

# How to Train Land Surveyors In–Company in Today’s Rapidly Advancing Technological Times. An Example of the Netherlands.

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## SUMMARY

Why train 200 experienced land surveyors? In recent years, a lot has changed for land surveyors in the Netherlands: •Many new tools: Measuring with GPS has become the standard. The measuring portfolio was exchanged for a tablet. Also, there are digital sketches; •Going solo: New tools make it possible for the surveyor to travel alone. No need for assistance anymore; •Work at home: New tools make it possible to process measured data into a cadastral map from their own home. •There is increasing contact with customers; •More management control is focused on the quantity and quality of work. As a consequence the land surveyor obtains less skills and experiences in the art of measuring and has less regular contact with colleagues for peer review. That is why Kadaster started two initiatives at the end of 2013: 1. Workshops to raise awareness amongst surveyors on how to use current resources effectively and to determine relevant measurement points. And how to interpret the regulations with all the changes. 2. Management control at the end of the workshops. Develop the workshops. The developers of the workshops are all working in the surveying process: surveyors, process managers, surveying experts and managers. They were supported by a core team with a project leader, a process manager and a HR advisor. The instruction for the developers was to: • create a presentation with active teaching methods; • create an instruction for the workshop facilitators; • involve the workshop facilitators in the development of the workshop. Each developer was given his own workshop topics: visualise the new boundary, measuring and processing. Each topic was developed simultaneously. The advantage of involving the workshop facilitators was that they were able to make the workshop their own and give tips to the developers. Testing the workshops. Each workshop was presented by a developer to the core team, the workshop facilitators and the other workshop developers. The tips and ideas were processed into the workshop. Each workshop also was tested to a group of surveyors. Only after that test, they were given locally to surveyors. Results The workshops were well received by the surveyors. They have become more aware of the opportunities of the current resources within their field of work. During the workshops there were good discussions on the case histories. Management control at the end of the workshops. After the workshops the management ensures that there is attention for: • Effective use of modern means; • Determine relevant measurement points per measurement; • More uniformity. They use: • Team meetings to discuss cases; • Field visits; • Analysis quality control and complaints registration.

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