Project no. 4CE439P3

URBAN_WFTP

Introduction of Water Footprint (WFTP) Approach in Urban Area to Monitor, Evaluate and Improve the Water Use

WP6.2.2 Training Guide for trainers

Lead contractor for deliverable *WP 6.2.2: Veneto Productivity Center Foundation*

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1. Introduction

This training guide refers to the output 6.2.2. of the Project Application Form and intends to clarify procedures and timing for the training of future trainers of UWFP-LABs.

2. Trainers profiles and expected activities

As reported in more details in the document "Criteria catalogue" already issued, the trainers will be asked to train the local representatives/officers, mainly from public institutions. The aim of the training will be focused on water footprint indicators, how to read them and also which are the right behaviors to make them effective. Additionally the participants to the training should receive an exhaustive information about the UWFLab, in which the training will be hold, and also references about the other two UWFLabs.

The trainers should respect a list of prerequisites as recommended in the "Criteria catalogue", for trainers.

The people who will be trained by the trainers should be: people who are working closely with the UWFLabs and influence the quality of its activities. In other words the trainers are preferably municipality officers involved in urban water management and in water service planning. They may be also employees of utility companies, which are responsible for water supply, distribution and maintenance in urban areas. Generally these employees are those which interface directly the Municipality organization about water aspects. Nevertheless the presence of representatives of local water stakeholders is to be evaluated (e.g. consumer association, testing labs and water treatment organization, …).

The program of the local "one week training" will be prepared by the trainers in collaboration with each UWFlab. Do not forget that the training program will be written in English and in the national language. The choice of the language used in the training will be up to the UWFLab, where the training will be hold. Even if the common frame requirements are supplied by CPV (PP2), *see annex 2),* each UWFL will be responsible for writing down its specific training program and collecting the materials to be used during the training, in order to build its specific training handbook (each one of the three training handbooks, collected respectively by each UWFLab, can be in national language).

The local "one week training" can be structured in workshops, face to face meetings, seminars,… . The trainers are expected to spread efficiently the project information and knowledge independently of the forms and procedures used.

3. Web training

a. Methodology and training tools to train the trainers

The web training is composed by the 12 video lessons, with availability of supporting materials. Each video should last around 30 minutes and the total time to dedicate to each module for self-learning is estimated around 1 hour.

A one morning video conference, in which the "trainers of trainers" and also the trainers can meet each other remotely, will follow. This comparison should be an opportunity to bring to the "trainer of trainers", who operated the video recordings, feedbacks directly from the users (trainers). At the same time, the trainers will have the opportunity to talk together and share how to perform the "training week".

The video-lessons and the support materials will be uploaded in the private area of the UWFP website. The trainers will have the possibility to see the videos and read the materials provided with the video-lessons.

The self-learning activity represents an essential part of the training course foreseen for the trainers. In fact the methodology and tools developed should be tested in field and eventually re-modulated for being used for other future training of trainers in UWFP.

b. Content of the modules of the video-lessons

Video lessons

The foreseen modules are 12 in total:

- the first two modules which deal with the theme of water footprint and its various applications, with particular reference to urban areas. CPV together with the LP will seek a speaker ("trainer of trainers"), who may have previous experience on the urban water footprint topics and is willing to transfer them through these two modules;

- three modules (duration of video lessons approximately 30 minutes each), which describe the UWFLab of Vicenza. The "trainer of trainers" should be selected within the UWFLab by the partner concerned. In the case of Vicenza UWFLab the three modules will include: -presentation of the context in which the UWFLab is operative; -the presentation of the models of the three UWFLabs with specific insights on that of Vicenza; -the description of the pilot activities applied to the neighborhood of city of Vicenza and the involvement of users and stakeholders (like Vicenza Water Management Consortium, Novoledo Center on "water control and analysis"); -the companies which provide water technology and systems for Vicenza and the representatives of the citizens. Leaders from the Municipality of Vicenza will expose the point of arrival of the new-born UWFLab, whose activity will be introduced in the Municipality Plan of Interventions (PI) under a special chapter "municipal water management and

water footprint. These modules will be recorded directly in the UWFLab of Vicenza";

- three modules which describe the UWFLab of Innsbruck. The "trainer of trainers" will be selected within the UWFLab by the partner concerned. These modules will be recorded in the UWFLab Innsbruck. Contents of the modules: module 1: Interpretation of the results of model A for innsbruck, module 2: Awareness building on virtual water, module 3: Realization/Communication.

