



Mutual Learning for Energy Efficient Retrofitting

O3-A2: Guidelines for Expert Moderation

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1. INTRODUCTION

The LEARN-EER guidelines are designed to develop targeted guides, manuals, recommendations and supporting material to support the wider take-up and roll-out of the project. The following guidelines have been developed within the framework of the project:

- Guidelines for Peer-Learning are directly addressed to target agents (trainers and learners) have been developed based on all the results of the project. Within the guide we distinguish between 2 roles: professionals and future professionals have a learner role within the platform and secondly the trainers' role. This way, 2 parts will be developed: Guidelines for sharing material and Guidelines for looking for material.
- Guidelines for Expert Moderation: specially focused on those target agents considered as “experts” within the platform. They are allowed to intervene providing expert valuable training content to the platform. The guidelines define how this key users or intermediary bodies, such as sectorial, professional, associations, public bodies, training bodies, etc. can take on the role of moderators and ensure quality interaction. The guides also provide advice not only on the benefits of becoming an expert, but also on how individual experts do can become expert moderators.
- Guidelines for VET Organizations: aimed at all type of entities capable of providing training. The guide contains information on how VET organisations can use the peer-to-peer approach and specifically the EER platform and contents to enhance their curriculum and quality of their training and/or education.
- Policy Brief: oriented to the public administration and policy makers in the field of energy efficient retrofitting training and education. It explains explain the underlying issues related to EER and the way the educational and training policies need to be adapted to respond to the demands of the labour market. Attention will also be paid to inform them about the benefits of mutual learning approaches as adopted in LEARN-EER.

The present document is thus part of a wider set of guidelines within LEARN-EER.

2. FOR WHOM?

Learn-EER platform is an easy-to-use tool for those EER professionals who are willing to expand their knowledge with the help of other professionals from all over Europe. This handbook was made for them to be able to exploit all the possibilities of the platform.

What are the requirements for join the platform?

MUST

professional knowledge and experience from at least one of the EER sectors

RECOMMENDED

several years of experience, publications, specialized experience

What is the “Expert” role at the LearnEER platform?

The main objective of the Learn-EER platform is to provide an online space for those professionals in the EER sector who would like to expand their knowledge while also sharing their own experience with fellow experts. The main tool of the platform for this goal is the so-called “Learning materials” that any user can upload, and anybody can reach, download, share and comment.

The platform applies an innovative approach, i.e., mutual learning. It means that you can use the platform in two roles which do not exclude each other. In the “Expert” role, you can “teach” the other users by sharing your own knowledge/experience/publications. Creating a “Learning material” on the platform means that you upload a document or multimedia which is owned by you or is public domain. Each user has to decide if the material they intend to upload is worthwhile and professionally well-founded. If a learning material does not meet the basic requirements, other users can indicate that on the platform.

Taking the “Expert” role does not exclude the possibility to also take the “Student” role meanwhile and learn from other users’ experience since all the materials are available to all the members of the platform.

Take the role of an Expert!

Do you have several years of experience during which you have gained valuable expertise? Do you have special knowledge that you are willing to share with others? Do you have any innovative equipment/tool/service you would like to introduce to fellow professionals? It doesn’t matter which EER sector you come from, what your employment status is or if you have any academic experience.

Join the Learn-EER platform and share your knowledge!

With a specific expertise and several years of professional experience, you can decide to join the platform as an “Expert”. This role doesn’t indicate any specific duties – your only responsibility is to provide interesting, innovative, valuable and trustworthy materials to the other members of the platform. Besides sharing your experience, you can also expand your own knowledge in the “Student” role. Read the other professionals’ uploaded learning materials and take advantage of the new knowledge in your work. Filter the materials, follow your favourite EER sectors and users, ask and start conversation in the comment section!

learning method suitable for professionals working in full-time	opportunity for personal development	getting know other professionals' experience
meeting new methods and tools	BENEFITS OF JOINING THE PLATFORM	possibility to discuss opinions with fellow Experts
professional space for introducing your own publications and products	networking	easy-to-use functions to exploit the platform

Please, take a look at Chapter 4 to find out more about the main functions of the LearnEER platform, and how they will benefit you as an “Expert”!

