Building heat losses<br>4. RES in households<br>- Solar systems for DSH<br>- PV<br>- Geothermal energy                                                                                               | ✓         | ✓ | All partners to be adapted to the national context |
| 1. Step-by-step Deep renovation                        | 1. Introduction to Deep Renovation<br>2. Building Assessment and Energy Auditing<br>3. Planning and Designing Deep Renovation Projects<br>4. Project Implementation and Management<br>5. Monitoring, Measurement, and Verification<br>6. Certification and Assessment | ✓         | ✓ | EEC                                                |
| 2. One-stop fit measures                               | 1. Energy management systems and energy behaviour tips - Smart meters, energy monitoring and control<br>2. Energy labelling<br>3. Energy efficiency<br>4. Benefits of retrofitting<br>5. Energy saving tips                                                           | ✓         | ✓ | EEC                                                |
| 3. Deep renovation measures at national level          | 1. Deep renovation measures<br>2. RES<br>3. Social grants                                                                                                                                                                                                             | ✓         | ✓ | EEC                                                |
| 4. Communication and training of vulnerable households | 1. How to engage poor and energy vulnerable households<br>2. How to approach energy vulnerable households<br>3. Communication with energy vulnerable households<br>4. How to advise and support energy vulnerable households                                          | ✓         | ✓ | All partners at national level                     |
| 5. Establishment and practice of skills                | 1. Design<br>2. Safety<br>3. Employment<br>4. Monitoring and communication                                                                                                                                                                                            | ✓         | ✓ | EUROFACE                                           |

# THE CURRICULUM



# THE CURRICULUM

| Training topic                              | Short description/sub-topics                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | OSS personnel | RAs | HHs |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----|-----|
| <b>I. National legislation</b>              | National legislation and requirements in terms of minimal energy performances for buildings, thermal comfort conditions, etc.                                                                                                                                                                                                                                                                                                                                                                                          | ✓             |     |     |
| <b>II. Energy consumption in households</b> | <b>1. Basic energy concepts and units</b><br><b>2. Primary energy sources – fuel types</b><br><b>3. Building installations</b> <ul style="list-style-type: none"> <li>- Heating installation</li> <li>- Cooling installation</li> <li>- Ventilation</li> <li>- DHW</li> <li>- Lighting</li> <li>- Domestic appliances</li> </ul> <b>4. Retrofitting practices</b><br><b>5. RES in households</b> <ul style="list-style-type: none"> <li>- Solar systems for DHW</li> <li>- PVs</li> <li>- Geothermal energy</li> </ul> | ✓             | ✓   |     |



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# THE CURRICULUM

| Training topic                           | Short description/sub-topics                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | OSS personnel | RAs | HHs |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----|-----|
| <b>III. Step-by-Step Deep Renovation</b> | <ol style="list-style-type: none"> <li>1. Introduction to deep renovation</li> <li>2. Building assessment and energy auditing</li> <li>3. Exploring energy-efficient technologies, materials, and systems available for deep renovation projects.</li> <li>4. Planning and designing deep renovation projects</li> <li>5. Project implementation and management</li> <li>6. Monitoring, measurement, and verification</li> <li>7. Hands-on workshops and site visits - providing practical exercises, workshops, and site visits to reinforce theoretical concepts.</li> <li>8. Certification and assessment</li> </ol> | ✓             | ✓   | ✓   |

# THE CURRICULUM

| Training topic                                   | Short description/sub-topics                                                                                                                                                                                                                                                                                                                           | OSS personnel | RAs | HHs |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----|-----|
| IV. Energy saving in households - best practices | <ul style="list-style-type: none"><li>1. Low-cost measures</li><li>2. Roadmaps for step-by-step renovation</li><li>3. Energy management systems and energy behavior tip - Smart meters, energy monitoring and control - energy behavior change</li><li>4. Energy labelling</li><li>5. Benefits of retrofiting</li><li>6. Energy saving tools</li></ul> | ✓             | ✓   | ✓   |

