Level 5 Diploma in Retrofit Coordination and Risk Management
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 Centre of Excellence.

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 and just 29 years to do it, 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.

The Retrofit Coordinator 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 Coordinators, 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
To create the warm, comfortable, and energy efficient homes needed to meet our emissions goals it is essential we develop exacting retrofit standards; advance best practices; and develop the processes, roles, and skills needed to achieve this.

PAS 2035 is a publicly available specification which outlines the necessary standards for the future of domestic retrofit. It is designed to enhance retrofit standards, improve processes and introduce new skills, capabilities and roles. PAS 2035 was written by The Retrofit Academy CIC’s Technical Director, Dr Peter Rickaby, and is fully supported by the Department for Business, Energy and Industrial Strategy (BEIS).

The built environment professionals responsible for facilitating, managing and delivering retrofit work to the PAS 2035 standard are called Retrofit Coordinators.

The role of the Retrofit Coordinator was introduced by PAS 2035, and is mandatory on all domestic retrofit projects delivered under TrustMark. TrustMark is the recognised Quality Mark for the energy efficiency sector and compliance with TrustMark and PAS 2035 is required by government-funded schemes such as:

• The Energy Company Obligation (ECO)
• Local Authority Delivery (LAD) scheme
• Social Housing Decarbonisation Fund (SHDF)
• Home Upgrade Grant (HUG) scheme
• Sustainable Warmth

What does a Retrofit Coordinator do?

Retrofit Coordinators manage the PAS 2035 process throughout a project. Crucially, the Retrofit Coordinator ensures compliance with the procurement, specification, and delivery of measures in all domestic retrofit projects.

Guiding the decision-making process, the Retrofit Coordinator protects the resident or homeowner’s interest from survey to handover.
CAREER OPPORTUNITIES FOR RETROFIT COORDINATORS

- New Economics Foundation research has estimated the need for 36,000 Retrofit Coordinators before 2030.
- Retrofit schemes accounted for over £2bn of investment in 2021 alone, with the promise of rapid and continuing increases over the next decade.
- Retrofit Coordinators are being regularly employed on salaries in excess of £45,000 per annum.
- Many Retrofit Coordinators have set up new businesses or operate independently.
- Prospective employers include local authorities and social landlords plus managing agents, energy companies and utilities.

Who should become a Retrofit Coordinator?

To become a Retrofit Coordinator you need to have a qualification in a built environment subject that is at least Level 3 with a minimum of 12 credits (your credits should be detailed on your certificate). Level 3 qualifications are equivalent to an A Level certification.

If you hold a university degree relevant to the built environment this would easily meet the entry requirements for this course.

Retrofit Coordinators can be currently operating in a wealth of jobs and disciplines. Some of our most recent graduates include:

- Asset Manager (Registered Providers of Social Housing)
- Housing Director (Local Authority)
- Architect (RIBA)
- Building Surveyor (RICS)
- Technical Manager (Retrofit supply chain)
- Consultant Engineer (CIBSE)
- Project Manager (ECO Installer)

If you are looking for a challenging, rewarding career managing retrofit projects that make a difference to people’s lives, the built environment and the climate, a career as a Retrofit Coordinator could be the perfect fit.
ABOUT THE COURSE

THE LEVEL 5 DIPLOMA IN RETROFIT COORDINATION AND RISK MANAGEMENT

The Open College Network West Midlands Level 5 Diploma in Retrofit Coordination & Risk Management gives you the knowledge and skills needed to become a Retrofit Coordinator; a crucial new role required by the PAS 2035 standards. It is ideal for built environment professionals looking for a career defining and managing retrofit projects.

If you are looking to practise as a Retrofit Coordinator on domestic retrofit projects, you must be registered and accredited by TrustMark. To achieve this accreditation, you must already have the Level 5 Diploma in Retrofit Coordination & Risk Management.

The Retrofit Academy CIC was instrumental in the development of the diploma. We developed the course with the Open College Network West Midlands, in consultation with the experts and technical authors behind the PAS 2035 specifications.

The Retrofit Academy CIC is the only approved provider of the diploma in the UK.

Holding this qualification is required by all of TrustMark’s Accreditation Scheme providers in order to become a registered Retrofit Coordinator.

Course Structure

The course features twelve modules along with a comprehensive case study. 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. Introduction to Domestic Retrofit
2. Retrofit Quality Assurance and Risk Management
3. Building Physics – Thermal Efficiency
4. Building Physics – Managing Moisture Risk
5. Assessing Dwellings for Retrofit
6. Improvement Option Evaluation and Medium-Term Retrofit Plans
7. Improving the Building Fabric – Floors and Roofs
8. Improving the Building Fabric – Walls and Windows
9. Improving Air-Tightness and Ventilation
10. Improving the Building Services – Heating, Hot Water, Lighting and Power
11. Improving the Building Services – Renewable Energy Systems
12. Post Retrofit Testing, Monitoring and Evaluation

PAS into Practice

So that you learn more than just the technical knowledge required to be a Retrofit Coordinator, the course also includes content designed to support you in your transition to being a practising Retrofit Coordinator. The course includes in-depth case studies designed to illustrate both what can go wrong and how to do it right.