- three modules which describe the UWFLab of Wroclaw. The "trainer of trainers" will be selected within the UWFLab by the partner concerned. These modules will be recorded in the UWFLab Wroclaw. Module 1: General description and focus on Model A. Module 2: Description and focus on model B for Wroclaw Module 3: Interpretation of the results of Model A for selected cities of Lower Silesia Region.

- one module, which will be an important support for scheduling and managing a one week training activity. During the recorded video of the module an expert will show methodologies and the techniques for managing a group and the best ways to transfer the knowledge to the participants;

- Finally the web training will be closed with a session (equivalent to four modules - one morning) in video conferences between the "trainers of trainers", open also to the trainers, to allow them to introduce themselves, to meet and to discuss the issues of the UWFlabs and to confront each other on the content and organization of the "training week". The video conference will be an opportunity to approve a questionnaire to be filled in by the trainer at the end of the above mentioned self web training. The questionnaire is here attached in Annex 2) (the session will be organized and realized by FCPV and LP).

Training support materials

For each training modules, a specific support package of documents will be supplied by the responsible of the video lesson and uploaded by PP2 in the website. The support materials can be, as example, power point presentations, references to advised books/lectures, articles, links to interesting web sites, and so on.
The supporting training materials is essential for a successful self-learning.

A tutor for the training coordination

For any problems related the web platform access and for the use of training contents a tutor will be indicated by each UWFLab in order to answer quickly and clearly to all questions. This tutor will contact directly the "trainer of trainers" if necessary and PP2 for any problem regarding the use of the platform.
For any question about the content of the lesson the "trainer of trainers" will be available to answered by email or by phone.

c. Collective session at the end of the web training

All the participants at the web training will be also invited to take part at the one morning conference. This is an opportunity to exchange comments, investigate some issues or make some questions directly to the "trainers of trainers". This is also an occasion, for the "trainers of trainers", to discuss each other and to share the structure of the training program for the "one week training". During this session also the final version of the questionnaire to assess the level of satisfaction of the participants will be approved.

d. Customer satisfaction and suggestion by the trainers

Customer satisfaction measures how the expectations of a customer concerning a product or service provided by a company have been met. The learning activity considers very important the feedback and the suggestions coming from the participants to the training sessions, in order to improve the quality of the next training activities.

For this reason a questionnaire will be prepared in collaboration also with the "trainers of trainers".

There are many ways to ask to the customers whether or not they are satisfied of the quality level of the training they received. Satisfaction survey should always ask for a response in terms of satisfaction level. This makes most sense when asking people for their opinion. There are different typologies of questionnaire: the Face-to-face interview, the phone call, completion of a questionnaire. For our purpose this last chance was chosen: sending a questionnaire very simple, with some closed questions and some white spaces dedicated to suggestions, in order to further improve the web training. The survey will be delivered to all the trainers participant at the web training by each UWFLab.

4. ANNEXES

Annex 1: table of content of web training

The following table prepared by PP2 with the help of other project partners, shows the modules of the foreseen self-learning sessions

N°	Module Description	Recording video duration	Authors	Support materials	Prepared by
1	Introduction on water management and water scarcity	30 min	Alessandro Manzardo	ppt, links on web, books, articles	LP
2	Calculation of water footprint, different models of water footprint	30 min	Alessandro Manzardo	ppt, link on web, excel files, articles	LP
3	Presentation of the context of the city, description of the pilot activities, involvement of the users and stakeholders, new technology systems for water management.	30 min	Lorenzo Altissimo	ppt, links on web, books, articles	PP3
4	Description and focus on model C, developed for Vicenza.	30 min	Alessandro Manzardo	ppt, excel files	LP
5	Interpretation of the results of model C for Vicenza. Next actions and generation of the future Plan of interventions for the municipality of Vicenza.	30 min	Lorenzo Altissimo, Alessandro Manzardo	ppt, excel files	LP+ PP3
6	Interpretation of the results of model A for Innsbruck.	30 min	Under definition	ppt, links on web, books, articles	PP6
7	Awareness building on virtual water	30 min	Christin Haida	ppt, links on web, books, articles	PP6
8	Realization/communication to local authorities, the municipality and the end consumer	30 min	Stefan Neuner	ppt, links on web, books, articles	PP6
9	General description and focus on Model A	30 min	Wiesław Fiałkiewicz	ppt, links on web, books, articles	PP10
10	Description and focus on model B for Wroclaw	30 min	Wiesław Fiałkiewicz	ppt, links on web, books, articles	PP10
11	Interpretation of the results of Model A for selected cities of Lower Silesia Region	30 min	Anna Kolonko	ppt, links on web, books, articles	PP10
12	Important aspects for scheduling and managing a training activity. Methodologies and techniques for managing groups and best ways to transfer the knowledge to the participants.	30 min	Giuliana Corrado	ppt, links on web, book, articles	PP2

