

Identifying Skill Gaps for Home Renovation One-Stop- Shops: Insights from European Stakeholder Engagement

*Sustainable Places 2025
9 October 2025*



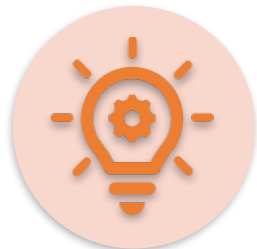
Ruchi Agrawal
International Energy Research Centre, Cork, Ireland



Co-funded by
the European Union



About BUSHROSSs Project



Help relevant bodies build the knowledge and skills for establishment and operation of OSSs



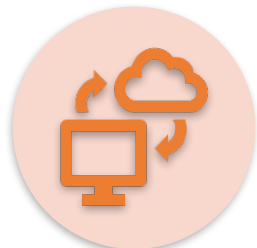
4 Training curricula - Economists, Legal experts/Lawyers, Engineers/Architects and Social workers



6 training modules - Organizational, Legal, Technical, Financial, Social, Soft Skills and Digital Skills



Train-the-trainer event plus national trainings in - Ireland, Greece, Bulgaria, Slovenia, Poland and Ukraine



Digital training through Massive Open Online Course and Learning Management System



EQF level 5-7 compliant training certified with microcredentials and Europass Certificate Supplements.

Objectives of the project



Review and assess the specific training needs and requirements



Develop, test, validate and prepare the deployment of training curricula and certification schemes



*Implement the trainings -
Train the trainers and national trainings of OSS staff*



Increase the awareness among relevant stakeholders



Strengthen the uptake of developed training solutions

Stakeholders Outreach Activities



Identify skill gaps and needs for establishment and operation of OSSs for residential renovation



Online Survey

English and national language

Distributed to 791 Stakeholders

246 answers received (BG-24, GR-24, IE-25, PL-21, SI-99 and UA-53)



Roundtable Discussion

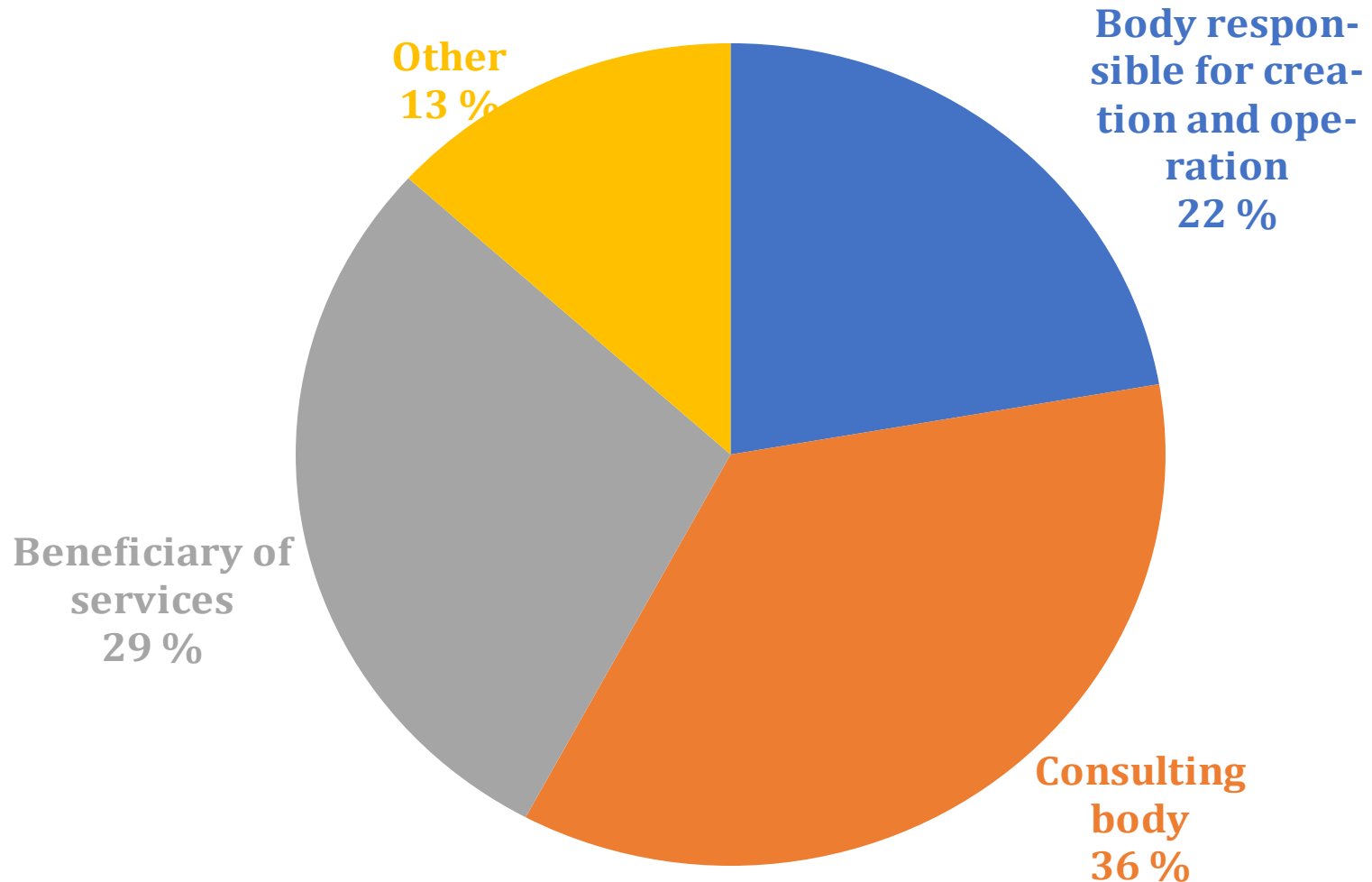
6 roundtables

Ireland, Bulgaria, Greece, Slovenia, Poland and Ukraine

162 attendees (BG-46, GR-17, IE-14, PL-11, SI-39 and UA-35)