In addition, all learners are taught how to use The Retrofit Academy’s PAS 2035 Retrofit Software, which you will later find invaluable in practice.

Assessment Methods

All learners are assigned to one of The Retrofit Academy’s assessors, who will provide guidance and feedback on all of your assignments. All assessors are graduates from the Level 5 Diploma, hand-picked for their experience and expertise.

The course is assessed via:

- End of module multiple choice tests
- Short written assignments relating to the key learning objectives
- A verbal presentation relating to the case study

Certification

All learners successfully passing the assessments will be recommended for the award of the Level 5 Diploma in Retrofit Coordination and Risk Management from the Open College Network West Midlands, an Ofqual-regulated Awarding Body.
METHODS OF STUDY AND COURSE COSTS

When you sign up to the course you will get access to The Retrofit Academy Learner Management System; our state-of-the-art eLearning platform through which the course is delivered and your assignments are submitted. The eLearning modules are enhanced by our unique two-day Retrofit Coordinator bootcamps which give you a crucial peer learning experience supported by our expert tutors, who are also practising Retrofit Coordinators.

Bootcamps are available online via virtual learning or in a Retrofit Academy training centre depending on your preference.

If you are already a qualified construction or design professional, you may be eligible for our ProTrack programme which is a 100% self-guided pathway.

Select your pathway to retrofit excellence.

Essentials Online
- Self-guided eLearning with a 12-hour expert-led Zoom Bootcamp, delivered over four sessions
- Must be completed within 12 months
- Includes learner membership of the Retrofit Academy plus additional 12-months as a graduate member post qualification (up to 2 years total)
- Includes a copy of the PAS 2035 standard

£2,000 +VAT

Essentials Classroom
- Self-guided eLearning with a 12-hour expert-led classroom Bootcamp, delivered over two consecutive days
- Learn from peers and expert tutors in a physical classroom
- Must be completed within 12 months
- Includes learner membership of our Centre of Excellence plus additional 12-months as a graduate member post qualification (up to 2 years total)
- Includes a copy of the PAS 2035 standard

£2,200 +VAT

Fast-Track
- Self-guided eLearning with a bespoke 12-hour expert-led Zoom Bootcamp, delivered online via Zoom or in a classroom
- Can be completed in as little as 6 weeks
- Assignments marked within 48 hours
- Includes learner membership of The Retrofit Academy plus additional 12-months as a graduate member post qualification (up to 2 years total)
- Includes a copy of the PAS 2035 standard

£2,500 +VAT

Pro-Track
- Self-guided eLearning and online assessment
- For built environment professionals with Level 4 qualifications or higher only
- Must be completed within 12 months
- Includes learner membership of The Retrofit Academy plus additional 12-months as a graduate member post qualification (up to 2 years total)
- Option to upgrade to 48 hour assessor marking time (further details available upon request)
- Includes a copy of the PAS 2035 standard

£1,700 +VAT

What will you learn?
- The requirements of PAS 2035
- The background to domestic retrofit in the UK
- The technical requirements of whole house retrofit
- The work required of Retrofit Coordinators

Our course features:
- State-of-the-art digital learning platform
- Expert-led retrofit training
- Peer learning and support
- Leading-edge video, podcast and technical resources
- Specialist mentor support
- Membership of the Retrofit Academy
- The BSI PAS 2035 standard
- Access to The Retrofit Academy’s Retrofit Software

POST-GRADUATION SUPPORT

On enrolment, all learners will be welcomed into The Retrofit Academy as a “learner member”. This will give you access to a range of materials to help you as you study. On graduation, you will receive enhanced membership of The Retrofit Academy for 12 months to support you as you transition to becoming a professional Retrofit Coordinator. You will then be able to subscribe continued membership of The Retrofit Academy to ensure continuity of learning and ongoing support.

Membership of The Retrofit Academy features:
- Quarterly Retrofit Coordinator Summits – all the big issues and opportunities for Retrofit Coordinators
- Monthly PAS Club – bringing you together with technical experts and peers to discuss the challenges of practice
- Access to extensive CPD videos and technical guidance
- Access to an online Knowledge Base containing over 100 relevant assets
- An annual license to use The Retrofit Academy PAS 2035 Software
- Access to guidance from The Retrofit Academy’s Technical Directors
- Savings on all Retrofit Academy courses, tools and materials
- Excellent opportunities for networking

Graduate members will also be able to add their profile to Retrobook, a match-making service that connects local authorities and social landlords with qualified retrofit professionals. This will help freelance and independent Retrofit Coordinators access the market for their services.
MEET THE TUTORS

DAVID PIERPOINT
CHIEF EXECUTIVE

David is the founder and chief executive of The Retrofit Academy. He has led the development of the Retrofit Coordinator qualification from the very start. David is a member of several key committees relating to whole house retrofit and PAS 2035, supporting retrofit, BREE and the accreditation schemes in the sector. Prior to setting up The Retrofit Academy, David was chief executive of the Centre of Refurbishment Excellence (CoRE) and was heavily involved in both the Hundred and the Ecohomes Counts Review.

