

D4.4 Training Material for installers

RenoHUB H2020 project

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DATE: 28/06/2022

PUBLIC

Project **RenoHUB**

“Integrated Services to Boost Energy Renovation in Hungarian Homes”

Grant Agreement no. 845652

LC-SC3-EE-2-2018-2019

Version 3.0, 28/06/2022

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This project has received funding from the European Union's Horizon 2020 research and innovation programme under Grant Agreement No 845652.



Document Factsheet

Project duration	From November 2019 to November 2022
Project website	http://renohub-h2020.eu/
Work Package	WP4 Stakeholder awareness and capacity building
Deliverable Number	D 4.4
Deliverable Name	Training material for installers
Task Number	T 4.4
Task Name	Training for installers (M17-M32)
Version	1.0
Main Author	Energiaklub
Contributors	AACM, MEHI, IMRO, MCSTE
Reviewers	Energiaklub
Type of deliverable	Report
Dissemination level	Public

Table 1: Document Factsheet

Document History

Version	Date	Main modification	Entity
Version 1.0	06/16/2022	First draft	ENERGIACLUB
Version 2.0	06/23/2022	Second draft	ENERGIACLUB
Version 3.0	06/24/2022	Third draft	ENERGIACLUB

Table 2: Document

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I. INTRODUCTION

Considering that it is very difficult to organise live training for professionals, partly due to low interest, we would not be able to reach as many people as we would like to in person. Therefore, we decided to organise a professional conference, and the presentations were recorded and uploaded online. Anyone who wants to join must watch this video before becoming a member of the RenoPont professional database. We plan to recruit more and more professionals nationwide with the help of municipalities.

The goal of the RenoPont Partner Programme is to create a network of qualified energy efficiency professionals of the highest quality, which will provide people planning a renovation with a guarantee that their home is being taken care of by reliable and highly qualified professionals.

On the Partner Programme's introductory day, we introduced RenoPont's services and the benefits of the Partner Programme. We also prepared interesting and useful presentations for our guests, which gave participants the opportunity to expand their knowledge and learn about new technologies. Among our speakers were Daikin Hungary, Weishaupt, Baunit and Knauf Insulation.

II. ABOUT THE PARTICIPANTS OF THE RENOPONT PARTNER PROGRAMME AND THE TARGET GROUPS

When it comes to renovation, our potential clients need reliable, well-trained and experienced professionals. In order to offer our one-stop shop services to the best of our ability and to provide renovators with real professional support during the renovation process, we have identified 3 target groups: energy and technical professionals; general and professional contractors; legal and financial experts.

A. Energy and technical professionals

- Energy certification expert
- Energy auditor
- Architect, mechanical, electrical, etc. designer
- Construction project manager (with specialisation in condominiums)
- Technical inspector

Characteristics of the profession:

- Technical consultations and site visits both at the preparation and construction stages
- Engineering offices and individual professionals alike

Hungary nowadays lacks skilled installers and professionals in the construction/refurbishment business. The RenoPont Partner Programme's training material helps professionals who want to join the RenoPont professional database to do quality work, to understand and apply energy efficiency aspects in the construction/renovation sector.

B. General and professional contractors

Priority occupational groups:

- Insulation companies

- Doors and window manufacturers, distributors, contractors
- Building engineering and instrumentation companies (heating, cooling, ventilation)
- Building electricity
- Renewable energies (in particular: solar panels and heat pumps)
- General contractors

Objective: to attract local firms and individual entrepreneurs, to concentrate operational activity within a 30 km radius of each county seat.

In addition to professionals, the RenoPont training material is also useful for general contractors, as they – in most of the cases – are not able to give proper price quotations and are not able to give practical advice to users/procurers on energy efficiency.

C. Legal and financial experts

- Legal professionals – for complaint handling, contracting (e.g. lawyers, notaries, legal mediators)
- Financial experts: financial and banking advisers
- Application writers, experts in public aid

Characteristics of the profession:

- Regardless of location
- Both as a company and as a self-employed person

III. 'NYUGODT ÉPÍTKEZÉS' INFORMATION FRAMEWORK

Some of the recommended contractor partners of the RenoPont Energy Home Renovation Centre's are provided by the 'Nyugodt Építkezés' Information Framework (<https://vedelem.nyugodtepitkezes.hu/>), created by the National Association of Builders. Our aim is that all our potential customers find RenoPont's services reliable and professional, as well as the professionals they choose to help them with their renovation. Credibility, professional background and reliability are important. That is why we

decided to work with nyugodtepitkezes.hu and with their help we developed the selection criteria for joining our professional database.

