

Home Energy Efficiency & Training User Information & Instructional Guide

The purpose of this 'user information & instructional guide' is to support and assist program participants to use and complete the Home Energy and Efficiency Training and Self-Assessment Package. The 'guide' provides a step by step set of instructions for training participants to utilise and move through the main training package and supporting set of documents and resources provided as part of post pack mail out one. A follow-up postal pack will be sent in approximately six months seeking follow-up information and further feedback.

This information guide has been divided into two parts. The first provides an outline of all resources contained in postal pack one, including this information fact sheet.

The second provides an instruction checklist for training participants to work through. Steps are presented in the order that they are intended to be completed.

Part one – outline of resources and documents contained in postal pack one

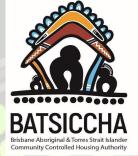
Table 1 – contents of postal pack one

Resources have been listed in the order of intended use. Further information on how each document relates to each activity step is outlined in Section two.

Resource / Document	Scope and purpose
This information and user instruction	Purposed to guide and support
guide	program participants through the
	training documents and activity stages.
Survey one	The purpose of Survey one is to receive
	participants feedback regarding their
	current energy efficiency knowledge
	and understanding and prior to them
	completing the energy efficiency
	training. This enables us to establish a
	baseline for later comparison against
	follow up survey outcomes. Survey one
	must be completed and returned using
	the post paid envelope when you first
	commence this training program.



Energy Efficiency Training and Self-	This constitutes the main training and	
The state of the s	This constitutes the main training and	
Assessment 'Package'	learning resource of the program. It	
	includes vital training and learning	
	content and an applied self	
	assessment section – supporting	
	training users to actively apply what	
	they have learnt to their own home, in	
	terms of both assessing current usage,	
	and implementing improved	
	household systems and processes that	
	reduce overall energy consumption	
	and subsequent cost. The resource is	
	complemented by two supporting	
	information and learning resources,	
100	including 'Resources for contacting	
	energy providers and accessing	
	government subsidies' and 'Energy	
	Quiz and Tariffs Explained'.	
Resources for Contacting Energy	This information resource has been	
Providers and Accessing Government	prepared as a supporting addendum to	
Subsidies	the main training resource to provide	
bubsidies	participants with contact details for	
	key energy providers, alongside vital	
	information regarding available	
	PA D	
	government subsidies and how to	
(France Online of Trailing France in Al	access these if you are eligible.	
'Energy Quiz and Tariffs Explained'	This resource has been prepared to	
	help program participants test and	
	reinforce their training and learnings.	
	The Energy Quiz is to be completed	
	during and post completion of the	
	'package' to test user knowledge while	
	and after undertaking self-paced	
	learning. The Quiz also includes a	
	critical breakdown of information	
	regarding Energy Tariffs and what this	
	means in terms of energy costs.	
Survey two	Survey two is focused on receiving	
	follow-on feedback from training	
	participants, to assess learning and	
	training outcomes and whether users	
	detect a genuine improvement in their	
C. A.	knowledge and understanding	
	regarding energy efficiency in the	
	Togarding energy enforcing in the	



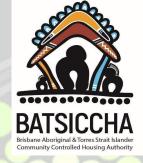
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Part two – summary of training steps and activity stages

Extending on the information provided in section one, section two includes a clear and distinct breakdown of each intended activity step and stage – listed in the order in which they are intended to be completed.

Table 2 – Energy efficiency training steps and activity stages

Learning steps & activity stages	Checklist (mark when complete)
 Complete Survey one and return using post paid envelope. This should be completed as soon as 	
possible after receiving the post pack and before	
commencing	



ONG	- ba	
2.	Read and complete the self-paced learning	
7	using the 'Energy Efficiency Training & Self	
-4	Assessment Guide'	
3.	While undertaking and after completing the	
	learning 'package', consult <mark>and complete</mark> the	
	Energy Quiz and Tariffs Explained document.	No settino
4.	Tenants should familiarise themselves with the	CONTRACTOR OF THE PARTY OF THE
	Resources to Contact Energy Providers and	Comment of the
	Access Government Subsidies.	
5.	Complete Survey two.	
6.	Complete Home Visit & Energy Upgrade Opt in	
377	form	
7.	Return both Survey two and Home Visit & Energy	
	Upgrade Opt in form together using post paid	
	envelope provided. If you have opted in for the	
	Home Visit and Energy Upgrades, our team will	
	be in touch.	
8.	Expect mail out two in approximately four to six	
	months for follow-up feedback request.	

If you have any questions regarding the learning activities, resources or stages, or think you may not have received all documents in your postal pack, please get in touch with us.