

# ETSIAMN STAFF TRAINING PROGRAMME

## Providing key skills for University Staff

### 6<sup>th</sup> 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: 380 € 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, 16.04.18 to Friday, 20.04.18  
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](mailto:cbenavent@upvnet.upv.es).

Deadline: 16<sup>th</sup> March 2018

Maximum number of participants: 50

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### Timetable

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

(1) All participants 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) *Spanish for Beginners*

(3) *Photo & GIS throughout Valencia*

(4) Official Welcome, followed by a Courtesy Paella Meal

(5) Presentation of *selected SSS topics* for a brief monitored open debate

(6) Courtesy Farewell Lunch

(7) Mo - 16:30 Guided visit on the UPV campus (free of charge). Tu – 18:00 Guided Walk in Old Town Valencia (20 € per participant). We – 18:00 Visit to the *Fallas* Museum and *Valencian Tapas Dinner* (30 € per participant). Th-20:00 Spanish food cooking session and dinner (40 € 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.

##### 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

#### 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 CIENCIAS** – *Ciudad de las Artes*, 10 min bus lift to UPV or downtown

<http://www.nh-hotels.com/hotel/nh-valencia-las-ciencias>

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

**HOTEL BARCELÓ VALENCIA** - *Ciudad de las Artes*, 10 min bus lift to UPV or downtown

<https://www.barcelo.com/en-gb/hotels/spain/valencia/barcelo-valencia/>

[valencia@barcelo.com](mailto:valencia@barcelo.com). Phone: +34 96 330 63 44

Double room for single use + buffet breakfast + taxes: approx. 70 €/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. 50 €/night