



TEMPLATES STEP 4. THE STH CUSTOMER JOURNEY FOR VALENCIA CITY PROJECT

4 The Sth customer journey ∞	M. The assistance strategy	Which is your customer journey framework? Which functionalities do you intend to provide?	<input type="checkbox"/>
	N. The Services	Which are the existing local needs that will define the touchpoints and the sub-stops? Which are the existing resources (services, tools or activities) solving these touchpoints? Which are the gaps that will be developed to complete the assistance?	<input type="checkbox"/>
	O. The tools	Which tools are required to solve each service?	<input type="checkbox"/>
	P. The Staff	Which are the objectives and target groups for the training programme of your OSS?	<input type="checkbox"/>

Table 1. Test materials for step 4

This step (and its sub-steps) aims to define **Valencian local context implementation strategy in order to design a proper long-term smooth experience customer journey** harmonized with the Sth validated framework. The document is an example of the application of the templates to Valencia (Spain) and serves as model for the transferability of the Citizen Hub concept. More information is available in [D3.2 Strategy & structure to implement the Citizen Hub concept for the two pilots](#), [D2.4.- Mapped suitable protocols and methods for quality control of the renovation works \(including skills definition\) and for buildings performance monitoring.](#), and in [D3.6. Training program for the Citizen hub staff in the two pilots.](#)

The list of documents submitted for **Step 4 in Valencia** is described below:

STEP 4.1. – IMPLEMENTATION STRATEGY	- 2 -
A. The customer journey framework	- 2 -
B. Your customer Journey	- 3 -
STEP 4.2 - SUPPORTING SERVICES MAP	- 7 -
A. The existing resources in place	- 7 -
A. 1. Training	- 7 -
A.2. Certification	- 7 -
A.3. Monitoring	- 7 -
B. The Citizen Hub supporting services proposal	- 7 -
B.1. Services Model	- 7 -
B.2. Services Menu	- 7 -
C. The Citizen Hub roll-out proposal	- 8 -
C.1. Decentralization strategy (pop-up)	- 8 -
STEP 4.3. - STH DOCUMENT 7. STAFF TRAINING DESIGN METHODOLOGY	- 9 -
A. Skills	- 9 -
B. Contents	- 9 -
C. Resources	- 10 -
D. Program	- 11 -
E. Budget	- 12 -



STEP 4.1. – IMPLEMENTATION STRATEGY

A. The customer journey framework

Stop 0 - ON-BOARDING				
	AWARENESS		INTERACTION	
demand	friendly solutions & checklist	best practices, regulations, grants, FIs	citizen school workshops	
supply				
Stop 1 - EVALUATION				
	SELF EVALUATION		ASSISTED EVALUATION	
demand	friendly tool		personal appointment	
supply			EPC, design tools, solution templates	
Stop 2 - DESIGN & FORMALIZATION				
	DESIGN	SELECTION	FORMALIZATION	
demand				
supply	technical solutions & checklist	registries & lists	contract templates	
Stop 3 - REALIZATION				
	TRAINING	ASSESSMENT	MEDIATION	QUALITY ASSURANCE
demand	micro-training workshops	workplan checklist	citizen school personal appointment	follow-up report & questionnaire
supply	evaluation for registries & lists	workplan template		
Stop 4 - VALIDATION				
	FEEDBACK	COMPARISON	MONITORING	CERTIFICATION
demand	satisfaction/ complaints/ sharing questionnaires	friendly tool, EPC	before-after	best practices
supply		2 best practices	2 best practices	

Figure 1.- customer journey & functionalities (Valencia city pilot)