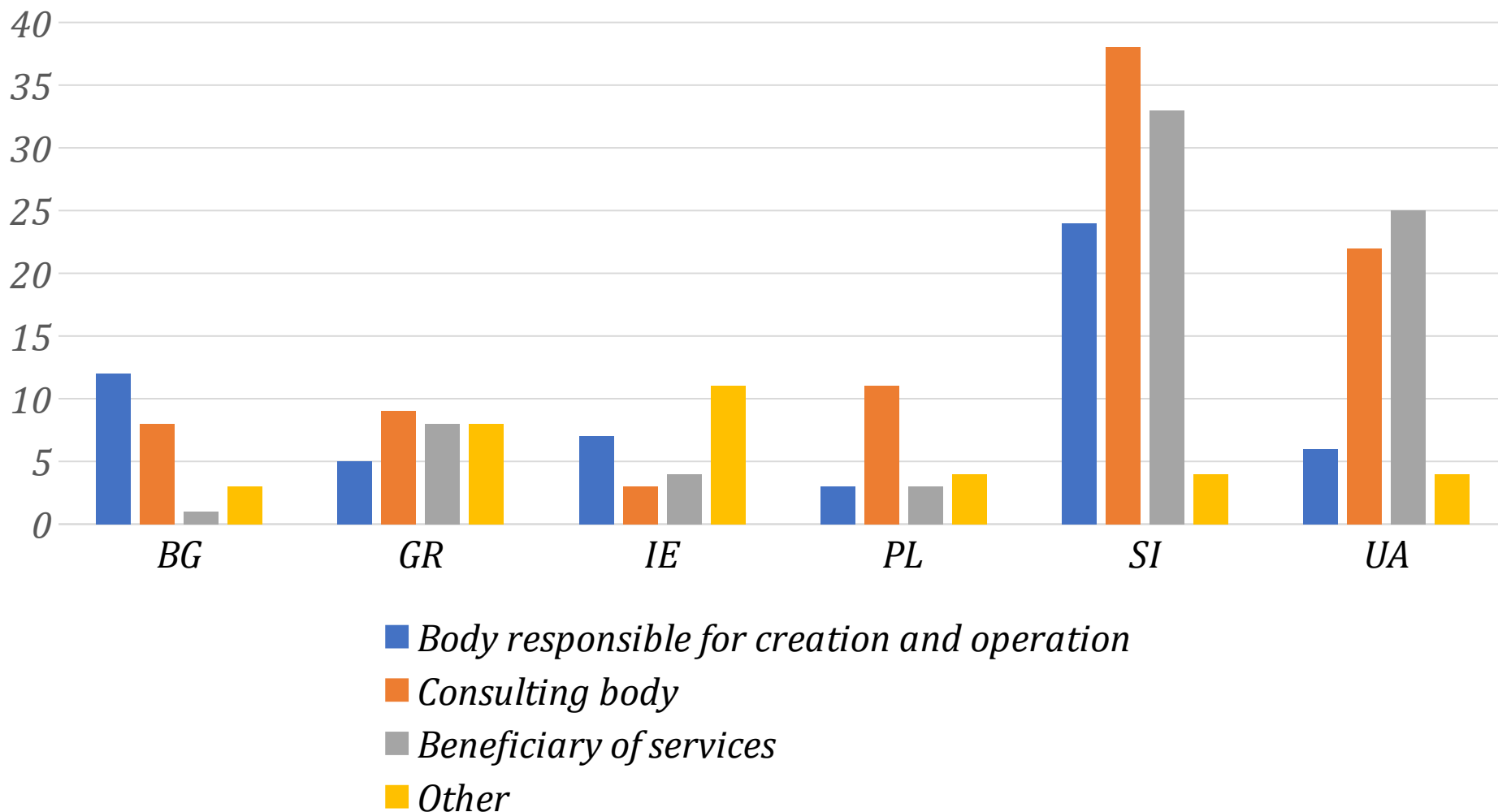
Results of Online Survey

Share Of Responses By Type Of Organisation



Results of Online Survey

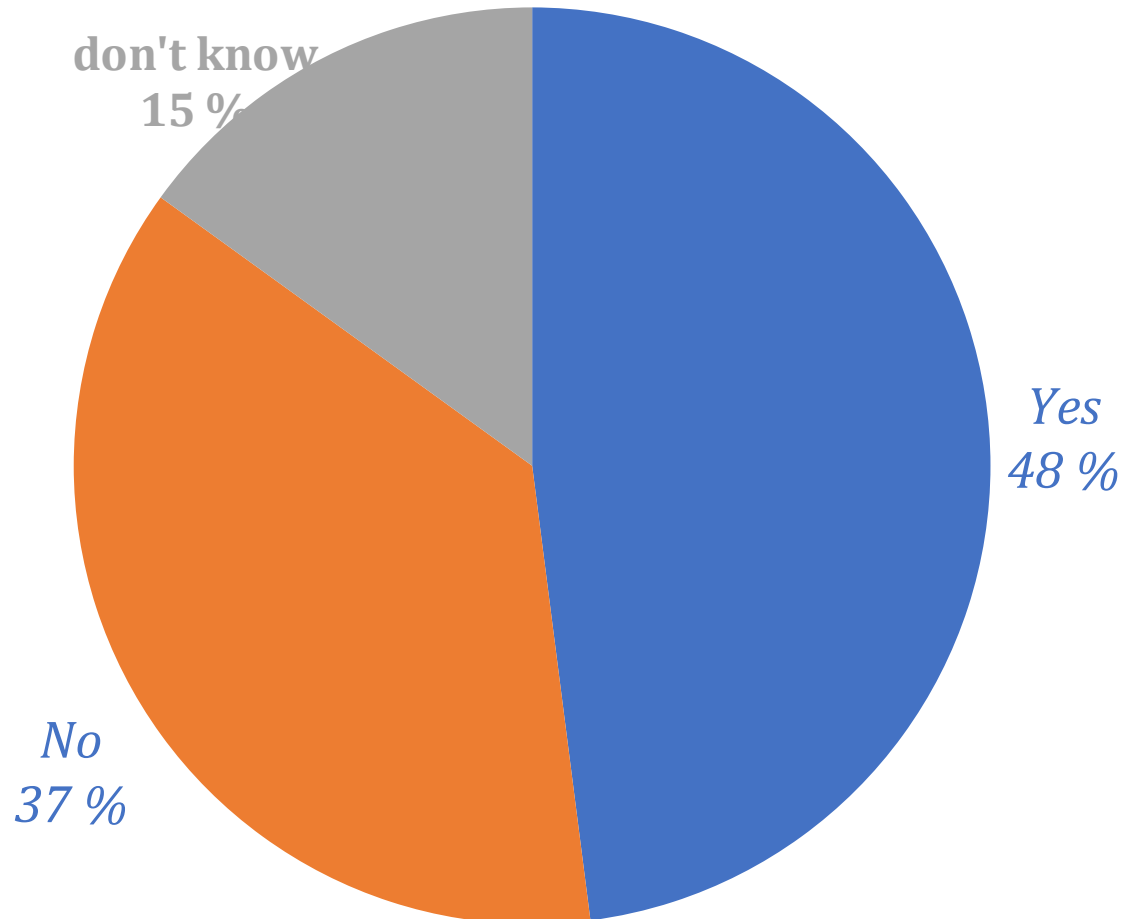
Responses by type of organisation



Results of Online Survey



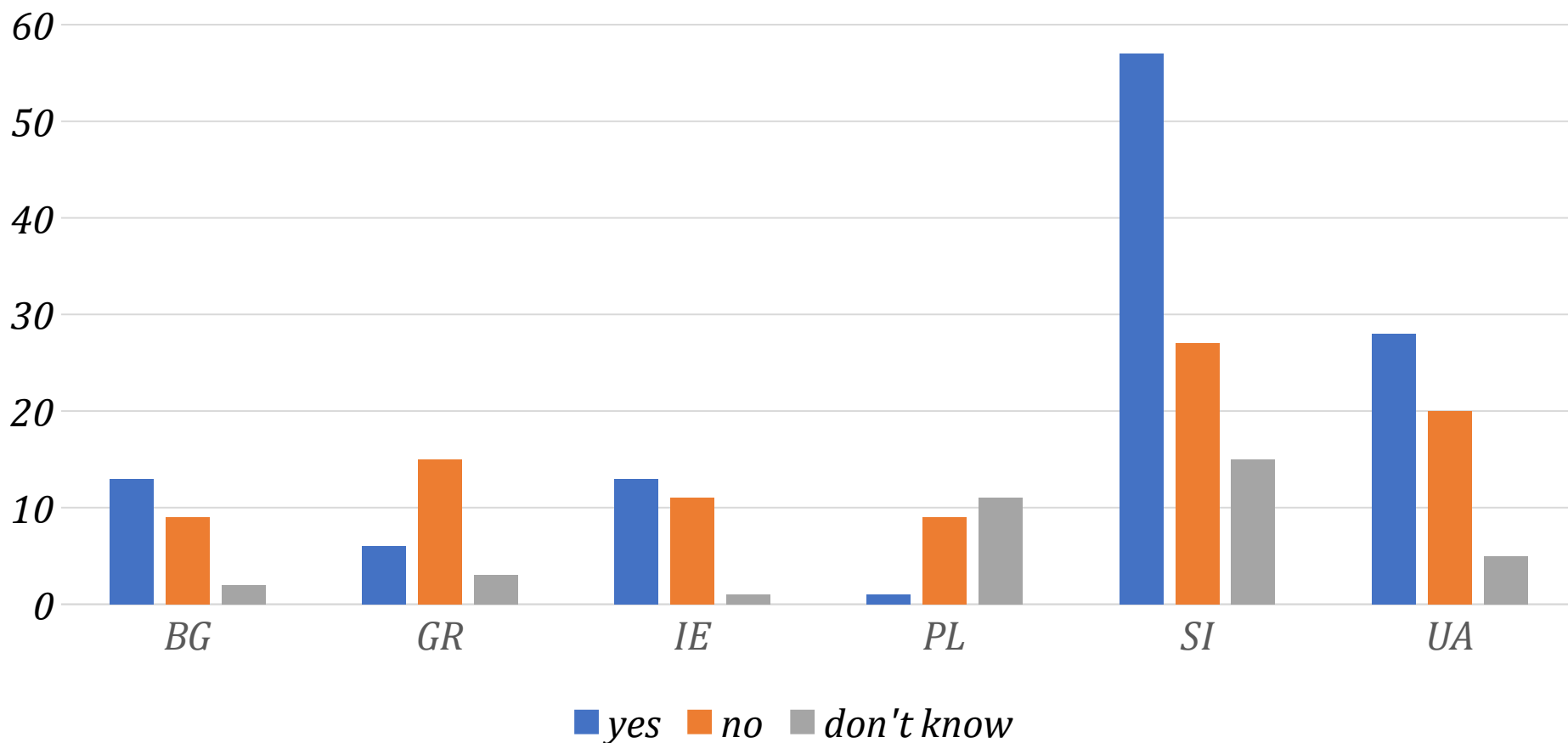