3. INTRODUCTION TO LEARN-EER

3.1. What is Learn-EER?

LearnEER is a European project which enables a flexible and open platform to share knowledge between the Energy Efficient Building Retrofitting (EER) professionals. Thanks to its mutual learning approach, users will look for training content to improve their skills but they may also contribute with interesting material.

LearnEER has developed an innovative mutual learning platform to increase professional skills and capabilities towards the Energy Efficient Retrofitting (EER) of buildings. EER competences and skills required in new employment opportunities are relatively new and not included in curricula from the last 30 years.

To train EER workforce, the Mutual Learning approach is identified as a good solution to develop a more flexible and open environment for accessing to this training needs.

3.2. What is offered?

The LearnEER platform is applied as a training practice in which learners interact with other learners to share and validate knowledge, thus facilitating new opportunities on the labour market.

The User's Framework is defined by different functionalities that facilitate the operation of the platform. The idea is to provide a clear structure for users to easily access the areas where they can find the information they seek. Some of the functionalities included in the platform are:

- Calendar for sharing events on EER.
- Login via their social media accounts.
- User identification for validation of materials.
- Filtering and searching tools.
- Materials may be shared in different
- languages.

On the LearnEER platform, materials will be provided by the users: the professionals themselves. The Database will set the specifications of the materials and provide an initial catalogue with best examples shared by the project partners in the following EER categories:

EER PASSIVE SOLUTIONS	EER ACTIVE SYSTEMS	EER SUPPORT
Insulation materials	Thermal systems	Funding opportunities
Envelope Walls	Renewable systems	Management & energy audits
Roofs & floors	Lighting systems	Policies & regulations
Windows/doors	Control systems	
Natural lighting/Shading	Ventilation systems	

3.3. On what is this approach based?

In order to support the development of the LearnEER Platform, a research exercise was carried out studying the EER sector barriers and training needs for professionals and future professionals to gain and share knowledge and have competence in EER. Also an exercise identifying existing best practices of online mutual learning platforms was carried in order to extract the main successful features of these sites and build upon them when designing the LearnEER Platform.

The main knowledge transfer needs categories identified are: (A) Skills & Awareness and (B) Knowledge Management. The conclusions extracted from the study show that improvement in the (A) Skills & Awareness category is ultimately based on the improvement of currently available and new educational qualifications and opportunities at all levels of the EER value chain, end users awareness included, through e-learning tools. Within the Knowledge Management Needs category, research showed that when implementing any of the knowledge management solutions, it is necessary to define strict working areas and modes of operation in order to safeguard the knowledge management rights of each of the individual agents themselves.

4. TECHNICAL CHAPTERS – EXPERTS IN THE PLATFORM

4.1. Uploading learning materials

As an “Expert”, your main tool for sharing your experience is to upload “Learning materials” to other users which contain new, innovative and interesting information about the sector. This can be any type of document such as publication, study, manual, guideline or presentation. If the size of the document is too big or if it is more convenient for you, you can share only a hyperlink complemented by a summary or an overview for the users what to expect and why it can be interesting for them if they follow the link.

YOU CAN MAKE YOUR SHARED KNOWLEDGE MORE APPEALING FOR USERS IF YOU USE DIFFERENT VISUALS LIKE CHARTS, PHOTOS OR EVEN MULTIMEDIA SUCH AS VIDEOS.

LearnEER gives you a great opportunity to make appearance in a professional community. You can write your own piece about something you have experienced, refer to your other publications or write about your new, innovative products or procedures.