B. Your customer Journey

		Stop 0 - ON-BOARDING			
		RAISING AWARENESS		INTERACTION	
		Functionalities	Tools	Functionalities	Tools
ACTORS	Demand side	Repository of user-friendly material (guides, videos, etc.) to raise awareness about the benefits of retrofitting, sustainability and circularity concepts, etc.	Some of the videos in: https://www.turnkey-retrofit.eu/photos-and-videos/album-1/	Contact with technicians / other demand-side actors to solve technical doubts / ask about their experiences	LISTS OF PROFESSIONALS. Chartered architects: https://www.coacv.org/es/arquitectos/arquitectos-coacv/ Trained in retrofitting/specific areas: https://www.five.es/formacion/listados-de-profesionales/
		Single portal centralizing the regulations in force to know the legal framework	To be incorporated in a user-friendly way: REGULATIONS AT NATIONAL LEVEL: https://www.mitma.gob.es/arquitectura-vivienda-y-suelo/normativa REGULATIONS AT REGIONAL LEVEL: https://habitatge.gva.es/es/web/vivienda-y-	Direct contact with corresponding authorities to solve doubts about the legal framework	Tool for communication between demand side and OSS staff on demand
		Single portal centralizing the available subsidies for standard actions (simulator?)	SUBSIDIES AT REGIONAL LEVEL (possibility of include them in form of pre-test/simulator?):	Direct contact with corresponding authorities to solve doubts about available incentives	Tool for communication between demand side and OSS staff on demand
		Single portal centralizing financial institutions with specific products for retrofitting, also aimed at homeowners' associations (pre-test on financing options?)	LIST OF FIS AT NATIONAL LEVEL (possibility of include this in form of a pre-test/simulator?): https://www.idae.es/ayudas-y-financiacion/para-la-rehabilitacion-de-edificios/programa-pre-rehabilitacion-energetica-de/prestamos-para-complementar-	Direct contact financial entities to solve doubts about financing	Tool for communication between demand side and OSS staff on demand
	Supply side	Repository of user-friendly material (guides, videos, etc.) to know demand side needs	CIRCULARITY EVALUATION. Dwelling scale: https://www.circularhomes.eu/circularity-tool-homes/ Building scale: https://www.circularhomes.eu/circularity-tool-buildings/	Direct contact with interested demand-side actors to know their profiles, needs & preferences	Forum/tool for communication between demand and supply sides organised by themes (energy consumption, dwelling/building needs, financing)
		Single portal centralizing the regulations in force to know the legal framework	<i>Same as for the demand side</i>	Direct contact with corresponding authorities to solve doubts on building regulations	Tool for communication between supply side and OSS staff on demand
		Single portal centralizing the available subsidies for standard actions	<i>Same as for the demand side</i>	Direct contact with corresponding authorities to solve doubts on available subsidies	Tool for communication between supply side and OSS staff on demand
		Single portal centralizing financial institutions with specific products for retrofitting, also aimed at homeowners' associations	<i>Same as for the demand side</i>	Direct contact with corresponding financial entities to solve doubts about financing products	Tool for communication between supply side and OSS staff on demand
Staff			Direct contact with interested demand-side actors to know their technical needs and the feasibility of interventions	Tool for communication between demand side and OSS staff on demand	
			Direct contact with supply-side actors to know technical solutions available, innovation, feasibility, ranges of prices, etc.	Tool for communication between supply side and OSS staff on demand	
			Direct contact with corresponding authorities to solve doubts on available subsidies	Tool for priority communication between OSS staff and Public Administration	
			Direct contact with financial entities to solve doubts about financing products	Tool for priority communication between OSS staff and Financial Institutions	

Table 2.- ES pilot functionalities, services and tools for stop 0 (Valencia city pilot)





		Stop 1 - EVALUATION			
		AUTOEVALUATION		ASSISTED EVALUATION	
		Functionalities	TT/SS/AAs	Functionalities	TT/SS/AAs
ACTORS	Demand side	On-line survey to know self-consumption	DWELLING SCALE: https://www.five.es/productos/herramientas-on-line/test-de-consumo-energetico/ BUILDING SCALE: https://app.enerfund.eu/	Virtual assistance from experts (from supply side to demand side; from staff of the OSS offices to demand side; between actors on the supply side)	Forum/tool for communication between demand and supply sides organised by themes (energy consumption, dwelling/building needs, financing) Forum/tool for communication between demand and supply sides organised by themes (energy consumption, dwelling/building needs, subsidies & financing, legal framework?) Examples: https://preguntas.habitissimo.es/rehabilitacion-edificios https://www.soloarquitectura.com/foros/#promotores-y-propietarios.44
		On-line user-friendly information to know dwelling basic characteristics/needs	DWELLING & BUILDING SCALE: http://webtool.building-typology.eu/#bm		
		On-line survey to know both self-consumption and dwelling basic characteristics/needs, with additional information on comfort, etc.	DWELLING & BUILDING SCALE: Labelling wizard: https://tar-labeling.web.app/#/ Morphological design wizard: https://tar-		
		On-line user friendly information to know energy efficiency potential measures & costs	DWELLING SCALE: http://www.five.es/espacio-ciudadano/vivienda-turistica/autoevaluacion-vt/ DWELLING & BUILDING SCALE: https://www.solutions4renovation.eu/es/ BUILDING SCALE: https://4rineu.eu/wp-		
ACTORS	Supply side			Design tools based on costs	BUILDING SCALE (accessibility): https://www.five.es/productos/herramientas-on-line/ascensores/ DWELLING SCALE (bathrooms & kitchens): https://www.five.es/productos/herramientas-
				On-line survey to perform an energy calculation and a financial calculation	BUILDING SCALE: Pro-design wizard: https://bramo.eu/tar-lrvl-8/public/wizard-pro Public wizard: https://www.triple-a-reno.eu/1.1.0/public/wizard
				On-line survey / presential interview to know users consumption & behaviour	
				On-line survey / on-site evaluation to know dwelling basic characteristics/needs	
ACTORS	Staff				