Do You Know About Current Training And/Or Upskilling Programs Regarding Establishment And Operation Of OSS For Home Renovation In Your Country/Region?



Results of Online Survey



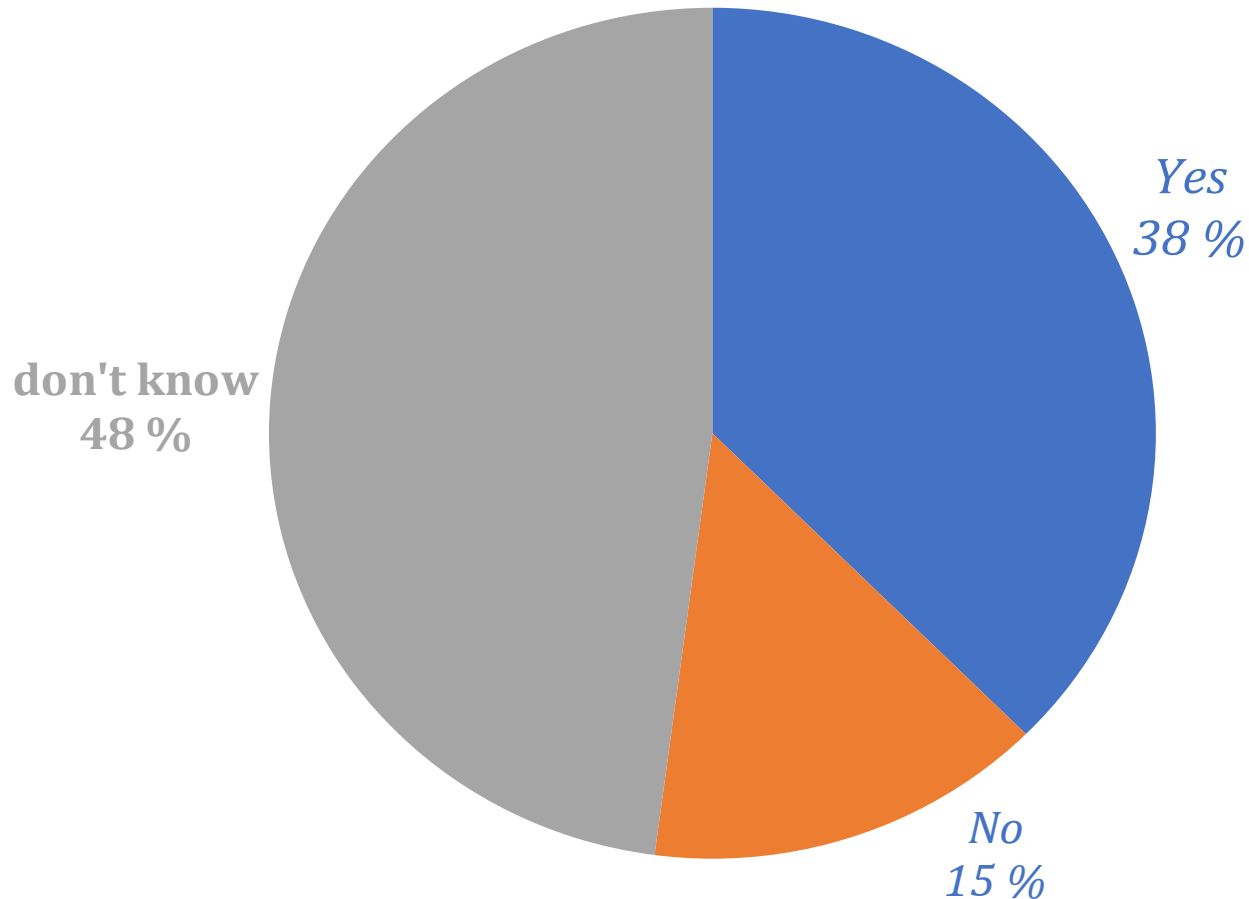
Do you know about current training and/or upskilling programs regarding establishment and operation of OSS for home renovation in your country/region?