DR PETER RICKABY
TECHNICAL DIRECTOR

Peter studied architecture at Cambridge University and holds a doctorate in energy studies from the Open University. He has over 35 years’ experience as an energy and sustainability consultant. In recent years, he has specialised in domestic retrofit, and he played a leading role in the Retrofit for the Future programme as well as helping to develop the Retrofit Coordinator qualification for the Centre of Refurbishment Excellence (CoRE) and The Retrofit Academy. He was a member of the Each Home Counts Implementation Board, chairs the BSI Retrofit Standards Task Group and was BREE’s Technical Author for the first editions of PAS 2035 and PAS 2030:2019, as well as for the new non-domestic retrofit standard, PAS 2038.

COLIN KING
TUTOR

Colin was previously a Director for the BREE and was the lead officer on the energy performance of retrofit, refurbishment and the hygrothermal performance of buildings. He was one of the Technical Directors on the DECC project “Understanding Heat Loss from External Walls” leading on the unintended consequences and thermal performance of walls. He sits on numerous technical groups including the DECC Moisture Advisory Group, also sits on BSI’s Code of Practice for the control of condensation in Buildings, PAS 2030, PAS 2035 and PAS 2038 Sweating Groups, and is the Chair of CoRE, the BREE Committee for new energy efficiency standards.

DR ZACK GILL
TUTOR

Zack is a building performance expert, working and challenging the field of low-energy domestic buildings for over 13 years. He undertook his residency and commend PCI research on the contribution of user behaviours to building performance with Bute Hoppell Engineers. Subsequently, he worked with Willmott Dixon Energy Services, pioneering performance feedback approaches, in particular on their whole-life social housing retrofit schemes. In 2019, Zack established his own building performance consultancy, SOAP Retrofit Ltd, to continue championing real-world measurement techniques and developing science-based retrofit approaches. He is also co-authoring the forthcoming British Standard on Building Performance Evaluation.

ROBERT PREWETT
TUTOR

Robert is a director at Prewett Bizley Architects, a practice that has strong focus on low energy design. In 2009 he led the design and execution of a deep retrofit project in a conservation area in Hackney. Since then the practice has completed a number of retrofit projects and has established itself as a specialist in this field. Robert has contributed to a set of low carbon retrofit guides, published by the Institute for Sustainability, in which he set out the case for the role of the Retrofit Coordinator. Prewett Bizley is a founding member of the UK Passivhaus Trust.

CLIVE ROWLAND
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 Coordinator qualification and was part of the advisory panel for the Green Deal Advisor National Occupational Standards.

As a regulated qualification, the Level 5 Diploma in Retrofit Coordination and Risk Management has some specific eligibility criteria.

The minimum requirements for all methods of study include the following key criteria:

• Hold 12 Level 3 credits in a built environment subject; AND
• Display built environment professional competencies as defined by PAS 2035 (e.g. project management, risk assessment, contract administration, etc.); AND
• Have a minimum of 2 years of experience working on retrofit or energy efficiency projects (as evidenced by a CV or letter of endorsement from your employer)

There are also some additional requirements specific to the study method:

Pro-Track: You must also hold a minimum Level 4 qualification (e.g. HNC, NVQ or CertHE) in a built environment subject. This is an intense study method, and you’ll need to maintain a high level of discipline without the additional support of tutor-led sessions and peer networking.

Essentials Online / Classroom: If you don’t hold a Level 4 qualification, you will ONLY be eligible for Essentials Online or Essentials Classroom. You must still be able to meet the eligibility criteria outlined above and provide evidence of your qualifications. If you meet some, but not all, of the eligibility criteria you may still be able to become a learner by sitting our pre-assessment.

Fast-Track: The eligibility requirements for our Fast-Track study method are the same as those for our Essentials packages. However, because this is an intense and accelerated version of the course, sitting a pre-assessment test is not an option; you will need to meet all three eligibility requirements. You must also be part of a bespoke learning group for Fast-Track.

(*) Proof of all qualifications and/or any professional body memberships you may hold will be required upon application. Decisions on eligibility are solely down to The Retrofit Academy. For further information on our eligibility requirements, please see our FAQ page on our website.
Being a Retrofit Coordinator requires one to come out of the silos of traditional roles and get a good understanding of how different trades and processes need to come together.

Design Manager, Willmott Dixon

The training, content, technical information and learning experience was great.

Recent Fast-Track Graduate

The course demonstrates the necessity for standardised training for anybody involved in housing retrofit.

Doctoral Researcher, University of Northampton

The training is invaluable to anyone working, managing or specifying building projects – especially in energy retrofit.

ERDF Project Manager