Table 3.-ES pilot functionalities, services and tools for stop 1 (Valencia city pilot)

		Stop 2 - DESIGN & FORMALIZATION					
		DESIGN		SELECTION		FORMALIZATION	
		Functionalities	TT/SS/AAs	Functionalities	TT/SS/AAs	Functionalities	TT/SS/AAs
ACTORS	Demand side			User-friendly comparator to ask for/compare offers/quotations	https://reformaenr.com/propuesto/ https://www.habitissimo.es/propuestas/reformas	Tool allowing the generation of a user-friendly contract based on the previous selection, with a clear	Beyond providing a standard contract template (different for each type of intervention) and/or advice , makes it
				Directory of "neutral" technicians (just involved in assessment and certification) for external technical advice, facilitating decision-making	As in Stop 0 - Interaction . LISTS OF PROFESSIONALS. Chartered architects: https://www.coacv.org/es/arquitectos/arquitectos-coacv/ Trained in retrofitting/specific areas: https://www.five.es/formacio		
				Single portal centralizing the available subsidies and the corresponding requirements	As in Stop 0 - Raising awareness, SUBSIDIES AT REGIONAL LEVEL (possibility of include them		
				Simulator unifying available/combinable grants and financing options to know			
ACTORS	Supply side	As a basis: platform with evaluation results (from autoevaluation / assisted evaluation)	Associated with the previous evaluation phase, since it is based on it			Tool allowing the generation of a user-friendly contract based on the previous design proposal, with a clear definition of the provided services	Same as for the demand side
		Single portal centralizing the regulations in force to know the legal framework	REGULATIONS AT NATIONAL LEVEL: https://www.mitma.gob.es/arquitectura-vivienda-v-suelo/normativa REGULATIONS AT				
		Evaluation form/check-list to check compliance with regulations	Summary of current regulations in the form of a checklist / Platform to allow				
		Information on standard solutions adapted to the local context	Sheets under development by IVE Renovation package sheets: https://4rineu.eu/wp-content/uploads/2021/02/4Ri				
ACTORS	Staff	Methodical and standardized verification procedure (evaluation form/check-list) to facilitate the corrections of errors/documentation completion in the case of non-compliance (generating user-	Platform to allow verification of documentation uploaded by Platform to allow verification of documentation uploaded by the Supply Side			Tool allowing the generation of a document ensuring the legal compliance of the project	Same as for the demand side

Table 4.- ES pilot functionalities, services and tools for stop 2 (Valencia city pilot)