Results of Online Survey



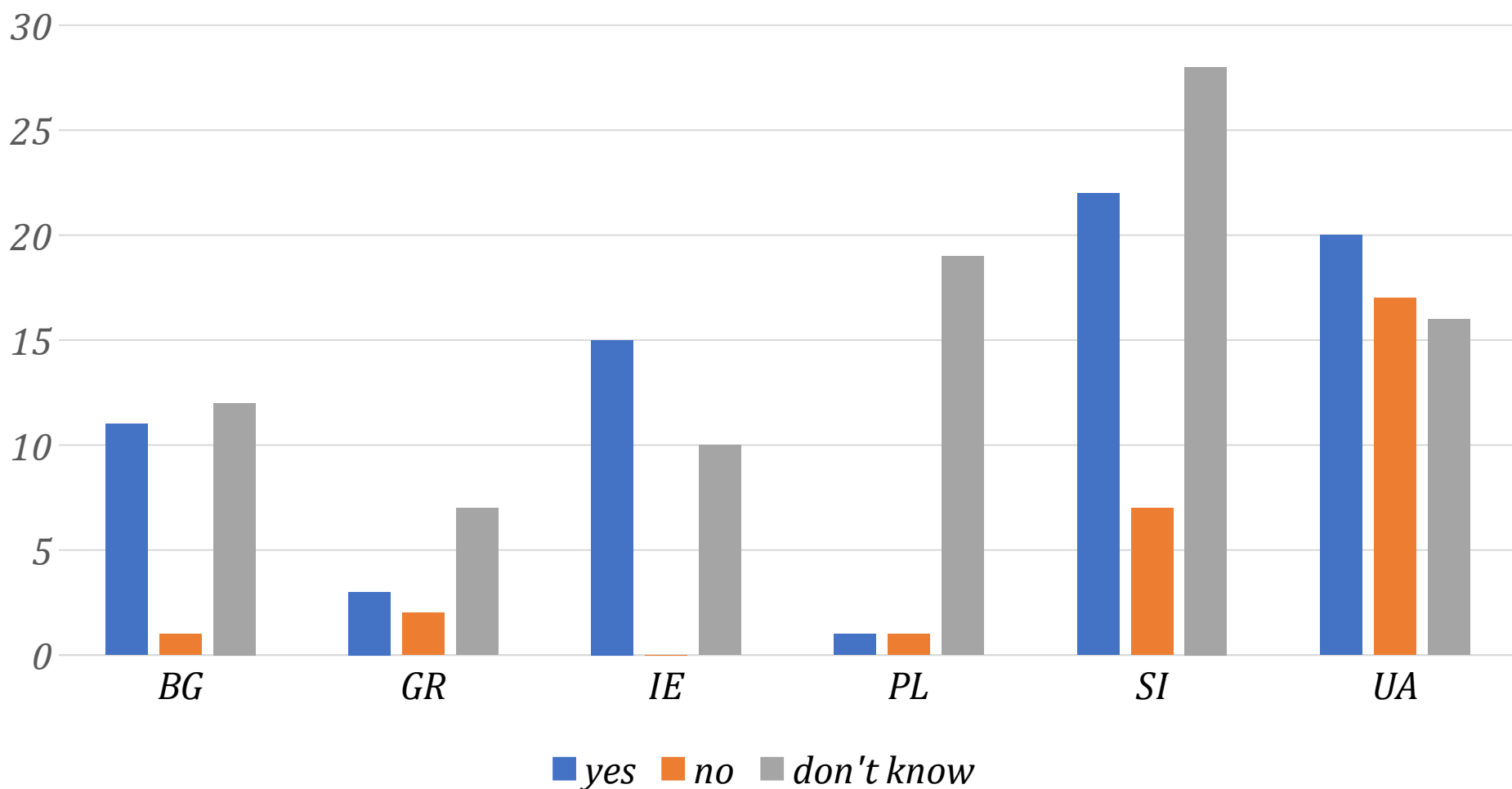
Are There Any Gaps In The Current Training And/Or Up-skilling Program Regarding OSS For Home Renovations In Your Country/Region?



