

SPEEDIER

SME Program for Energy Efficiency through Delivery and Implementation of Energy Audits

D6.3- SUMMARY OF CAPACITY BUILDING ACTIONS AND TRAIN-THE-TRAINER PLAN

Lead Contractor: CTA

Author(s): CTA

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This document corresponds to D6.3 (M30) led by TECHNOLOGICAL CORPORATION OF ANDALUSIAN, SPAIN (FCTA). This document contains all relevant information and actions carried out regarding the preparation, execution, and dissemination of the Capacity Building Event held on September (M28). Also, this document contains the information regarding with the train-the-trainers plan used to evangelize the SPEEDIER training for Experts and Trainers.

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Type of Action	CSA	Coordinator	Jo Southernwood (IERC)
Contact persons	Padraig Lyons padraig.lyons@ierc.ie		
Website	www.speedierproject.eu		

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Deliverable Contributors		
Deliverable leader	Name	Rocío de la Rosa Gilabert
	Organisation	Technological Corporation of Andalusia
	Role/Title	Business Development Consultant
	Email	rocio.rosa@corporaciontecnologica.com
Contributing Author(s)	Name	Padraig Lyons (IERC), Mariana Fernandez (SIE), Padraic O'Reilly (LIT), Rocío de la Rosa (CTA), Germán López Lara (CTA), Eva Martín (PCT), Blanca Gómez (PCT), Nicola De Giusti (Polimi), Tom Flynn (TFC), Ion Dogeanu (AEEPM), Ruchi Agrawal (IERC)
Reviewer(s)	Name	Blanca Gómez
	Organisation	PCT Cartuja
	Role/Title	Innovation & Projects Officer
	Email	bgomez@pctcartuja.es
	Name	Tom Flynn

Review and quality approval	Organisation	TFC Research and Innovation Limited
	Role/Title	Quality and Risk Manager
	Email	t.flynn@tfcengage.com
Final review and submission	Name	Padraig Lyons
	Organisation	IERC
	Role/Title	Head of the Group
	Email	padraig.lyons@ierc.ie

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TABLE OF CONTENTS

ABBREVIATIONS	5
EXECUTIVE SUMMARY	6
1 INTRODUCTION	7
2 CAPACITY BUILDING EVENT PREPARATION AND COMMUNICATION	8
2.1 Objectives	8
2.2 Methodology.....	8
2.3 Agenda.....	8
2.4 The “Education Kit”	9
2.5 Dissemination activities	10
3 KEY INDICATORS.....	11
3.1 Profile of the attendees.....	11
3.2 Training event evaluation.....	11
3.2.1 Feedback questions.....	11
3.2.2 Questions and Answers Slots	13
4 CONCLUSIONS	15

Abbreviations

ECM	Energy Conservation Measure
SME	Small and Medium sized Enterprise
WP2	Literature review and needs analysis.
WP3	Needs and opportunities for SMEs.
WP4	Development of content for SPEEDIER Training material.
WP5	Implementation of SPEEDIER Service in SMEs and large enterprises in 4 pilot regions.
WP6	Training of SPEEDIER Experts and future Trainers on SPEEDIER guidelines.

Executive Summary

The SPEEDIER work plan consists of 9 inter-connected work packages. The technical core of the project is concentrated on WPs 2-6, as described in the Table 1 below:

Work number	packageTitle
WP2	Literature review and needs analysis
WP3	Needs and Opportunities for SMEs
WP4	Development of content for SPEEDIER training materials
WP5	Implementation of SPEEDIER Service in SMEs and large enterprises in 4 pilot regions
WP6	Training of SPEEDIER Experts and SPEEDIER Trainers

WP6 tests and evaluates the training materials developed for SPEEDIER Experts and SPEEDIER Trainers that were developed in WP4 and have to be tested in two phases, linked to the activities in WP5:

- **Phase one:**
 - I.SPEEDIER Team: to implement the training program with Phase one participants, to train SPEEDIER Experts and Trainers, and review and improve training for Phase two.
 - II.SPEEDIER Experts and Trainers: to receive the training and to shadow the SPEEDIER team.
- **Phase two:**
 - I.SPEEDIER Team: to oversee implementation with Phase two participants and to train additional SPEEDIER Experts and Trainers.
 - II.SPEEDIER Experts: to implement the program with Phase two participants.
 - III.SPEEDIER Trainers: to assist to train new SPEEDIER Experts.

In WP6 framework, to develop long-lasting training schemes in order to ensure the impact of the project in the medium-short term at EU level a capacity building were held to promote the importance of energy audits in SMEs.

1 Introduction

SPEEDIER is a highly innovative one-stop-shop solution that applies an integrated approach to energy management, providing information, advice, capacity building, energy auditing, financing, as well as implementation of energy efficiency solutions and monitoring of impacts. This integrated approach is advocated by the International Energy Agency in their 2015 report 'Accelerating Energy Efficiency in Small and Medium-Sized Enterprises'.