13 - 16	One morning session in video conference to discuss the issues of the UWFLabs and confront each other on the content and the organization of the one week training. Define also a first draft of a questionnaire.	One morning	Participation of the "trainers of trainers" and also of the trainers.		Manage by PP2

Annex 2: questionnaire of customer satisfaction

Customer satisfaction Questionnaire

Project: URBAN_WFTP "Introduction of Water Footprint (WFTP) Approach in Urban Area to Monitor, Evaluate and Improve the Water Use"

Dear Participant,
the aim of this questionnaire is to collect your feedbacks and comments about the Urban_wftp web training sessions, already completed by you, and also to provide us with useful information that may help to improve and adjust the content and the level of next training sessions.
Thank you for your collaboration!

Date: _____

Name and surname: _____

TRAINING EFFECTIVENESS

Questions	Points attributed Key: 1 = Very Unsatisfied; 10 = Very Satisfied									
	1	2	3	4	5	6	7	8	9	10
1) How well did the web training live up to your **expectations**?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
2) Do you feel that the web training you followed respected the **objectives they told you**?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
3) How much do you feel that the web training you followed has contributed in **improving your professionalism**?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
4) How do you evaluate the **distribution of subjects and modules time**?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
5) Were there **continuity and a logical sequence** between the different web training modules?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
6) Were the handled subjects **coherent** with the technical and human characteristics of your work?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
7) Did the web training session give you useful methodological tools?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
8) Was the web training session useful for you?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
9) How do you judge the on line methodology of the web training?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Observations:										

ABOUT THE TEACHER author of the video lesson, attribute a point from 1 to 10.

Key: 1 = Very Unsatisfied; 10 = Very Satisfied

Teacher's name	1) Respect of the planned objectives	2) Level of in-depth study of the topic	3) Clearness of the teacher's explanations	4) Teacher's willingness to answer questions from the participants (off line).	5) Materials to support the training

CONTINUOUS IMPROVEMENT

1) To which training topics could the following be dedicated:

- *more time:*

- *less time:*

2) To improve the training effectiveness, which topics and activities could be:

- *added:*

- eliminated

3) Which suggestions would you give to improve the training contents?

4) What do you think about the final web conference? It was useful to foresee some time to have "face to face" the trainers of trainers?

Thank you for your collaboration!

Annex 3: general recommendation for output 6.2.4: "Training program and training Handbook"

Each UWFLab, together with their designated trainers, will draw a training program for the week, which will last a minimum of three consecutive days, if you consider any transfer (go and return) of the participants. The training program content will be in English and in the local language.

The "one week training" can be structured in workshops, face to face meetings, seminars, etc. . The trainers are expected to spread efficiently the project information and knowledge, independently of the forms and procedures used.

The choice of the language used in the training will be up to the UWFLab, where the training will be hold.

Each UWFL will be responsible for writing down its specific training program and collecting the materials to be used during the training, in order to build its specific training handbook (each one of the three training handbooks, collected respectively by each UWFLab, can be in national language).

Every training handbook should contain:
   a. Teachers curricula
   b. Training program with dates, content and names of trainers involved
   c. Auxiliary material (papers, files in USB, links to internet references,...)
   d. list of daily presence signed by participants and teachers involved
   e. Tutor final report
   f. ……………..

A file with all the above documentation, except point c), should be sent to PP2.