Results of Online Survey

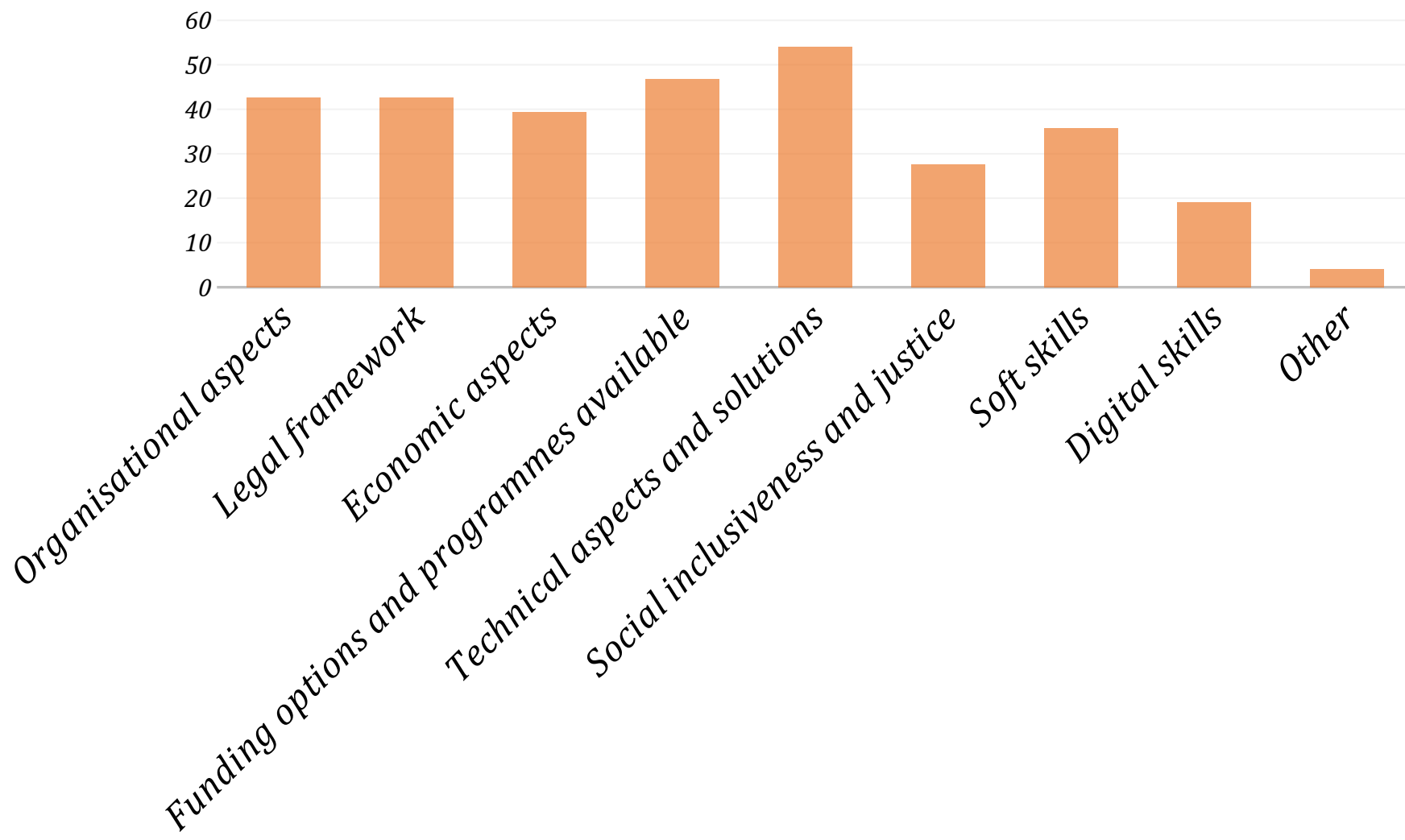


Are there any gaps in the current training and/or upskilling program regarding OSS for home renovations in your country/region?