		Stop 3 - REALIZATION							
		TRAINING		ASSESSMENT		MEDIATION		QUALITY ASSURANCE	
		Functionalities	TT/SS/AAs	Functionalities	TT/SS/AAs	Functionalities	TT/SS/AAs	Functionalities	TT/SS/AAs
ACTORS	Demand side	Workshops / Guidelines/tips to reduce/optimize energy consumption based on the habits of the users	Oficina de la energia workshops and training days	Software allowing the generation of a maintenance programme for existing residential buildings.	https://www.five.es/productos/herramientas-on-line/pomees/	Directory of "neutral" technicians (just involved in assessment and certification) for extra technical support, in case of problems with contracted professionals			
						Directory of legal advisors for legal support, in case of problems (works/building permits/bureaucracy, etc.)			
							User-friendly information about the legal procedures; forms allowing direct submission of documentation		
Supply side		To know the operation and installation of the demanded solutions: virtual classroom with video-tutorials; possibility to request face-to-face tutoring	White-collar workers: https://www.five.es/formacion/ Blue-collar workers (official training/free courses): https://www.fundacionlaboral.org/	Evaluation procedures to check progress in terms of time and quality, to quickly and effectively follow up on works	IBRoad tools: Building Renovation Roadmap & Logbook for energy auditors: https://ibroad-project.eu/downloads/REPORTD42/ / https://ibroad-project.eu/downloads/REPORTD43 / http://italainclassea.enea.it/condomin4-0/	Calendar for requesting appointments (by the demand side); control of the time dedicated to mediation, to optimize the time spent on mediation with demand-side		Evaluation procedures, including steps to be followed and main elements to be checked, for external assessment to ensure the quality of works	
		To stay up to date on the latest energy renovation solutions: periodic newsletter summarizing the latest solutions available	Newsletter for those professionals (produced by OSSs staff) included in the lists?	Form to include information during evaluation visits and results (for authorizing payments)		Forms for direct contact to corresponding bodies, allowing information upload, view of the status of procedures, etc., to optimize the time spent on legal procedures		Form to include information during evaluation visits and results (quality of works) to centralize supporting documents of the work status at each stage (photos, etc.)	BUILT2SPEC Tool: Energy Efficiency Quality Checks: https://built2spec-project.eu/tools/energy-efficiency-quality-checks/
		To stay up to date on changes in the legislative framework/procedures: notification board including updates	Newsletter for those professionals (produced by OSSs staff) included in the lists?	Platform to centralize supporting documents of the work status at each stage (photos, etc.)		Tool showing in real time information on payments (status of payments, authorisations, dates of receipts, etc.)		Real-time updating of the assessment results, to offer demand side real-time information on the status of works	
Staff		To stay up to date on the latest energy renovation solutions: periodic newsletter summarizing the latest solutions available	Newsletter for professionals included in the lists of professionals? / On-line training?	Platform summarizing all the previous information provided by the supply side	OSSs staff work as external 'auditors' of the professionals performing the works	User-friendly forms, allowing direct submission of documentation, making procedures more accessible to minimise the time spent on resolving queries			
		To stay up to date on changes in the legislative framework/procedures: notification board including updates	Newsletter for OSSs staff directly from the public administration / Specific training days			Instant alerts tool for accelerating communication procedures and timeframes			
						Access to a platform centralizing all project related documentation to avoid intermediate steps and speed up error correction / documentatin submission processes			

Table 5.- ES pilot functionalities, services and tools for stop 3 (Valencia city pilot)



		Step 4 - VALIDATION							
		FEEDBACK		COMPARISON		MONITORING		CERTIFICATION	
		Functionalities	TT/SS/AAs	Functionalities	TT/SS/AAs	Functionalities	TT/SS/AAs	Functionalities	TT/SS/AAs
ACTORS	Demand side	Platform for complaints/notifying faults in works, with response time margins depending on the type of feedback (post-installation issues, works fixing, etc.)	Tool for communication between demand and supply sides organised by themes (energy consumption, dwelling/building needs, financing)	Tool allowing the graphical comparison of the consumption before/after the works	Based on evaluation & assisted evaluation tools form stage 1	Platform displaying real-time monitoring data in a user-friendly way allowing objective data comparison (previous step)	MOBISTYLE RESULTS Dashboard (different kind of users): https://www.mobistyle-project.eu/en/mobistyle/results/mobistyle-dashboard Game (residential users): https://www.mobistyle-project.eu/en/mobistyle/results/mobistyle-game	Information on quality certification system awarded to residential buildings with significant improvements over the mandatory minimums	Information on the system employed by the supply side BUILDING SCALE: https://www.five.es/certificacion-edificios/viviendas/
	Supply side			Tool allowing the comparison of the building elements behaviour before/after the works	Based on evaluation & assisted evaluation tools form stage 1	Platform displaying real-time monitoring data allowing objective data comparison (previous step)	MOBISTYLE RESULTS Expert tool: https://www.mobistyle-project.eu/en/mobistyle/results/mobistyle-expert-tool	Quality certification system awarded to residential buildings with significant improvements over the mandatory minimums Tool simplifying the process by using already recorded data and including guidelines to get an official certification of the obtained improvements	BUILDING SCALE: https://www.five.es/certificacion-edificios/viviendas/
	Staff			Tool allowing the comparison of the building elements behaviour before/after the works	Based on evaluation & assisted evaluation tools form stage 1	Platform displaying real-time monitoring data allowing objective data comparison (previous step)	<i>Same as for the supply side</i>	Quality certification system awarded to residential buildings with significant improvements over the mandatory minimums	<i>Same as for the supply side</i>