D. RenoPont Content of cooperation with recommended partners

- participation in professional-methodological training
- acceptance of the evaluation and publicity of RenoHUB
- acceptance of the data content of the database, its disclosure
- the conditions for unilateral termination of the cooperation agreement
- customer contact and contact method
- conditions for deletion from the database and acceptance of deletion; data protection

E. Minimum conditions for inclusion in the professional database

- at least 5 years of operation
- basic information on the company: start of operation, activities, number of employees, names of owners, registered office, tax number, company register number, presentation of licences and permits
- company financial data: provide important financial data for the last 5 years
- the possibility to query a database of taxpayers with no public debt or other credible proof of exemption from public debt
- information on professional qualifications: qualifications, licences and membership numbers of the main employees
- presentation of the company's liability insurance
- at least 5 pieces of reference work that can be certified, with location, year, client and a short text and photo description of the project

Here are some reasons why it is worth joining our database of professionals. We use them to target and convince our target groups to cooperate:

- Appearance on renopont.hu among recommended partners
- Referral to RenoPont's national advisory offices
- Recommendation at the RenoPont national promotion events

- Eligibility to use the RenoPont Recommended Partner distinctive sign
- Business contacts, professional support, long-term quality guarantee
- Education, training, participation on events.

IV. PROFESSIONAL PARTNERS AND TRAINING FOR THE INSTALLERS

F. Opening conference

To be eligible for the Partner Programme, the candidate need to have mastered the training material of the opening conference. And the acceptance of the spirit and objectives of RenoPont and signing of the cooperation agreement are also needed.

The main pillars of the course: 1) Business, contracting and complaints management skills 2) Advanced energy skills 3) State-of-the-art specialized knowledge

The focus of the course was on raising awareness, transferring legal and business knowledge and learning about the latest technical trends.

The training aims to develop the communication skills of the installers to make them capable of arguing for energy efficient solutions. The training material will improve installers' reasoning skills and make their communication tools refined and simplified, it will make them capable of "selling" the energy efficient refurbishments. On the long run the training will raise the prestige of the skilled knowledge in the building sector.

G. Continuous professional development

In the long term, we will develop a permanent training system in cooperation with our professional partners, in order to continuously train our professionals. We would like to provide up-to-date, credible and complex knowledge to our professionals, thus offering a complete and reliable service to our potential clients, that could fill a gap in the market.

- Cooperation with professional organisations: for example ÉMI, ÉMSZ, HuGBC and other professional organisations active in the construction sector

- Long-term partnerships with manufacturers and distributors: ad-hoc presentations, workshops on technical topics (e.g. insulation materials, heating systems, etc.)
- Ongoing awareness-raising training for renovators and professional partners: mainly in cooperation with nyugodtépítkezés.hu

V. EVALUATION, FEEDBACK

After the event, we prepared a feedback questionnaire which we sent to both the presenter and the participants in order to assess what we could improve in the future to make our trainings more and more successful.

The responses showed that the vast majority of participants were satisfied with the event and its programme:

„It is a good initiative because it is difficult to navigate the world of building materials and construction technologies as a layman.”

„There were excellent presentations.”

„The presentations were just long enough to keep the audience’s attention throughout.”

„A professionally produced, high-quality event.”

90% of our respondents would like to join a similar programme.

However, we also took into account the suggestions and comments we asked from participants about the programme.:

There were several presentation, so there were some who missed a small programme booklet to keep track of which room had which topic. There were also some who would have liked a little more advance information. As the afternoon sessions ran in parallel in several rooms, participants had to choose which one they wanted to join. This meant that they were not able to attend all the sessions. Some participants suggested that next time, each of the presentations should be held in the same room, one after the other.

What our speakers missed most was the larger audience. But unfortunately we were not able to reach as many people as we had planned, partly because fewer people are joining the events in person since the epidemic situation. On the other hand, it was difficult to reach more people for an all-day event.

VI. DETAILED PROGRAMME OF THE TRAINING

The RenoPont Partner Programme was held at the Lurdy Conference and Event Centre in Budapest on 01.06.2022.

Detailed Programme:

- I. RenoPont introduction, Partner Programme presentation
 1. Introduction, introduction to RenoPont
 2. Terms and Conditions of the RenoPont Recommended Partners Programme and Complaints Handling Guidelines for Recommended Partners /'Nyugodt Építkezés' Information Office/
 3. Legal conditions for the start of construction /certified architect, forensic experts/
 4. Complaint handling guidelines for recommended partners /'Nyugodt Építkezés' Information Office/
- II. Green building
 1. Trends in building energy /Energy Control Ltd./
 2. The role of building renovation /Hungary Green Building Council - HuGBC/
- III. Professional presentations
 1. Thermal insulation
 - a. Plastic thermal insulation hard foams façade applications /BACHL Thermal insulation material manufacturer Ltd./
 - b. Fibre insulation /Knauf Insulation Ltd./
 - c. Thermal insulation systems and construction /Baumit Ltd./
 2. Heating, electricity generation
 - a. Conventional heating systems / Weishaupt Thermal engineering Ltd./
 - b. Heating modernisation with heat pumps /Daikin Hungary Kft./
 - c. Solar systems /EnerGo Investment Ltd./
 3. Doors and windows, ventilation
 - a. Renovation and new construction with modern windows / GEALAN Fenster-Systeme GmbH/
 - b. Ventilation equipment / Stiebel Eltron Ltd./
 - c. Shading technology /Somfy Ltd./

VII. VIDEOS OF TRAINING MATERIALS

Videos of the RenoPont Partner Programme presentations are not public. Available by sharing a YouTube link below:

https://www.youtube.com/playlist?list=PLAMTWMI_8KK2FWUYLHO_UTHMPYA62E2H25

VIII. ATTACHMENT

We also produced a poster to accompany the programme schedule, which we shared on our various social media platforms.

2022. június 1., szerda, 9.00 – 14.30

RENOPONT PARTNER PROGRAM

Lurdy Konferencia- és Rendezvényközpont
1097 Budapest, Könyves Kálmán krt. 12-14.

Részletes program:

I. RENOPONT BEMUTATKOZÁS, PARTNER PROGRAM ISMERTETÉSE

9:00 Bemutató, RenoPont ismertetése
Előadó: Schum Gergely – Energiaklub

9:20 STOP – ÁLLÍTSUK MEG A KONTÁROKAT!
A RenoPont ajánlott partnerek program feltételrendszere
Előadó: Flórián Zsolt – Építkezők Országos Egyesülete

9:50 Kivitelezés megkezdésének jogi feltételei
Előadó: Kiss Andor, okleveles építőmérnök, igazságügyi szakértő

10:20 STOP – ÁLLÍTSUK MEG A KONTÁROKAT! második felvonás
Panaszkezelési irányelvek ajánlott partnereknek
Előadó: Flórián Zsolt – Építkezők Országos Egyesülete

10:50 Szünet

II. KÖRNYEZETUDATOS ÉPÍTKEZÉS

1. Terem

11:20 Trendek az épületenergetikában
Előadó: Nagy Péter épületenergetikus – Energy Control Kft.

2. Terem

11:20 Az épületfelújítások szerepe
Előadó: Beleznyai Éva Vezető fenntarthatósági tanácsadó – Hungary Green Building Council (HuGBC)

12:00 Ebédszünet

III. SZAKMAI ELŐADÁSOK – VÁLASZTHATÓ

**1. Terem
Hőszigetelés**

13:00 Polisztirol alapú hőszigetelés
Előadó: BACHL Hőszigetelő-anyag-gyártó Kft.

13:30 Szálas hőszigetelés
Előadó: Brassnó László alkalmazástechnikus – Knauf Insulation Kft.

14:00 Hőszigetelő rendszerek és kivitelezés
Előadó: Kékessy Péter alkalmazástechnikai vezető – Baumit Kft.

**2. Terem
Fűtés, áramtermelés**

13:00 Hagyományos fűtési rendszerek
Előadó: Versits Tamás fűtéstechnikai ágazatvezető – Weishaupt Hőtechnikai Kft.

13:30 Hűtés – fűtés hőszivattyús rendszerrel
Előadó: Hodermarszki Zsolt – Daikin Hungary Kft.

14:00 Napelemes rendszerek
Előadó: Kőszegvári Márk – EnerGo Investment Kft.

**3. Terem –
Nyílászárók és szellőztetés**

13:00 Nyílászáró-rendszerek
Előadó: Kocsis Lajos területi értékesítési vezető – GEALAN Fenster-Systeme GmbH

13:30 Szellőzőberendezések
Előadó: Kóczán László ügyvezető – Stiebel Eltron Kft.

14:00 Árnyékolástechnika
Előadó: Szabó Antal – Somfy Kft.

A program ideje alatt frissítővel, ebéddel, a szünetekben süteményekkel, kávéval várjuk Önöket.
A helyszínen ingyenes parkolás áll rendelkezésre.



Presentations

The presentations of the speakers are collected in the following link in the Google Drive platform of the RenoHUb project:

[HTTPS://DRIVE.GOOGLE.COM/DRIVE/FOLDERS/1_PCFR7_FEJWXFMXAQOMZX3FHKEFLBDIE?USP=SHARING](https://drive.google.com/drive/folders/1_PCFR7_FEJWXFMXAQOMZX3FHKEFLBDIE?USP=SHARING)