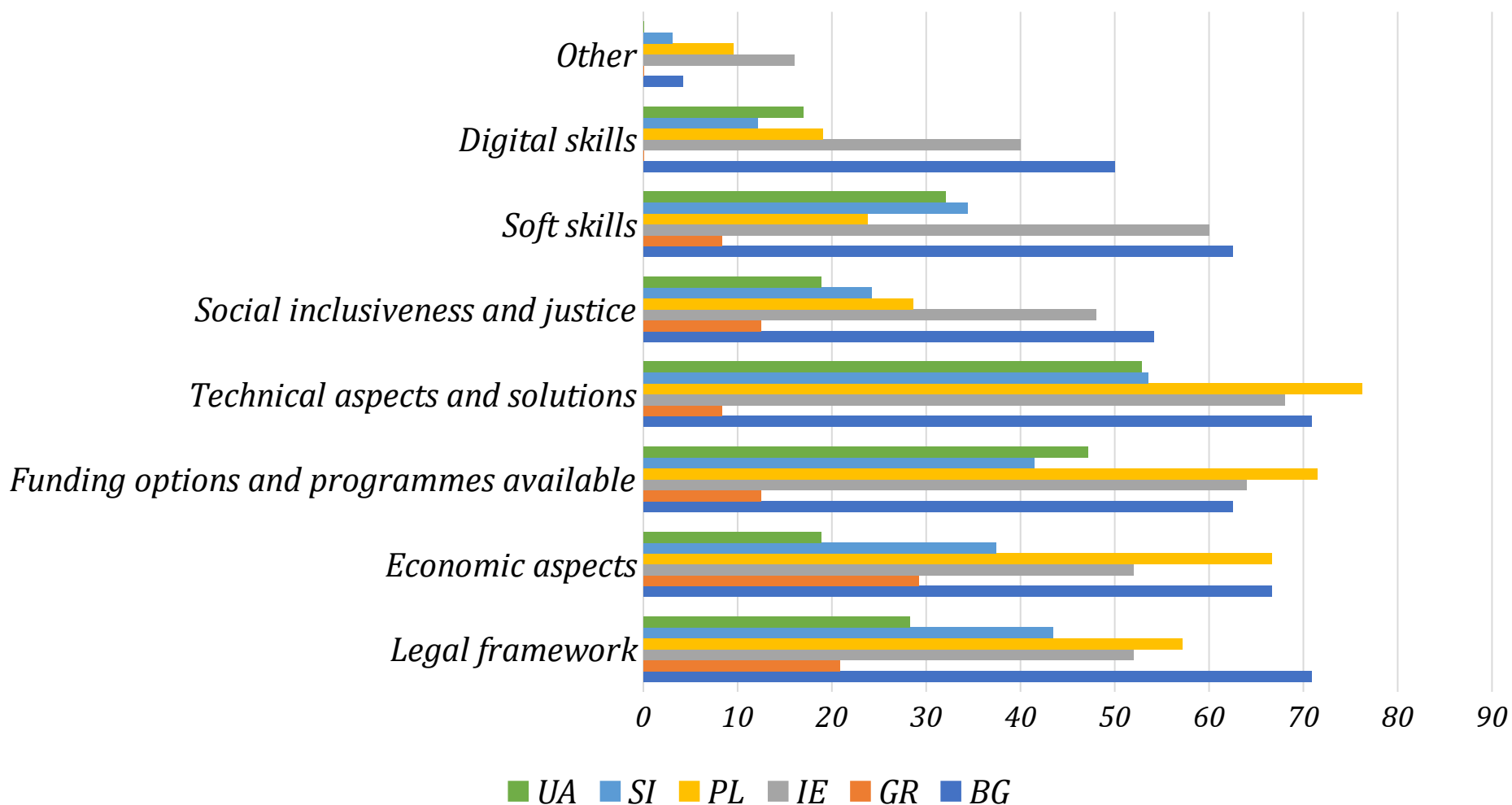
Results of Online Survey

Skills Needs by Type (% of the total)



