



## **D3.2 POLISH HEA TRAINING**

# **STATE OF THE ART AND PLANNING**

# Polish Household Energy Advisor (Domowy Doradca Energetyczny)

<b>ROLE</b>	<p>Sharing knowledge and providing support to vulnerable consumers (energy poor or in the risk group to become energy poor) to improve their energy consumption behaviours.</p> <p>The DDE will be included in the existing professional profiles and sustainable structures to maintain their position after the end of the project.</p>
<b>WORKING CONTEXT/S</b>	<p>Energy/Institutional – Energy Advisors of NFOŚiGW (National Fund for Environmental Protection and Water Management) training the Municipal Energy Consultants.</p> <p>Social – Members of municipal social welfare centre</p> <p>Consumers Association – Federacja Konsumentow advisors</p> <p>Consumer (city/powiat) ombudsmans</p> <p>Other: Possibility for vulnerable consumers to participate – in the limited scope</p>
<b>MAIN ACTIVITIES</b>	<p>Three main roles and activities of the HEA:</p> <ul style="list-style-type: none"><li>❖ energy consumption behaviour analysis;</li><li>❖ energy behaviour support and check-up;</li><li>❖ advice and communication to consumers;</li><li>❖ Consumer advocacy on the Energy market.</li></ul> <p>The actions will be delivered through door to door, face to face, mailing and telephone.</p>

# General

Area	Module		Time	Notes <sup>***</sup>
Energy	M1	Introduction	1h	presentation, additional materials
	M2	Energy sector	6h	presentation, additional materials
Social	M3	Social sector	6h	presentation, additional materials
Energy Support	M4	ASSIST Action	2h	presentation, additional materials
	M5	Energy check up	6h	presentation, additional materials
communication	M6	Energy support	6h	presentation, additional materials
	M7	Communication skills	4h	presentation, additional materials
	M8	Relations	2h	presentation, additional materials
Consumer protection	M9	Consumer rights & unfair market practices	4h	presentation, additional materials
Summary	M10	Organization	2h	presentation, additional materials
	M11	Safety	1h	presentation, additional materials

# For NFOSiGW Energy Advisors

Area	Module		Time	Method	Notes <sup>***</sup>
Energy	M1	Introduction	8h	Meeting	presentation
	M2	Energy sector			additional materials
Social	M3	Social sector	8h	Meeting	presentation additional materials
Energy Support	M4	Energy check up	8h	Meeting	presentation
	M5	Energy support			additional materials
communication	M6	Communication skills	8h	Meeting	presentation
	M7	Relations			additional materials
Consumer protection	M9	Consumer rights & unfair market practices			
Summary	M8	ASSIST Action	8h	Meeting	presentation
	M10	Organization			additional materials
	M111	Safety			Final test

# For municipal social welfare centre

Area	Module		Time	Method	Notes <sup>***</sup>
Energy	M1	Introduction	4h+	Meeting	presentation
	M2	Vulnerable consumers			additional materials
Social	M3	Energy sector	4h+	Meeting	presentation additional materials
Energy Support	M4	Energy check up	4h+	Meeting	presentation
	M5	Energy support			additional materials
Consumer protection	M9	Consumer rights & unfair market practices	4h+	Meeting	presentation additional materials
	M7	Assist Action			Final test

For consumer  
advisors (FK &  
ombudsman)

Area	Module		Time	Method	Notes***
Energy	M1	Introduction	4h+	Meeting	presentation
	M2	Vulnerable consumers			additional materials
Social	M3	Energy sector	4h+	Meeting	presentation additional materials
Energy Support	M4	Energy check up	4h+	Meeting	presentation
	M5	Energy support			additional materials
Consumer protection	M9	Consumer rights & unfair market practices	2h	Meeting	presentation additional materials
	M7	Safety			Final test

### **1. Timeframe**

**June – September 2018**

### **2. Methodologies**

**Personal & online depending on the group**

### **3. Training fruition and completion rules**

**Initial competences test, final test (knowledge from each module) which results with certification**

# 1. Participants' motivation / expectation assessment

Pre-selected groups

Questioners for motivation / expectation assessment

# 2. Participants' learning assessment

Ex ante and ex post tests and comparison

# 3. Participants' impact assessment (to be defined)

remind

MS3

HEA training material and methodology validation

Comments and marks on the training evaluation forms (> 75%), % of people finishing the course respect the number of registered people

Training evaluation form to be defined, delivered and collected



# 1. Participants profile/s

Typology	Number	# of Vulnerable (& VCs typology)
Energy Advisors	75	
Social Operators	75	
Consumer advisors (FK)	15	
Consumer ombudsman	10	

## 2. Promotion strategies, materials and actions

Direct communication with selected groups (e-mail, phone calls)

General information through standard communication channels

### 1. Participants registration procedure/s

**E-mail participation declaration**

### 2. Participants selection procedure/s

**Pre-selected groups and ex ante conversation with experts when needed (preferably different regions)**

### 3. Participants monitoring

**Through training platform (entrances, downloading materials etc.)**

**remind**

MS4	Interest in the HEA training course	Number of people interested (number of registered > 150 per country; number of people asking information on the course and filling in an expression of interest)	List of registered participants to be filled and reported Expression of interest form to be defined, delivered and tracked
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[www.assist2gether.eu](http://www.assist2gether.eu)



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