

ETSIAMN STAFF TRAINING PROGRAMME

Providing key skills for University Staff

5th SSS VALENCIA

International Staff Training Week for Support Services Staff

A unique Job Shadowing and Training Event



Description

SSS *Valencia* is a five-day international staff training week that aims to improve the key professional skills of Support Services Staff from Higher Education Institutions. Participants will have the opportunity to work on their technical and social abilities in an authentic international setting.

Intended outcomes

Upon completing the course, participants will have strengthened their communication and team-work skills, and increased their competence in the management of University Support Services tasks.

Event structure

The event lasts 25 hours, divided into five hours of work sessions per day. Fees: 350 € per person, including work materials, welcome *paella* meal, guided visit on the UPV campus, and farewell lunch. Extracurricular activities (not included in course fees): guided tour in old town Valencia, Spanish food cooking session and Spanish dance workshop.

Event coordinator

Prof. Francisco Rovira, Head of International Relations ETSIAMN. Coaches and Lecturers are qualified Staff and Faculty from different UPV Schools and Departments.

Training methods

Small work groups are created along the scheduled activities. Sessions involve specific job shadowing (welcome services, facility management, post services, academic information and web resources among others), applied language and IT training, and topic-oriented coaching workshops.

Dates and location

Monday, 06.03.17 to Friday, 10.03.17
Place: *ETS Ingeniería Agronómica y del Medio Natural (ETSIAMN). Universitat Politècnica de València (UPV). Camino de Vera s/n. 46022 Valencia, Spain.*

Travel, living and accommodation expenses

Participants are expected to obtain *Erasmus+ Staff Mobility* grants from their home Institutions. The ETSIAMN will assist with booking accommodation.

Information

Please complete your registration form and return it to cbenavent@upvnet.upv.es.
Deadline: 13th February 2017
Maximum number of participants: 20

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Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
08:30	Introduction	Good-morning Meeting (5)	Good-morning Meeting (5)	Good-morning Meeting (5)	Good-morning Meeting (5)
09:00	Job Shadowing Session (1)	Job Shadowing Session	Job Shadowing Session	Job Shadowing Session	Job Shadowing Session
10:30	Language/IT Training (2)	Language/IT Training	Language/IT Training (3)	Language/IT Training (3)	Language/IT Training (3)
11:15	Break	Break	Break	Break	Break
12:00	Coaching Workshop (3)	Coaching Workshop	Coaching Workshop	Coaching Workshop	Coaching Workshop
14:15	Welcome Seminar (4)	End of session	End of session	End of session	Farewell Event (6)
15:30	End of session				End of session
Optional extracurricular activities (not included in the event's fees) (7)					

- (1) Five groups of 4 participants will be created. Every group will be visiting five different SSS host teams over the week, each of them focusing on different tasks and topics. Housekeeping, Facility Management Welcome Services, Info Resources and Post Services.
- (2) Two groups of 10 participants will be created, each of them joining one of the following workshops: *Photo & GIS throughout Valencia - Spanish Food & Culture*
- (3) Two groups of 10 participants will be created, each of them joining one of the following courses: *Spanish for Beginners - Applied IT Tools for University Staff*
- (4) Official Welcome, followed by a Courtesy Paella Meal
- (5) Presentation of *selected SSS topics* for a brief monitored open debate
- (6) Conclusions and assessment of (1), (2) and (3), followed by a Courtesy Farewell Lunch
- (7) Mo - 16:00 Guided visit on the UPV campus (free of charge). Tu – 17:00 Guided Walk in Old Town Valencia (10-20 € per person depending on total number of participants). We – 18:00 Visit to the *Fallas Museum and Valencian Tapas Dinner* (25 € per participant). Th-20:00 Spanish food cooking session and dinner (30 € per participant).

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Extended programme description

Good-morning meetings: topic-oriented debate for Support Services Staff

1. The Upload/Download Paradise
2. The role of the Support Services Staff officer
3. A give-and-take business
4. Unfriendly deadlines
5. Love and Quality Time

Coaching Workshop I: *Photo & GIS throughout Valencia*

Reinforcing communication, creativity, team work and IT-competences among participants organized in small work groups for a challenging interactive development in a topic not directly related to their daily activities: Mobile Applications and GIS systems.

Coaching case: discovering amazing hidden places of Valencia, establishing a topic connection among them, capturing images with the help of mobile devices, transferring them online to a server with the help of GIS software, and creating an interactive presentation with the selected materials.

Coaching Workshop II: *Spanish Food & Culture*

Enhancing socio-cultural, leadership, product design and project management competences among participants organized in small work groups for a joint project in a topic not directly related to their daily activities: Spanish Food & Culture.

Coaching cases: culture at the table, culture of the street markets, culture and cuisine, wine & culture. Learning from professionals and sector stakeholders and creating a competitive and marketable start-up product.

Language Training: *Spanish for Beginners*

Spanish for Beginners is an intensive five-hour crash course that aims to enhance the very basic communication skills of its participants. Sessions involve extremely applied oral and written language training, combining both individual and team work tasks

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IT Training: Applied IT Tools for University Staff

Applied IT Tools for University Staff is an intensive five-hour course that aims to give training in applied operative in two different areas: 1) Awareness about hidden risks for the unaware Internet users, with practical security mini-lab. 2) Helping you to create stunning presentations: discover the magnificent and attractive Prezi tool to make striking presentations beyond the traditional and sometimes boring PowerPoint framework

Proposed accommodation - special rates for ETSIAMN guests - limited places

HOTEL ASTORIA PALACE – Valencia downtown

<http://www.ayrehoteles.com/hotel-astoria-palace/>

Double room for single use + buffet breakfast + taxes: approx. 90 €/night

HOTEL NH LAS ARTES II – *Ciudad de las Artes*, 10 min bus lift to UPV or downtown

<http://www.nh-hoteles.es/nh/es/hoteles/espana/valencia,-es/nh--las--artes-ii.html>

Double room for single use + buffet breakfast + taxes: approx. 70 €/night

COLEGIO MAYOR GALILEO GALILEI – Right on the UPV campus

<http://www.galileogalilei.com/>

Single room + continental breakfast + taxes: approx. 50 €/night

DAMIA BONET RESIDENCE HALL – Very closed to the UPV campus.

<http://www.resa.es/eng/Residences/Damia-Bonet>.

Double room apartment + continental breakfast + taxes: approx. 80 €/night