Results of Online Survey

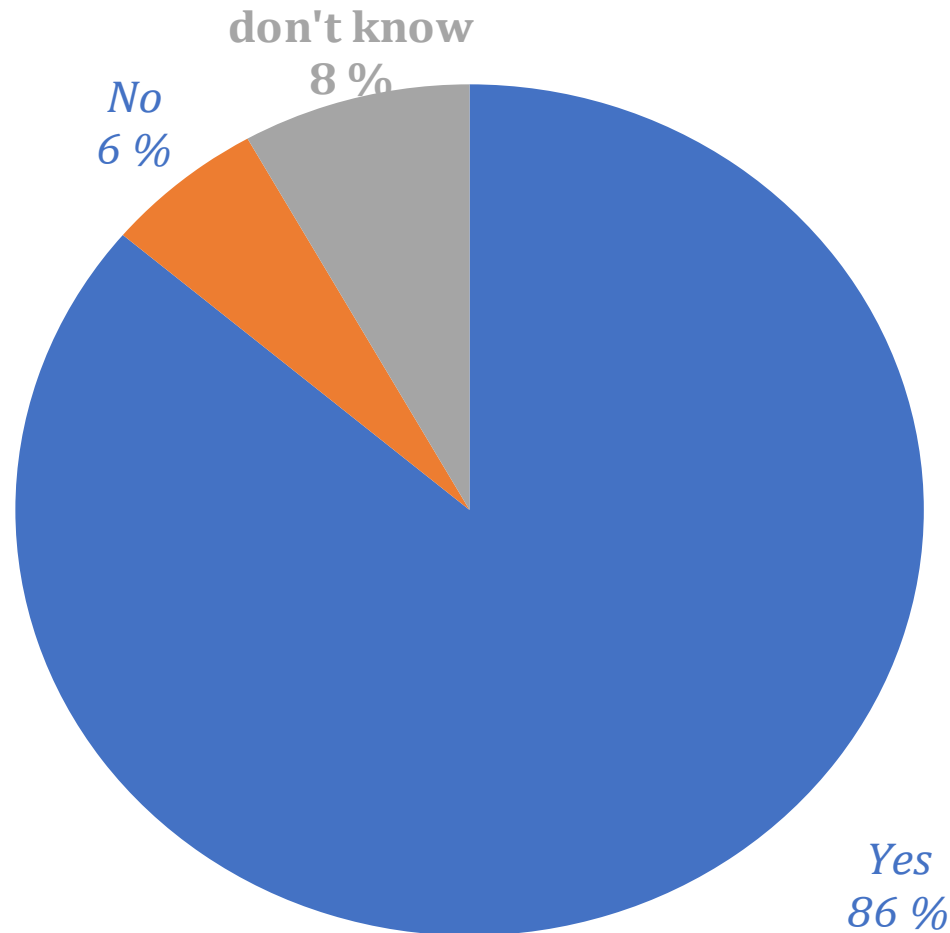
Skill needs: Shares of total by country



Results of Online Survey

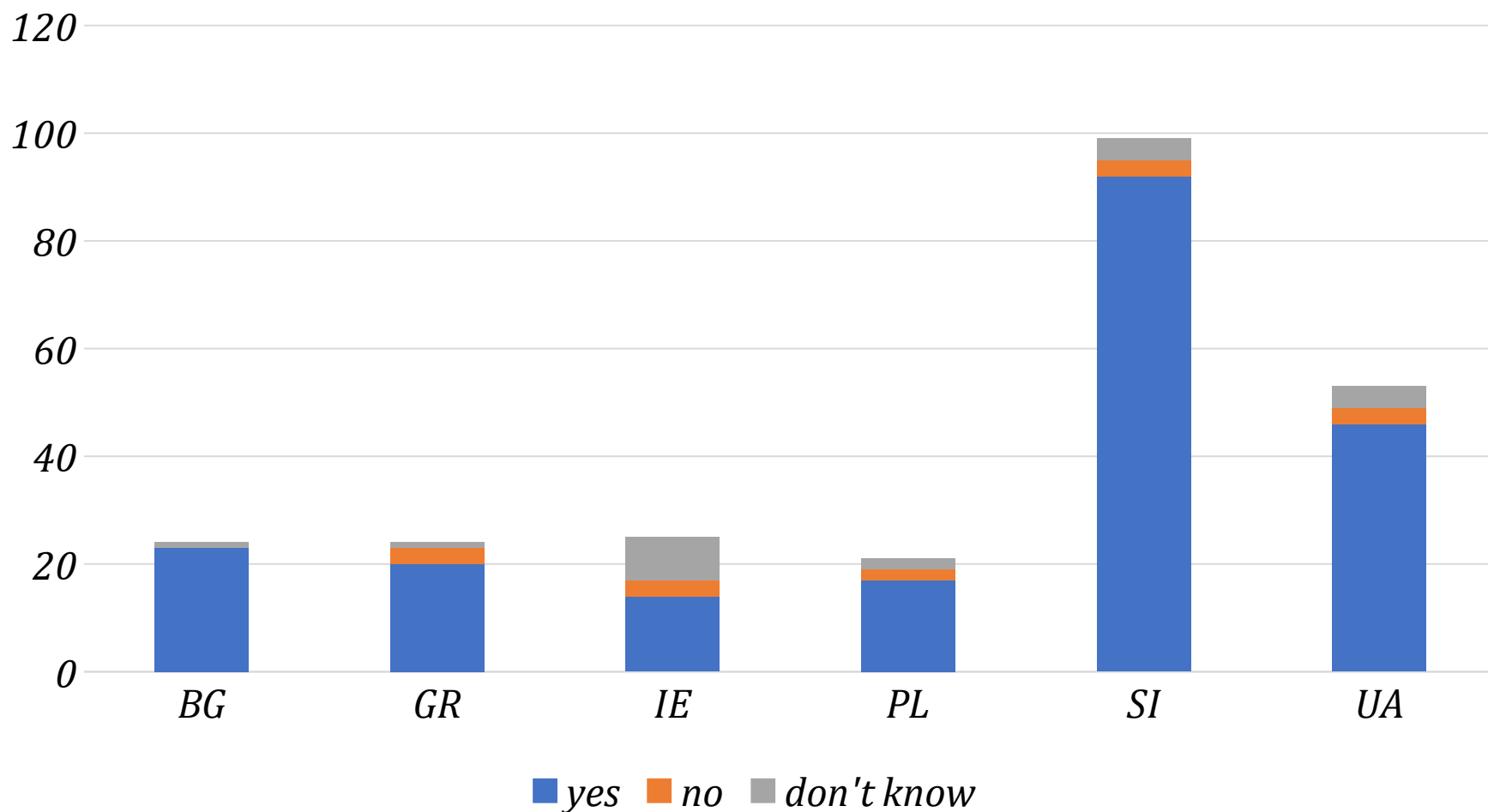


Do You Consider The Digital Methods Of Training Beneficial For Obtaining The Skills Needed? (% Of Total)



Results of Online Survey

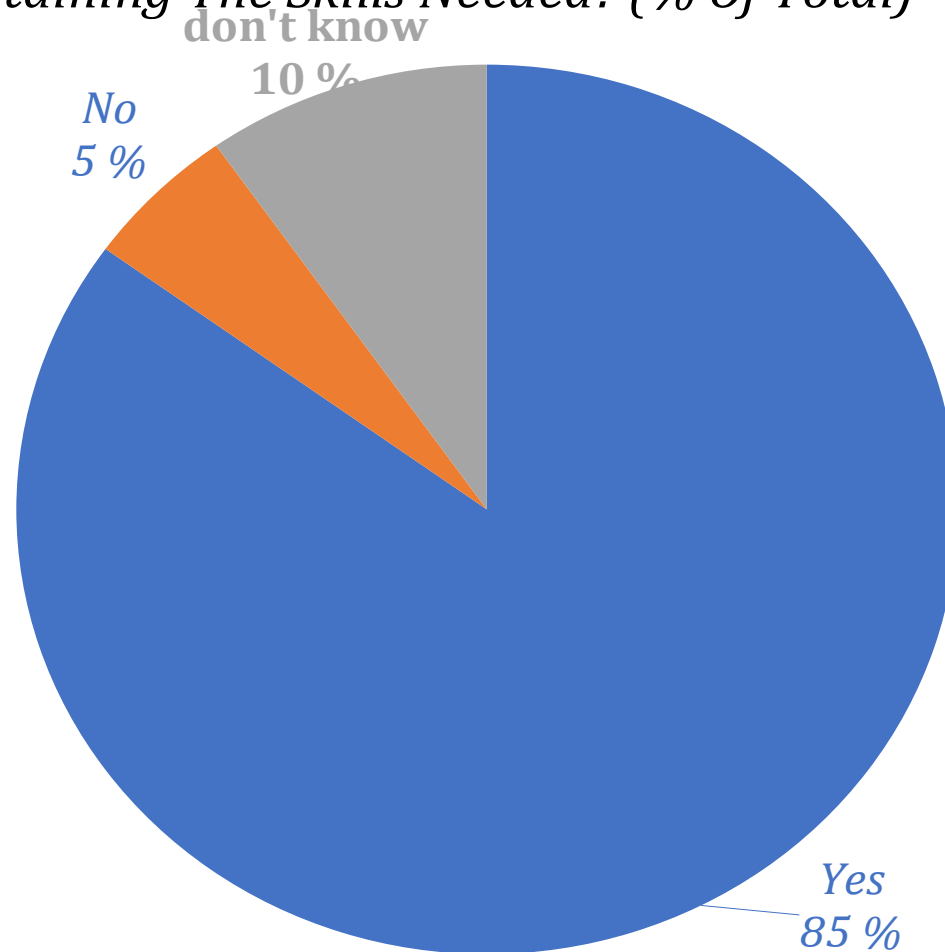
Do you consider the digital methods of training beneficial for obtaining the skills needed? (answers by country)