Table 6.- ES pilot functionalities, services and tools for stop 4 (Valencia city pilot)



STEP 4.2 - SUPPORTING SERVICES MAP

A. The existing resources in place

A.1. Training

EU (applicable results)	In-house (partners resources)	local (initiatives)
PROF-TRAC	IVE's training offer	Construction Labour Foundation (FLC)
BIMplement	VCE's training workshops	
TripleA-reno		
BUSLeague		
BUS-GoCircular		

Table 7.- Existing and applicable training resources in place (Valencia city pilot)

A.2. Certification

EU (applicable results)	In-house (partners resources)	local (initiatives)
HAPPEN	IVE Certification Body	Residential Building Evaluation Report (IEE.CV)
		Quality Register in the Built Environment

Table 8.- Existing and applicable certification schemes in place (Valencia city pilot)

A.3. Monitoring

EU (applicable results)	In-house (partners resources)	local (initiatives)
SSO	Energy consumption test	Through VCE's users advisory services
TripleA-reno	Self-assessment tool for tourist homes	
DRIVE 0		

Table 9.- Existing and applicable monitoring protocols and services in place (Valencia city pilot)

B. The Citizen Hub supporting services proposal

B.1. Services Model

B.2. Services Menu

stage	Training	Certification	Monitoring
0 - onboarding	Mentioned EU projects	EPC improvements suggestions	IVE tools for self-assessment
1 - evaluation	IVE training offer	Quality Register	SSO / TripleA-reno / DRIVE 0
2 - elaboration	VCE training offer	HAPPEN Vol. Certif. Scheme	
3 - construction	FLC training offer/ BUS suite	IVE Certification Body	
4 - validation	IVE training offer		idem stage 0

Table 10.- Spanish OSS supporting services proposal (Valencia city pilot)





C. The Citizen Hub roll-out proposal

C.1. Decentralization strategy (pop-up)

initiative	Stage/ What (Services to be provided)	Territory/ Where (Geographical scope)	Periodicity/ When (Temporal scope)
XALOC	Integral service for building retrofitting	Valencia region	First offices created in 2020 Decree 199/2021 signed in Dec.21
OTEA	Assistance on energy saving, energy efficiency, and renewable self-consumption	Valencia region	Launch in Dec.21 Operation planned until 2023
Other physical offices	Integral services	Other ES regions	See D.2.1 (<i>The previous experiences</i> , p.7-8)
Web tools/platforms	Search of professionals Requesting quotes	ES national context	See D.2.1 (<i>The previous experiences</i> , p.8-9)
Professionals' directories or associations	Misc.: provision of services, promotion of retrofitting, search of professionals, etc.	ES national context	See D.2.1 (<i>The previous experiences</i> , p.9)
In-store assistance	Intermediaries between users and professionals	Some ES regions	See D.2.1 (<i>The previous experiences</i> , p.9)

Table 11.- Spanish OSS roll-out proposal (Valencia city pilot)





STEP 4.3. - STH DOCUMENT 7. STAFF TRAINING DESIGN METHODOLOGY

A. Skills

Staff	Stop 0 - ON-BOARDING			
	AWARENESS		INTERACTION	
			scheduling, communication , prioritizing, channeling...	
	Stop 1 - EVALUATION			
	AUTOEVALUATION		ASSISTED EVALUATION	
			understanding tools available, in order to solve doubts or redirect to corresponding professional	
	Stop 2 - DESIGN & FORMALIZATION			
	DESIGN	SELECTION	FORMALIZATION	
	knowledge of regulations and requirements for proper guidance and solve doubts		validation of the documents before starting works	
	Stop 3 - REALIZATION			
	TRAINING	ASSESSMENT	MEDIATION	QUALITY ASSURANCE
	uptodateness	follow-up, registering of activities and documents	deadlines , doubts, direct submissions, communication, meetings...	
	Stop 4 - VALIDATION			
	FEEDBACK	COMPARISON	MONITORING	CERTIFICATION
		understanding tools available, in order to solve doubts or redirect to corresponding professional	understanding tools available, in order to solve doubts or redirect to corresponding professional	understanding tools available, in order to solve doubts or redirect to corresponding professional

Figure 2.- staff customer journey, services and training needs (Valencia city pilot)