You can upload any kind of document that you think it is usable for others, too. You can share plain texts (e.g. .docx or .pdf), presentations (e.g. .pptx or with link to your prezi.com presentation) or images (e.g. .jpg or .bmp). LearnEER platform was designed to be user-friendly and can handle every commonly used file type. Please keep in mind that the platform and the materials can be viewed not only on PC, but also on tablet and smart phones to meet all users’ demands. Do not upload any document with low resolution or bad quality. The users of the LearnEER platform can post comments on the uploaded documents, so you can see their feedbacks on the given learning material.

Examples to what to “teach” in a learning material



WHEN YOU UPLOAD A DOCUMENT, NOT ONLY CHOOSE THE EER SECTOR CONCERNED, BUT ALSO USE TAGS. THIS WAY, USERS SEARCHING FOR SPECIFIC INFORMATION CAN FIND RESULTS MORE EASILY.

In case of failing to share a file (mostly large files or files with special extension), we recommend uploading on your own website or your account at any suitable website (e.g. upload your video to your own YouTube channel), and only share the hyperlink here, on the platform. We kindly ask you to always write a summary or an introduction for the users about what they can find on the shared link, why it is interesting or useful.

You can share materials in any of the project languages: Dutch, English, Greek, Hungarian, Maltese and Spanish. Using any other languages is not supported. In order to make the platform more universal, in case of languages out of English, please, always provide a short English summary about your material's main topic. You do not have to translate the whole material but give a chance for those who cannot speak your language to see what kind of materials exist, and what kind of Experts participate in the platform – they may have a question in the topic concerning your country.

4.2. Participating in the comment section

In order to keep in touch with the users interested in your material, we established a comment section which we encourage you to use. This section allows you to communicate with the fellow professionals, answer their questions, exchange ideas on the topic and get to know their experiences.

Users who are interested in the topic, have related knowledge or would like to express their agreement/disagreement can use the comment section of each material. During the written communication, the universal knowledge can be broadened by getting know other Experts or even other countries' practices. Be open to others' opinions and don't miss a chance to widen your own skills!

Regarding users from the institutional level, "Experts" from key actors of the EER sector such as business entities, R&D institutions, universities, VET organizations or public bodies are all encouraged to play a leading role in the professional communication on the platform. Their expertise can improve the quality of the uploaded learning materials (by providing materials with relevant knowledge, and also spotting and indicating any misleading or incorrect content on the platform) and the interaction between users (by joining the communication in the comment section).

Always be updated about the comment section of your own learning materials, so you can reply to all questions and comments of the other users. It is important to get feedback – even if it is positive or if it is detecting some contradictions. For university students and recent graduates, it is a good opportunity to ask directly from experienced professionals. Upon request, try to add further information if you have any, or further sources that can be helpful for the users.

PROFESSIONAL IDEA EXCHANGES CAN BE STARTED IN THE COMMENT SECTION WHICH CAN LEAD NOT ONLY TO VALUABLE KNOWLEDGE TRANSFER BUT ALSO TO EXPAND YOUR PROFESSIONAL NETWORK.

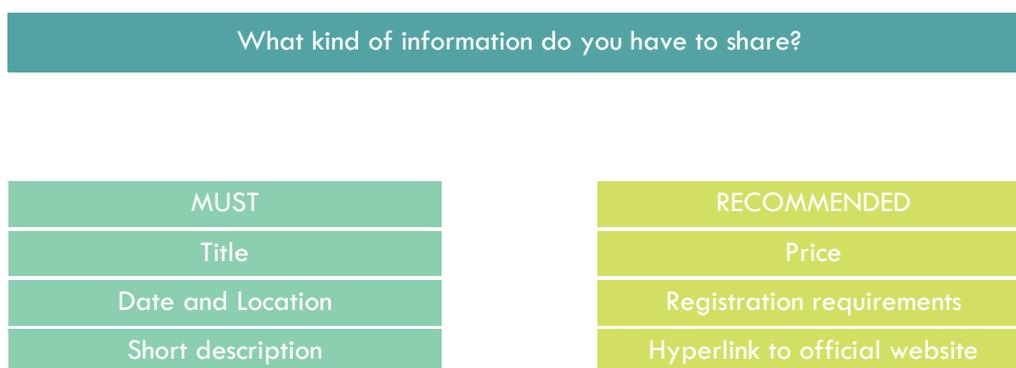
The LearnEER platform offers for its users a "following" function. As a user, you can follow your favourite users and also the EER sectors that you are most interested in. Due to this function, you can always be updated about the new learning materials in the chosen sector or uploaded by the followed user. It also gives you the