Results of Online Survey

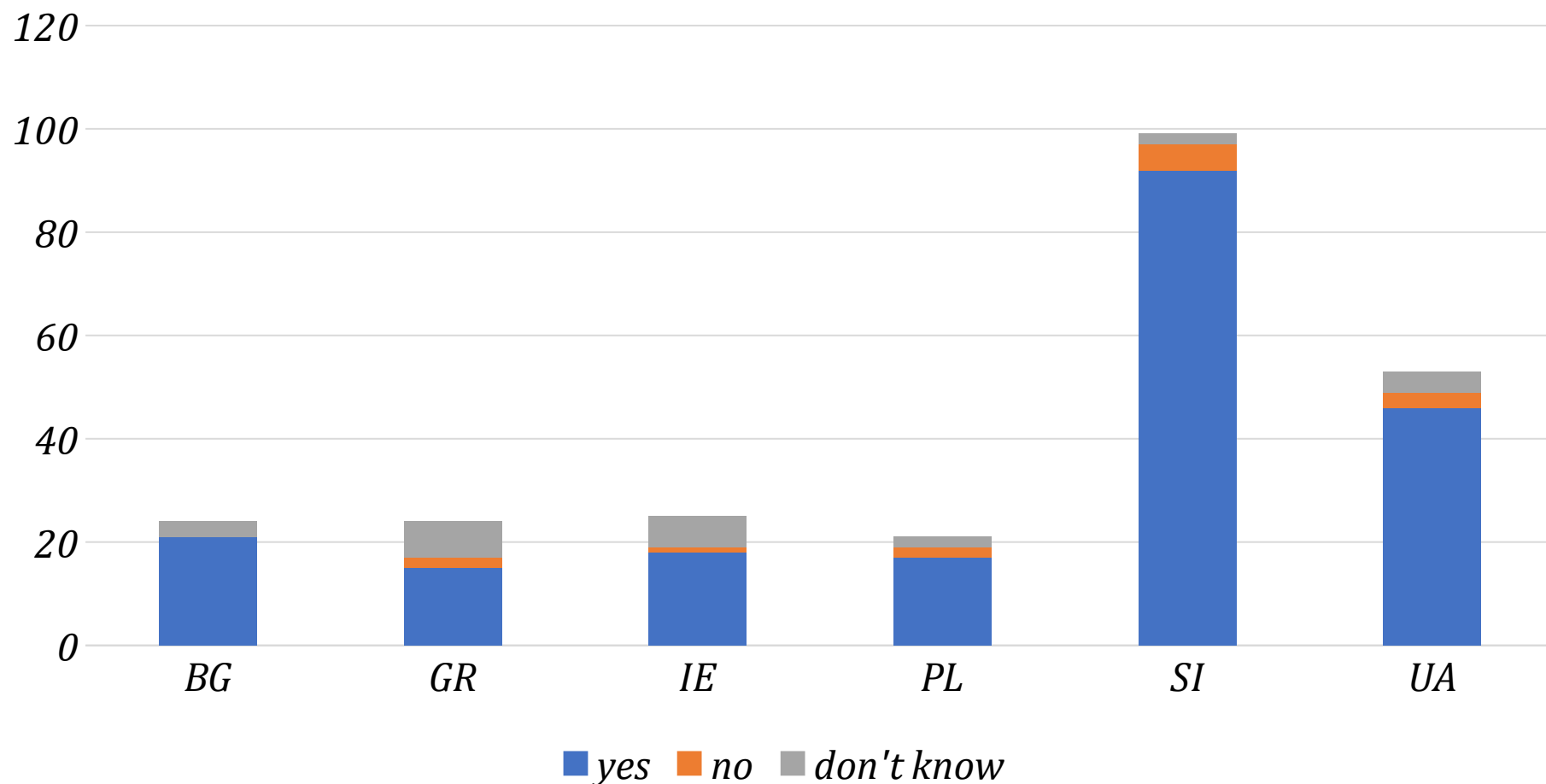


Do You Consider The Modular System Of Training Beneficial For Obtaining The Skills Needed? (% Of Total)



Results of Online Survey

Do you consider the modular system of training beneficial for obtaining the skills needed? (answers by country)



Results of Roundtable Discussion



Cross-Country Findings and Training Priorities



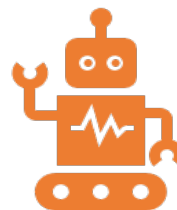
Holistic Training Approach

Integrate technical, legal, financial, and organizational aspects



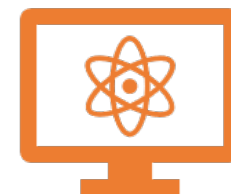
Key Training Topics

Latest technical solutions, legal frameworks, funding options, and citizen engagement strategies



Digital and Modular Training

Effective and scalable learning opportunities through digital and modular training



Integration of AI and Digital Tools

Use of AI and digital tools to enhance support and efficiency for OSS staff



Diverse Participant Representation

46 participants from ministries, authorities, auditors, VET providers, chambers, energy agencies



Enhanced Training Approach

Legal, technical, and community-oriented modules for better energy management



Renewable Energy Technologies

RES module to cover solar thermal, geothermal, and heat pump technologies for OSS training



Smart Readiness Indicators

SRIs for dynamic building shells to enhance energy efficiency assessment



Diverse Participant Representation

17 participants from ministries, municipalities, energy agencies, VET providers, and building sector



Training Social Workers

To support vulnerable families and understand household energy needs holistically



Trainee Knowledge and Municipal Impact

Horizontal knowledge in financial and administrative areas, influenced by municipal structure and maturity



Challenges and Outreach

Limited awareness of OSS and skilled worker shortages highlight the need for personalized outreach and enhanced networking



Diverse Participant Representation

14 stakeholders from policymakers, service providers, local authority, training providers

Training Needs Identified

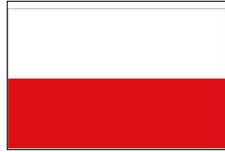
Legal liability, social skills, technical retrofitting, and economic planning

Operational Challenges Addressed

Homeowner support, expectation management, and project uptake

Training Delivery Suggestions

Blended modular training via ETBs, mobile hubs, and cost-free remote access



Diverse Participant Representation

11 participants focusing on green energy transformation challenges



User-Friendly OSS Concept

Trustworthy and user-friendly OSS resembling a shop, aiding elderly and digitally excluded citizens



Digital Tools and Collaboration

Contractor directories, AI use, offline access, and collaboration with municipalities for energy renovations



Inspirational Outreach Models

'Mazowsze bez smogu' and 'Energy Caravan' models demonstrate effective integrated and mobile outreach strategies



Diverse Participant Representation

on 7 March 2025 in Ljubljana with 39 experts from diverse fields attending



Key Challenges

skill gaps in legal, technical, financing, and soft skills for renovations



Quality Control Proposals

Renovation quality assessments and verified contractor lists to ensure standards



Training and Educational Plans

MOOCs with modular digital curricula to train OSS staff validated



Diverse Participant Representation

35 participants from energy agencies, VET provides, local authorities, homeowners



Training Program Improvements

Housing repair and renovation training under a 'single window' model for better efficiency



Digitalization in education

Digitalization to improve building energy efficiency skills



Regulatory Framework Adaptation

Revise regulations to include comfort standards for buildings damaged by war

Project Team



- *International Energy Research Centre - University College Cork (IERC, UCC, Ireland) – Project Coordinator*
- *Cork City Council (CCC, Ireland)*
- *Sofia Energy Centre Ltd (SEC, Bulgaria)*
- *Sdruzhenie Kamara Na Instalatorite V Balgariya (CISB, Bulgaria)*
- *Centre For Renewable Energy Sources And Saving Fondation (CRES, Greece)*
- *Stowarzyszenie Gmin Polska Siec Energie Cites (PNEC, Poland)*
- *National University Of Life And Environmental Sciences Of Ukraine (NUBIP, Ukraine)*
- *Gradbeni Institut Zrmk Doo (ZRMK, Slovenia)*



Comhairle Cathrach Chorcaí
Cork City Council



Gradbeni inštitut ZRMK
Building and Civil Engineering Institute



POLSKA SIEĆ
Energie Cites



ΚΑΠΕ
CRES

Thank you