The primary aim of SPEEDIER is to provide a self-financing outsourced energy management service to SMEs, by outsourcing the role of the Energy Manager to SPEEDIER Experts allowing them to access the expertise needed at the required time, leading to greater uptake of energy audits and implementation of energy efficiency measures.

SPEEDIER delivers a self-financing outsourced energy management service with much benefit to SMEs, enabling them to implement energy conservation measures and access the energy services market. The Service will be available via energy consultants, auditors and experts and will facilitate the uptake of energy audits, and the subsequent implementation of energy efficiency measures in SMEs. The Service also streamlines for SMEs the process of identifying and implementing energy saving measures. This is achieved through the process of outsourcing to a SPEEDIER Expert the time-consuming energy management activity that require technical expertise. It includes the activities of performing an energy audit, training staff in good energy practices, obtaining quotes from suppliers for implementation of energy saving measures, project managing the installation as well as measuring and verifying the savings). As such, SPEEDIER makes significant inroads to help remove barriers, especially the lack of in-house expertise, lack of time, lack of resources and conflicting priorities that would prevent SMEs from undertaking energy audits and acting on the recommendations.

A key innovation upon which the SPEEDIER Service is founded, is the self-financing ring-fencing mechanism. This novel funding mechanism works by implementing simple no-cost actions first (e.g. raising energy awareness of staff or switching to a cheaper energy supplier), ring fencing the savings from these actions and using them to pay for low, medium or high cost energy efficiency measures and the continued services of the SPEEDIER Expert. The iterative cycle of implementing energy conservation measures, determining the savings against an agreed baseline, ring fencing those savings and reinvesting them into additional measures is the core innovative principle of the SPEEDIER Service that can be applied to both SMEs and large enterprises. Thus, a revolving energy efficiency fund is created for each participating business, removing any barriers relating to lack of capital or lack of access to finance and allowing deep energy efficiency upgrades to be funded.

The project is to be self-financing to remove any financial barriers to energy audit uptake and implementation of ECMs. The mechanism for making this work in practice follows an Energy Performance Contract model where the consultant delivering the support retains a share of the savings as payment for the duration of the contract. This ensures that the Service is also suitable for large enterprises.

2 Capacity building event preparation and communication

2.1 Objectives

The aims of the capacity building event were:

- To involve public administrations bodies to create awareness of the importance of promoting SMEs energy auditing.
- To ensure the long-term impact of the project.

These actions are covered in Task 6.5 Capacity building for SPEEDIER Roll out in the medium-long-term.

2.2 Methodology

The capacity building event was initially planned to take place in Brussels (or another suitable central location) alongside another event to reduce costs and encourage higher attendance.

However, due to the COVID-19 situation, the SPEEDIER partners decided to carry out the capacity building online and together with the final training event to joint efforts. The format and methodology followed during the first training event was very successful, for that reason the SPEEDIER consortium decided that the capacity building could be conducted following the same methodology as for the final training event.

To join forces and maximize the impact of project's dissemination, the capacity building and training sessions were held during the same event on different slots. Resulting in the capacity building event was the 1/4 and the training sessions were the ¾ of the total time. The date set was 29th September 2021 from 10:00h to 11:00h (CET Time).

2.3 Agenda

The agenda for the Capacity Building event was composed of two parts:

- Presentation of the SPEEDIER service: an introduction to the SPEEDIER service was made highlighting the objectives of EED Art. 8 and the barriers to energy efficiency.
- Presentation of the 'Education Kit', how to manage and therefore replicate the train-the-trainer programme for SPEEDIER: a toolbox of effective communication key skills for Trainers were presented.



Figure 1. Capacity Building for SPEEDIER Service roll-out event - Agenda

Five 15-minutes Questions and Answer (Q&A) slots were set up to conduct the evaluations and answer the participants' questions relating to the sessions to facilitate the participation of the public administrations in the event.

2.4 The "Education Kit"

To assist stakeholders wishing to implement SPEEDIER, POLIMI developed a set of extended teaching notes (an 'Education Kit') detailing how to manage and therefore replicate the train-the-trainer programme for SPEEDIER. With this kit public administration could encourage SMEs clusters, industrial parks, etc in the future to learn about how to implement the SPEEDIER Service.

This education kit is part of the train-the-trainers plan for trainers to continue spreading the word about the SPEEDIER service in the future. The education kit package offers a toolbox of key skills and ideas for trainers to convince and teach the training modules generated in SPEEDIER and thus further increase the number of SPEEDIER experts in the future.

The structure of the education kit consists of the following sections:

- Introduction to effective communication.
- Effective communication (characteristics).
- Effective communication (key skills).
- Effective communication (listening and understanding).

