



RETROFIT
ACADEMY CIC



AIMQUALIFICATIONS

**Level 3 Award in
Domestic Retrofit Advice**

CONTENTS

- 3 Welcome
- 4 What is a Retrofit Advisor?
- 6 Career Opportunities for Retrofit Advisors
- 8 About the Course
- 10 Methods of Study
- 11 Meet the Tutors
- 11 Course Eligibility



WELCOME

The Retrofit Academy CIC is at the heart of delivering leading-edge training and professional development to a new generation of retrofit professionals in the UK.

Adopting a central role in the future of retrofit, we are driving PAS 2035 compliance by shaping retrofit best practice, training skilled retrofit professionals, sharing our technical expertise with industry peers, and advancing the sector through our membership.

To fulfill our vision of a world where every home is warm, healthy and low carbon, we need skilled operatives and managers in vast numbers. With over 27 million homes to treat by 2050, the volume of skilled professionals in both blue and white collar roles is simply not adequate to meet the demand and hence numbers must swell rapidly.

Retrofit Advice plays a pivotal role in delivering the UK's net zero ambition. Central to PAS 2035, the role protects homeowners and clients by managing projects in compliance with the Standard. Without Retrofit Advisors, there is no assurance that the high standards required and vast volume of installs will be reached, and the effects of that would be felt globally.



David Pierpoint FRSA, MBA, MPhil

Chief Executive
The Retrofit Academy CIC



WHAT IS A RETROFIT ADVISOR?

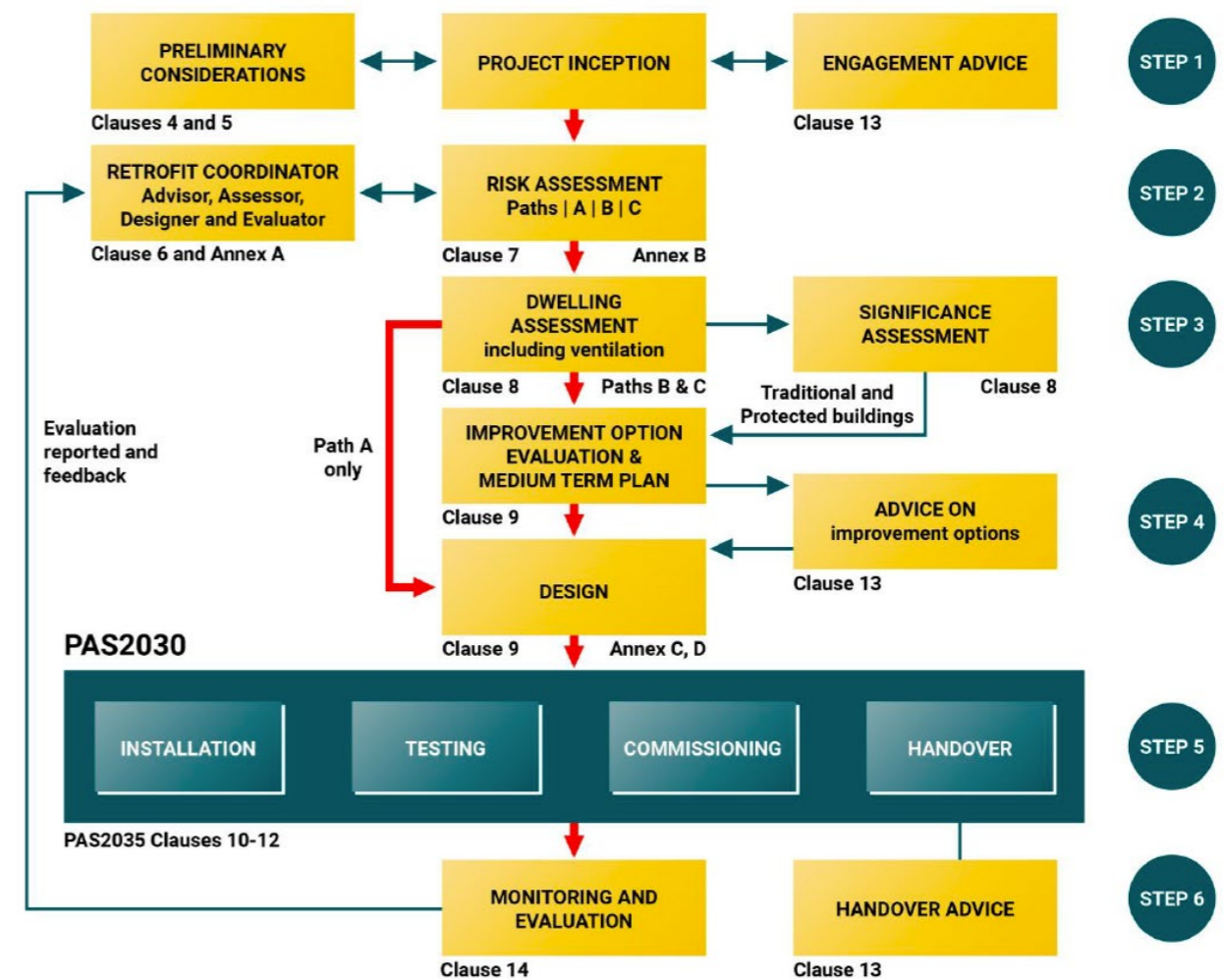
Retrofit Advisors will play a key role as the UK reduces its carbon emissions by improving energy efficiency and retrofitting many of the country's 27 million homes.