B. Contents

Staff	Stop 0 - ON-BOARDING			
	AWARENESS		INTERACTION	
			MODULE 4 - Communication	
			MODULE 1 - Best practices	
	Stop 1 - EVALUATION			
	AUTOEVALUATION		ASSISTED EVALUATION	
			MODULE 3 - Tools	
	Stop 2 - DESIGN & FORMALIZATION			
	DESIGN	SELECTION	FORMALIZATION	
	MODULE 1 - Legislation		MODULE 2 - Service Manual	
	MODULE 1 - Procedures		MODULE 2 - Rehabilitation	
	Stop 3 - REALIZATION			
	TRAINING	ASSESSMENT	MEDIATION	QUALITY ASSURANCE
	MODULE 1 - Procedures	MODULE 2 - Service Manual	MODULE 2 - Service Manual	
	Stop 4 - VALIDATION			
	FEEDBACK	COMPARISON	MONITORING	CERTIFICATION
	MODULE 3 - Tools	MODULE 3 - Tools	MODULE 3 - Tools	

Modality	session	Staff
A) Tailored training day		
MODULE 1 - Legislation	1	all
MODULE 4 - Communication	2	all
B) Working groups		
MODULE 2 - Service Manual	3	all
MODULE 2 - Courses	4	all
C) Courses		
MODULE 1 - Best practices	tbd	all
MODULE 1 - Procedures	tbd	all
MODULE 2 - Rehabilitation	tbd	all
MODULE 3 - Tools	tbd	tech

Figure 3.- Modalities and planning (Valencia city pilot)





C. Resources¹

Content (From section B)	Training resource (Name)	Provider (Entity name)	Format (Present/ online)	Duration (hours)	Cost (€)
	Gap!				

¹ This activity has not been included the pilot project in Valencia.