- Effective communication (providing different perspectives).
- Effective communication (providing feedback).

For details of each section and the overall 'Education Kit' package, see D6.4. Train-the-trainers 'Education Kit'.

2.5 Dissemination activities

The communication officer (SIE), together with the project partners and the support of CTA put in place a strong communication and dissemination strategy through the official SPEEDIER channels and the partners' channels.

In addition, the External Advisory Board (EAB) also helped to disseminate the event through its network of contacts. This was supported by the entire consortium, by partners in the pilot regions, through their personal and business networks.

3 Key indicators

In this section, the main indicators of the final training event are pointed out: starting from with a general overview of the participants (see section 4.1): general figures and the nature of the organizations that took part in it; and having a look at training evaluation (see section 4.2).

3.1 Profile of the attendees

In total **86 persons registered** to attend the Capacity Building event coming from a rich variety of countries including Ireland (18 p.), Spain (23 p.), Romania (23 p.) and Italy (14 p.), Bangladesh (1), Canada (1 p.), Greece (1 p.), Portugal (1 p.), Turkey (1 p.), Mexico (2) and Ukraine (1 p.).

Regarding the type of organizations participating, a rich variety of entities participated during the event: 19 SMEs, 9 Universities, 9 R&D Institutions, **10 Associations/Agencies, 6 Authorities/Governments**, 1 Clusters, 6 Large companies, 15 energy auditors and 11 do not identify themselves with any of the previous categories.

The target audience for this event was public administrations, with a total of 16 people registering, of which finally 7 of them attend the event. As it was an open event, 25 SPEEDIER Experts and Trainers also attended the Capacity Building event, making a total of 32 attendees at the end.

3.2 Training event evaluation

The training event was evaluated according with task 6.4 Evaluation of SPEEDIER Experts and SPEEDIER Trainers training using the following approaches:

1. 360° evaluation performance amongst themselves. (see section 4.3.1)
2. Evaluation based in a set of KPIs that was defined by the project consortium and are related with Experts and Trainers capabilities. (see section 4.3.2)

Feedback questions

For 360° performance evaluation, a list of questions was sent to the participants and SPEEDIER partners after the training event to collect all the feedbacks. Only the 45% of the attendees answered these questions:

(a) Regarding event & Organization

a.1. Did the event meet your expectations? (single choice)

- Yes (**100%**)
- No (**0%**)

a.2. How could the format of the event be improved? (single choice)

- It is fine at it is (**52%**)
- Face-to-face instead of online (**9,5%**)
- Delivered in local language (**24%**)
- Break-out sessions to allow discussions of topics (**0%**)
- Shorter sessions split over more days (**5%**)
- Both parts on the same day (**9,5%**)
- Others (**0%**)

a.3. Please give us your advice on how we can improve this event next time (open answer)

- Implementing an automatic simultaneous translation system.
- No advice, I think the event was well organized and scheduled.
- And break-out sessions to allow discussion of topics and above all to ask questions.
- To have the possibility of face-to-face and online.
- Have information around pricing, Leave out agent comments.

a.4. Please rate the assistance received before and during the event (single choice)

- Excellent (**67%**)
- Good (**33%**)
- Average (**0%**)
- Fair (**0%**)
- Poor (**0%**)

(b) Regarding the topics

b.1. How do you evaluate the information and presentation heard about **SPEEDIER Service**?

- Excellent (**57%**)
- Good (**33%**)
- Average (**10%**)
- Fair (**0%**)
- Poor (**0%**)

b.2. How do you evaluate the information and presentation heard about the **'Education Kit'**?

- Excellent (**38%**)
- Good (**53%**)
- Average (**10%**)
- Fair (**4,5%**)
- Poor (**4,5%**)

(c) Regarding the registration & event platform

c.1. How would you rate the website content and the information provided by the organisers?
(single choice)

- Excellent (**67%**)
- Good (**23%**)
- Average (**10%**)
- Fair (**0%**)
- Poor (**0%**)

(d) General aspects

d.1. Ideas and wishes for the next edition (open answer):

- Implementing an automatic simultaneous translation system.

- No advice, I think the event was well organized and scheduled.
- And break-out sessions to allow discussion of topics and above all to ask questions.
- To have the possibility of face-to-face and online.
- Have information around pricing, Leave out agent comments.

3.2.1 Questions and Answers Slots

For the **evaluation based on a set of KPIs** a series of questions were prepared to be presented during the event and answered by all the participants after each session. The questions were presented through the Mentimeter platform and are listed below:

- Session 1 SPEEDIER Service and session 2 the 'Education Kit':
 1. Are you an Energy Expert?
 2. Is your organization an SME?
 3. Do you think Energy Audits for SMEs should be made mandatory?
 4. What do you think is the main barrier for SMEs that prevents the uptake of Energy Audit?
 5. What improvements would you suggest for SPEEDIER Service?