# THE CURRICULUM

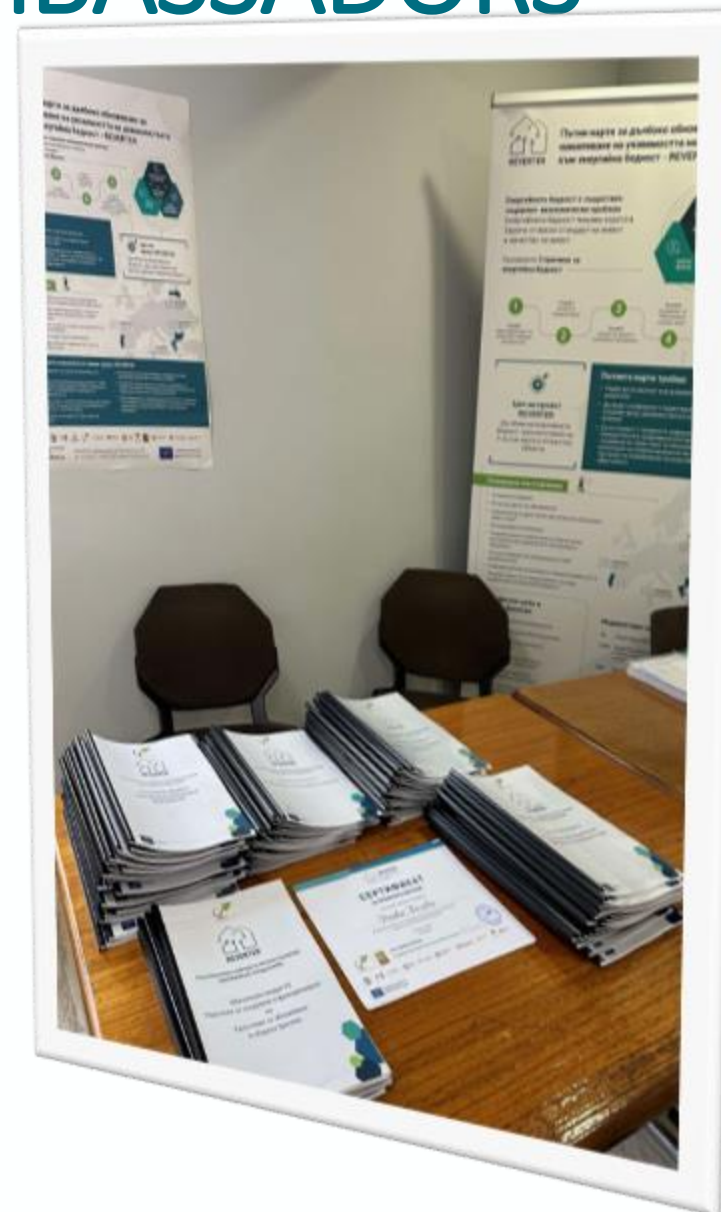
| Training topic                                   | Short description/sub-topics                                                                                                                                                                                                                                                                                   | OSS personnel | RAs | HHs |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----|-----|
| <b>V. Financial schemes and mechanisms</b>       | <ol style="list-style-type: none"> <li>1. Deep renovation measures</li> <li>2. RES</li> <li>3. Social measures</li> </ol>                                                                                                                                                                                      | ✓             | ✓   |     |
| <b>VI. Step-by-step guidance for visitations</b> | <ol style="list-style-type: none"> <li>1. Who is energy poor and energy vulnerable</li> <li>2. How to approach energy vulnerable households</li> <li>3. Psychological methods of communication with energy vulnerable households</li> <li>4. How to advise and support energy vulnerable households</li> </ol> | ✓             | ✓   |     |
| <b>VII. Establishment and operation of OSSs</b>  | <ul style="list-style-type: none"> <li>• Design OSS,</li> <li>• Set-up OSS,</li> <li>• Deployment of OSS</li> <li>• Management and monitoring</li> </ul>                                                                                                                                                       | ✓             |     |     |



# TRAINING OF REVERTER AMBASSADORS



Brezovo



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# TRAINING OF REVERTER AMBASSADORS



Athens



Coimbra

# CAPACITY BUILDING IMPACT

Increased knowledge and awareness at local level

Various groups from the local community were trained on improving energy efficiency in the home and optimizing energy consumption in order to reduce energy poverty.

Stimulated local engagement through tailored support

Citizens' involvement in projects and initiatives is encouraged, increasing trust and a sense of personal contribution of Ras to the common good.

Ensured sustainable impact

One Stop Shop staff and ambassadors take knowledge that they then multiply in their community, which contributes to more favorable living conditions

Better living conditions and decreased EP levels

Promotion of proper energy use and sustainable practices in everyday life  
Lower electricity and heating bills thanks to informed household choices





# Thank you!

[www.reverterhub.eu](http://www.reverterhub.eu)



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