D. Program

Modality	Main Stages	Profiles	Requirements	Evaluation	Certificate
A) Tailored training half day					
MODULE 1 - Legislation	Design	all	>=1 legal background related to housing and administrative procedures	Observation	Team
Housing renovation: regulation and management context and opportunities An overview of the legal regime of urban regeneration and the planning of actions in the different management areas at three scales is provided: state legislation, regional legislation and local level. Customized training day for municipal technicians on Royal Decree 853/2021, Direct economic aid for citizens: the purpose is to make them aware of all the aid available from the different administrations so that they can inform them directly; and Economic aid for municipalities: so that they know the aid that is convened at the municipality and how to request them.					
MODULE 4 - Communication	Interaction	all	-	Observation	Team
Soft skills					
B) Working groups - half day					
MODULE 2 - Service Manual	Formalization; Mediation; Assessment	all	>=1 technical background related to building renovation	Observation	Team
Service manual for XALOC network offices Has the purpose of detailing the activities to be carried out by the local and regional administrations adhered to the RED XALOC initiative, which come contained in the collaboration agreement established between these administrations and the Second Vice Presidency and Ministry of Housing and Bioclimatic architecture. Complementary tools derived from the Manual: Operational sheets of the actions; digital material; Graphic and dissemination material; Planning of dissemination campaigns; Training plan for municipal technicians; Data collection sheets These are meetings to share information of interest to municipal technicians on initiatives and experiences carried out in some municipalities related to housing, which serve as experience for the rest of the participants For example: Streamlining and simplification of procedures; Reduction of municipal taxes and fees; Implementation of the IEE CV ordinances; Municipal aid programs					
MODULE 2 - Courses	Evaluation; Validation	all	-	-	-
Energy retrofitting in the framework of the Next Generation funds To be discussed with Citizen Hub staff, related to: Technical tools available for the design and execution of retrofitting; Economic analysis of retrofitting actions: financing and taxation; Retrofitting manager, functions and experiences. Worktable will follow to design the best fitting courses for the specific office team, covering: Aids for the rehabilitation of buildings and homes (Next Generation, personal income tax deductions, IBI and ICIO deductions...), Ad-hoc training course on the tools and protocols of the service offered					
C) Courses					
MODULE 1 - Best practices	Interaction	all	-	-	-
REAL CASES OF ENERGY REHABILITATION OF RESIDENTIAL BUILDINGS 10 hours online Examples of energy rehabilitation processes in different areas are exposed through the exposure of the professionals involved. The ultimate goal is for students to acquire a global vision of the energy rehabilitation process.					
MODULE 1 - Procedures	Training	all	>=1 legal background related to housing and administrative procedures	Test	Individual
REGULATION AND MANAGEMENT OF URBAN REGENERATION 50 hours online In the first place, an overview of the legal regime of urban regeneration and the planning of actions in the different management areas at three scales is provided: state legislation, regional legislation and local level. Second, to obtain a general approach to the management of the project, emphasizing its practical dimension of financing and planning. Additionally, an approach is made to the international scale in urban regeneration.					
MODULE 2 - Rehabilitation Manager	Formalization	all	>=1 technical background related to building renovation	Test	Individual
BUILDING REHABILITATION MANAGEMENT 30 hours online This subject deals with the necessary techniques to carry out the management and control of the different stages of a building rehabilitation action. The content of the course covers the entire rehabilitation process, from the duty of property conservation, the economic estimation of this type of project, the search for financing mechanisms in order to carry out a feasibility analysis and economic-financial profitability. of these actions, and the completion and maintenance of the works.					
MODULE 3 - Tools	Evaluation	customer service	-	Test	Individual
Micro-trainings Short videos (10 -15 minutes) in friendly language about energy Efficiency on residential buildings and renovation strategies, addressed to citizens or non-technical customer service: Introduction to EE-buildings; How to improve the EE; User behaviour; Insulation; Windows; Thermal installations; Existing thermal installations; Lightning; Home appliances; Renewable energies Energy rehabilitation & Connect to the sun Intended to users, it is also interesting for new offices staff to learn the basics of energy renovation in these 3-4 hours workshops.					
MODULE 3 - Tools	Design	technician	technical background related to building renovation	Test	Individual
CERMA 5 8 hours online CERMA is an official and free computer program, which has the status of a recognized document, for the Certification of Energy Efficiency of Buildings for private residential use in Spain. This course presents the CERMA program in its latest version (5). The operation of each of the tabs is exposed in a theoretical way, going into the detail of the definition possibilities offered by the program, emphasizing the additional functionalities with respect to the previous version (4.2.5). A series of practical examples of the use of the program are also offered.					
TECHNICAL BUILDING CODE 6.5 hours Presentation and explanation of the novelties of the Technical Building Code after its modification through Royal Decree 732/2019, incorporating a new Basic Energy Saving Document					
MODULE 3 - Tools	Evaluation; Validation	technician	technical background related to building renovation	Test	Individual
The Evaluation Report of the building (IEEV.CV) Characterization of injuries in buildings and writing of the IEEV.CV report Students are provided with sufficient knowledge to prepare this report through the IEEV.CV procedure, specially designed for residential construction, since it is the typology on which the IEE is mostly requested. Likewise, basic knowledge is offered in the field of pathology in construction and accessibility evaluation, addressing the most common aspects in inspection of residential buildings for the drafting of the IEE. This training has been designed under the framework of Component 2 – Housing Rehabilitation and Urban Regeneration Plan of the Recovery, Transformation and Resilience Plan, to facilitate the proper management of European Next Generation funds.					

Table 12.- Valencia Region basic training program (Valencia city pilot)





E. Budget

year 1

Modality	h/M	Staff	h	€/h	Cost	W1	W2	W3	W4	W5	W6	W7	W8
A) Tailored training day													
MODULE 1 - Legislation	4	3	12	10	120								
MODULE 4 - Communication	4	3	12	10	120								
B) Working groups													
MODULE 2 - Service Manual	4	3	12	10	120								
MODULE 2 - Courses	4	3	12	10	120								
C) Courses (on-line)													
MODULE 1 - Best practices	10	3	30	8	240								
MODULE 1 - Procedures	50	3	150	8	1200								
MODULE 2 - Rehabilitation	30	3	90	8	720								
MODULE 3 - Tools	10	1	10	8	80								
MODULE 3 - Tools	10	1	10	8	80								
MODULE 3 - Tools	10	1	10	8	80								
Total			348		2880								

Table 13.- Cost & timeline for set up (Valencia city pilot)

each year

Modality	h/M	Staff	h	€/h	Cost
A) Tailored training day					
MODULE 1 - Legislation	4	3	12	10	120
B) Working groups					
MODULE 2 - Service Manual	4	3	12	10	120
C) Courses (on-line)					
MODULE 3 - Tools	10	1	10	10	100
MODULE 3 - Tools	10	1	10	10	100
MODULE 3 - Tools	10	1	10	10	100
Total			54		540

Table 14.- Regular training yearly cost (Valencia city pilot)