opportunity to take part in the professional conversations in the comment section of the learning materials you are most interested in.

In order to keep the platform strictly professional, please avoid sending rude and inappropriate comments. Our common goal is to establish a space where users who share the same interests can talk with, teach and learn from each other. This is a place for everybody who respects the other professionals and the rules of the platform (see 4.4).

4.3. Recommending events

Learn-EER platform can also be useful for making other professionals aware of sector-related events. Even if you are an organizer or simply found an interesting programme, the platform is a good tool to promote events which can be interested to other experts. Please, register in the platform as a natural person even if you represent an organisation.



While you are organizing an event, you can benefit much from the usage of the platform. It's an easy way to reach your target audience, the fellow professionals who are working in the EER field. The users, who will see your event on the platform, are experts who are opened to widen their knowledge since they have registered on the learning platform. Nevertheless, as a registered expert, you can also search among the uploaded events and use filter function to see the events by countries.

In the event section, you will have the opportunity to introduce the event: its main topic, schedule, presenters. You can persuade the professionals here why it is favourable for them to participate in such event: highlight any state-of-the-art products or procedures they can or prominent professionals that they can meet here. You can also introduce the organizer in detail: who you are, what you are doing, add if there any other organizers. You can disseminate your planned events and the outcomes/résumé free of charge using the LearnEER platform.

What kind of events can you share on the platform?

You can share any type of professional event that you think can be relevant for other users. Academic events like conferences, meetings, round table discussions, seminars or workshops, and industrial events like fairs, chamber of commerce events, trade shows or product launch events are all welcomed. Please note that you do not have to be the organizer to be able to share a programme on the platform.

Do not forget that a professional event is always a good opportunity for professionals to expand their network. In the event summary, mention big names of the industry (companies and professionals) who are also invited to the event or even scheduled for making a presentation. Highlight those programmes in the schedule which are perfect for making personal contacts (e.g. round table discussions, informal chat after presentations etc.)

4.4. Rules of Play

A description of the general rules and regulations can be seen in different places of the platform (in the welcome e-mail message after registration, FAQ section of the platform):

“THANK YOU FOR CONTRIBUTING TO THE PLATFORM.

WE ENCOURAGE YOU TO UPLOAD ANY TYPE OF LEARNING MATERIAL THAT YOU FIND USEFUL AND INTERESTING TO OTHER EXPERTS. MOST OF THE DOCUMENT FORMATS ARE SUPPORTED. PLEASE, MAKE SURE THAT ALL THE KNOWLEDGE YOU SHARE ARE FROM TRUSTWORTHY SOURCES. ALSO, PLEASE BE AWARE THAT YOU CAN ONLY UPLOAD MATERIALS THAT ARE CREATED BY YOURSELF OR THAT ARE FROM OPEN SOURCES. THOSE WORKS THAT ARE PROTECTED BY COPYRIGHT CANNOT BE UPLOADED TO THE PLATFORM. IN THESE CASES, YOU CAN ONLY SHARE THE SOURCE OF THE DOCUMENT (E.G. A HYPERLINK) AND YOUR OWN SHORT INTRODUCTION ABOUT THE MATERIAL.