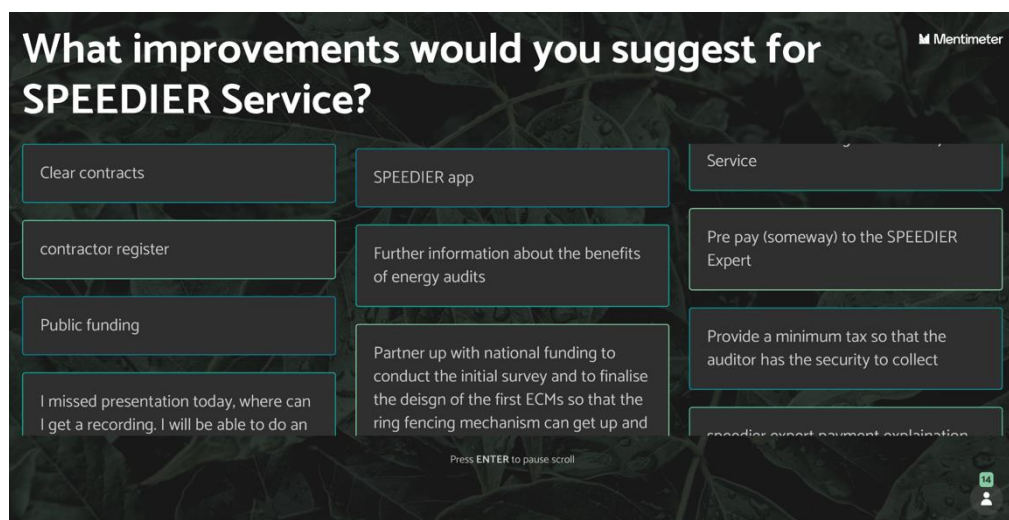
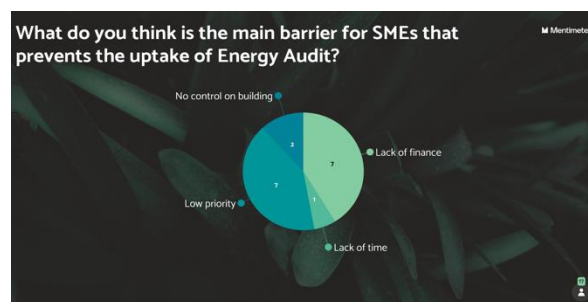
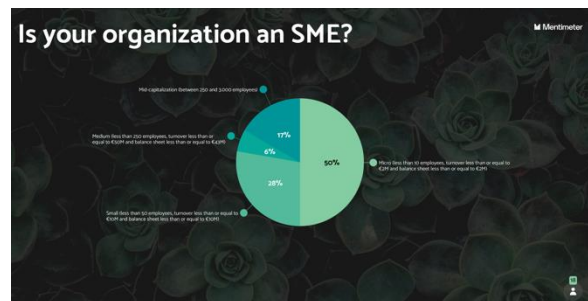
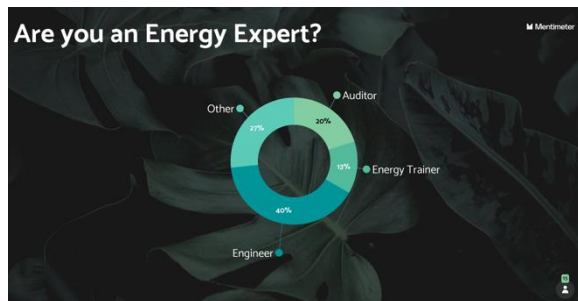


Figure 2. Screenshots of the Questions and Answers

4 Conclusions

The Capacity Building for SPEEDIER Service roll-out, which is involved in Task 6.5, was performed successfully. The decision to hold the event online allowed to the consortium to overcome the challenges of the COVID-19 situation, which prevented us from running regional face-to-face events in-person.

For this event, more than 80 people were registered of whom 40% attended the final event. 90% of attendees were from the pilot countries (Ireland, Spain, Romania, and Italy). These figures show the excellent efforts made by the consortium to disseminate the event.

The SPEEDIER consortium has spread the word about the SPEEDIER service and the 'Education Kit' to more than 15 potential public administrations and 70 Experts and Trainers from Europe and the rest of the world. According to the feedback received by the participants, the capacity building event met their expectations and the training material provided was useful for them.

It is fundamental that the train-the-trainer program continues beyond the end of the SPEEDIER project because the objective is to educate as many SPEEDIER Experts and Trainers as possible in the 4 pilot countries (and possibly also in other geographical areas), which in turn will support the adoption of energy efficiency and energy conservation measures in SMEs utilizing the SPEEDIER concept.

The feedback received from the attendees of this last training event will be considered and used to improve the training content and format for future event where public administrations could be involved.