BUSH ROSSs

Mastering the renovation wave: Upskilling of experts in OSSs for home renovation

A STEP-BY-STEP GUIDE

for authorities

involved in OSSs establishment and operation wishing to implement the BUSHROSSs methodology



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Why replicate the BUSHROSSs model?

One-Stop Shops (OSS) for home renovation are a single point of contact to support home owners throughout the entire renovation process.

To staff OSSs, Europe needs thousands of professionals with substantial knowledge in various aspects of home renovation and energy transition.



However, existing education is often:

- profession-specific rather than interdisciplinary,
- classroom-based rather than flexible,
- focused on technical knowledge while neglecting legal, social and financial competences,
- difficult to update as regulations and financial frameworks evolve.

BUSHROSSs model addresses these gaps through an integrated training model designed for professionals working in One-Stop Shops (OSSs) for residential renovation.

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What makes the BUSHROSSs model innovative?

The model combines:

- competence-based curricula,
- modular learning,
- microlearning,
- MOOC delivery,
- Train-the-Trainers programme,
- digital assessment,
- microcredentials,
- learner-centred pedagogy.

Its objective is to create professionals capable of providing integrated technical, financial, legal and social advice to citizens

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Replication roadmap

Step 1: Define target groups and upskilling needs

Each organisation willing to host an OSS, has its own manpower with certain capacity and shortcomings.

The first step is to assess the professional profiles of the human potential within the organization, compare them with the required competencies for the home renovation OSS, and define the required upskilling.

Step 2: Match with BUSHROSSs professional profiles

After the definition of the target group and needs for upskilling, the next step is to determine how they can benefit from the BUSHROSSs training model.

The model is designed for four professional profiles:

- economists
- technical experts
- legal advisors
- social workers

but it can easily be adapted to additional.

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Replication roadmap

Step 3: Determine suitable modules from BUSHROSSs training model

Depending on available professional profiles and the specific needs within the OSS structure, the OSS host can choose from the thematic training modules that are available within BUSHROSSs training programme, and select the ones suitable to fill the existing gaps in knowledge. **The available modules are:**

- **organisational aspects** give knowledge on the administrative and organisational issues related to home renovation in each country context, Inc. a step-by-step guidance of building renovation sequence;
- **legal aspects** focus on specific legal information and requirements of home renovation in each country context;
- **economic and financial aspects** present the main principles of economic appraisal of home renovation measures and provide information on various funding options, incl. grants, soft loans, ESCOs, etc., that are available in each country context;
- **technical aspects** these are the most up-to-date technical solutions for building renovation, including various types of RES that can be used;
- **social inclusion and energy poverty** are related to various ways to engage different local communities, incl. knowledge on citizen energy communities, and to tackle energy poverty issues in the specific country context;
- **soft skills and digital skills** related to how to better engage with various citizens' profiles and speak "their language", and also on the digitalisation of home renovation process.

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Replication roadmap

Step 3: Enrol professionals in the BUSHROSSs training programme

Upon selection of suitable training modules, the OSS host should ensure the enrolment of the intended OSS staff into suitable BUSHROSSs modules.

Step 5: Get ready for the actual OSS establishment and operation

After the enrolled professionals complete the BUSHROSSs training, they pass final exam and get the **respective certification**.

Now they are well equipped with **the knowledge on the main aspects** necessary to ensure successful OSS launch and operation, and thus the OSS host organization dispose with the human potential to "open the shop".

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Why should you choose BUSHROSSs training?

Flexibility

As the training is online, it can be easily adapted to fit the schedules of working people – enrolled professionals **can log into the Platform anytime from anywhere, and from any device, incl. mobile phones.**

Modularity

The modularity of the training gives the opportunity for partial accreditation, i.e., **each professional can attend and get micro-credentials** only in those modules that they feel necessary to increase their knowledge and competences.

Cost effectiveness

The participation in the BUSHROSSs training is **free of charge**. Upon successful completion of the training and passing of the final test, the enrolled professionals are able to provide adequate advice to citizens during the entire home renovation journey. **Each professional will receive corresponding certification.**

The BUSHROSSs training model provides competence-based, digital and interdisciplinary vocational education tailored to the specific needs of organizations willing to establish and operate OSS for home renovation. It is free of charge for the OSS host, and it helps strengthen the skills OSS ecosystem needs for citizen-centred, energy-efficient home renovation across Europe

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Contacts:

If you wish to get your professionals enrolled for the pilot phase of BUSHROSSs training, you can find it at:

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