WE RECOMMEND YOU TO WRITE SHORT SUMMARIES, ADD PHOTOS AND VIDEOS, IF POSSIBLE, AND USE FILTERS AND TAGS EVERY TIME. YOU CAN EXPRESS YOUR OPINION AND THOUGHTS WITH THE ‘LIKE’ BUTTON AND IN THE COMMENT SECTION. YOU CAN ALSO CONTRIBUTE TO THE EVENTS SECTION WITH SHARING EER-RELEVANT PROGRAMMES LIKE CONFERENCES, FAIRS AND OTHER EVENTS.”

Furthermore, please, read through the main principles for rules and regulations of the platform:

Relevancy

Upload only learning material with great relevancy to the Energy Efficient Retrofitting. The contents must be connected at least one of the EER sectors defined on the LearnEER platform. Registered users have the opportunity to express their opinions about the materials.

- If users like it and want to thank you, they can push the 'Like' button or leave a nice comment at the page of the material.
- If users think that the uploaded material includes professional or technical errors, they can write a comment for the user who uploaded the material concerned to consider fixing the material.
- If users think that the uploaded material contains inappropriate content or it can be considered as spam, they can notify the platform administrators about their concerns via the 'Contact' form of the LearnEER platform who will delete the material immediately.
- If users think that the uploaded material has no relevancy to the EER sectors, they can notify the platform administrators about their concerns via the 'Contact' form of the LearnEER platform. In case the platform administrators get more than five notifications from more than five different users for the same learning material, they will delete the material concerned.

Copyrights

Please note that the uploaded learning materials must not violate copyrights. Always indicate at least the basic data about the material: title, author, language, summary, EER technology concerned and source. Further information (English summary, if applicant, publication date, origin country etc.) can help users while browsing among the uploaded learning materials. In case you are the owner of the uploaded document, you must indicate (on the document itself or in the summary section of the material) if it is a public domain or you give only restricted permission to users (describing what activities you are allowing).

In case of copyright infringement or uncertain ownership, the material will be removed immediately. The user profile of a repeat infringer (a user who has been notified of infringing activity more than three times) will be terminated.

Advertisement

You can introduce your own product but do not forget that the platform is not a place for any sales activities. You can add the hyperlink of the product's official website, but do not publish on the LearnEER website any post that can be presumed to be aiming directly your financial gain. Disruptive communication can be bothersome to some users and can diminish the professional character of the platform.

Language

In your learning material and comments, please avoid any rude, inappropriate or defamatory language. Respect the other users and their opinions, do not post any racist, sexist, homophobic, or otherwise bigoted comments. Do not post or link to any illegal activity, spam content or unsafe website (which may contain viruses or spywares). Comments like these will be deleted without warning, and the users, who violate the rules multiple times, will be banned from the platform.

5. CONCLUDING REMARKS

We are waiting for you to join the LearnEER platform!

The LearnEER platform is dedicated to all the experts working in the field of energy efficient retrofitting who consider developing professionally important. The uniqueness of the platform is that users can learn from each other. Professionals with valuable skills and expertise, who are willing to share their knowledge with others, constitute the backbone of the platform.

Who can be considered as an Expert at the LearnEER platform?

Professionals and university students from any of the EER sectors can register on the platform. If you have several years of experience, especially on a specific field, we encourage you to consider yourself as an “Expert” and share your knowledge with the fellow professionals. This role doesn’t involve any specific duties. Your only responsibility is to provide interesting, innovative, valuable and trustworthy learning materials to the other members of the platform.

How can an Expert benefit from the LearnEER platform?

Providing learning materials as an Expert doesn’t mean that the only activity you can do on the platform is uploading documents. The innovative learning approach of the platform ensures that every user can access all the materials equally. This method allows “Experts” to learn something new from the other users. LearnEER platform can also be attractive to professionals since it provides opportunity to promote your own work – even if it is a study you wrote, a product you developed or a workshop you organize.

**Take this unique opportunity
to share your professional experience
while also learning from others!**