What does a Retrofit Advisor do?

A retrofit advisor is a customer service focused role, they are able to provide independent advice to homeowners or residents, with a view to help them understand retrofit and the impact it will have on their environment. Retrofit Advisors are often the first point of contact for residents and have 2 key responsibilities, they provide support and advice to those going throughout and administrative process support through the retrofit project, they liaise with assessors, coordinators, designers, and installers to ensure everything is going to plan.

The PAS 2035 Process Map

The Retrofit Advisor role starts before the Assessor attends the property and continues to support the customer through the retrofit process.



CAREER OPPORTUNITIES FOR RETROFIT ADVISORS

Retrofit Advisors work in a range of organisations such as housing associations, local authorities, energy and utility companies and specialist retrofit companies. The role might vary depending on the organisation, but in all organisations Retrofit Advisors provide excellent customer service to support and guide customers through their retrofit project.

Retrofit Advisors earn salaries of £20k - £25k. With experience and further qualifications there are career progression routes into other retrofit roles such as Retrofit Assessor (possible in 1-2- years) and Retrofit Coordinator (possible in 3-5 years). There are also career progression routes with retrofit advice, such as to team leader or manager.

Who should become a Retrofit Advisor?

The role of a Retrofit Advisor is all about customer service and engagement; making the complex process of retrofit accessible and achievable for customers.

You'll need to have a good understanding of retrofit technology and how it works and ideally have a background in construction or the built environment. If you are great with people, enjoy providing information, advice, and guidance, can build great rapport through your people and communication skills and like problem solving and creative thinking, this could be a role you would excel in.

You would also need to have great attention to detail and be able to stay on top of lots of things at the same time. Retrofit Advisors are busy people who are involved in lots of projects so maintaining accurate records, being able to prioritise and being really organised is really important.

The Level 3 Award in Domestic Retrofit Advice provides its learners with the knowledge and skills they need to do upskill professionally as a qualified, competent Retrofit Advisor.



FIND A WAY TO STUDY

THAT SUITS YOUR NEEDS

ABOUT THE COURSE

THE LEVEL 3 AWARD IN DOMESTIC RETROFIT ADVICE

The AIM Qualifications Level 3 Award in Domestic Retrofit Advice gives you the knowledge, skills and confidence to provide retrofit advice. The course is easy to follow and gives you a comprehensive introduction to whole house retrofit. Learners will gain an understanding of what domestic retrofit is, what it is supposed to achieve, and what to look out for when installing energy efficiency measures in homes. It will provide you with all you need to know when working in the industry, so you are always one step ahead.

Course Structure

The course is made up of 4 modules that cover all aspects of retrofit advice. Each module features extensive teaching materials, expert presentations, case studies and activities that are designed to give you an in-depth understanding of both theory and practice.

Course Modules

1. The Role of Retrofit in Home Energy Consumption

- All you need to know about climate change, the importance and meaning of retrofit, fuel poverty and the role of a Retrofit Advisor

2. Retrofit Principles

- Learn the basics of construction and building services, energy efficiency and heat loss, retrofit measures and technologies and the major risks in retrofitting

3. The Retrofit Industry and the Role of Advisors

- Get to grips with the organisations involved in retrofit, the funding and grants available, the typical retrofit customer journey, PAS 2035 and the role of the Retrofit Advisor

4. Understanding the Principles of Retrofit Advice

- The skills and knowledge you need to do the job properly, including site visits, health and safety, common challenges in retrofit and energy efficiency and how to deliver good retrofit advice

Supporting you in your Retrofit career

Through this course you will learn more than just the technical knowledge required to be a Domestic Retrofit Advisor, the course access benefits such as Retrofit Academy membership, the Retrofit Careers Hub and more!

Assessment Methods

All learners are assigned to one of The Retrofit Academy's expert assessors/mentors, who will provide guidance and feedback on your assessments. All our tutors/assessors are experienced in the retrofit industry and hand-picked for their experience and expertise.

The course is assessed via:

- End of module assignments
- End Point Assessment - Case study and professional discussion

Duration

- TBC during enrolment
- Over the duration of the course, learners complete the eLearning which is supported by expert led sessions with one of our expert tutors.
- You can expect to need to spend 38 hours total to complete the course.

Certification

All learners successfully passing the assessments will be recommended for the award of the Level 3 Award in Domestic Retrofit Advice from AIM Qualifications, an Ofqual-regulated Awarding Body.

COURSE ELIGIBILITY

Ideally, you will have experience or interest in the built-environment or housing sector. Customer service experience is also desirable.

METHODS OF STUDY

When you sign up to the course you will gain access to our state-of-the-art eLearning platform where you can access the course materials, be allocated a skills coach to support you in your learning journey, and where your assessments are submitted. The eLearning modules are enhanced by our unique expert-led sessions which give you a crucial peer learning experience supported by our expert tutors. Our expert-led sessions are available online via virtual learning or in a Retrofit Academy training centre depending on your preference.



Blended

- Self guided e-learning with online expert-led sessions
- Includes learner membership of The Retrofit Academy

Our course features:



24/7 Access



Unlimited support from Skill coach



12-month membership



Peer learning



In-depth training modules



State of the art digital learning platform



Expert led training



Complete in your own time

Cost

Up to 90% funding available.

Full funding available for eligible candidates who are self-employed or unemployed.

Level 3 Award / Skills Bootcamp

Skills Bootcamps offer funded flexible courses up to 16 weeks, giving people the opportunity to build up sector-specific skills and fast track their career in retrofit. They are designed to ensure adults are able to retrain and upskill whatever their starting point, providing clear line of site to a new role, opportunity or contract.

As long as you are over 19 and live or work in areas offering bootcamps you will be eligible. That includes unemployed, employed and self-employed. The bootcamps are flexible and will involve online guided learning designed to work around your schedule, workshops and assignments.

MEET THE TUTORS



ALAN PITHER

TECHNICAL DIRECTOR AND TUTOR

Alan Pither has been professionally involved in energy efficiency assessment and advice since 1985, running a small company based in Shropshire since 2002. Alan Pither Ltd is an ABBE and City & Guilds approved centre for all of the energy assessor qualifications and regularly delivers training courses for BRE and NHER. He also leads the Energy Advice Training Consortium which has developed a range of courses for energy advisors at different levels. In addition to training he offers a range of consultancy services to local authorities, housing associations and individual building owners.



CLIVE ROWLAND

LEAD TUTOR

Clive has over 12 years' experience in the retrofit industry, including energy assessments of existing and new build dwellings, thermal imaging, air pressure testing, building forensics, post occupancy evaluation and building performance monitoring. He co-wrote and delivered the training for one of the modules for the PAS 2035 Retrofit Co-ordinator qualification and was part of the advisory panel for the Green Deal Advisor National Occupational Standards.



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