



**Level 2 Award in Understanding Domestic Retrofit  
&  
Level 3 Award in Domestic Retrofit Advice**



## CONTENTS

- 3 Welcome
- 4 About the Level 2 Course
- 6 About the Level 3 Course
- 8 Methods of Study
- 9 Meet the Tutors



## 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.



**David Pierpoint FRSA, MBA, MPhil**

Chief Executive  
The Retrofit Academy CIC

## ABOUT THE LEVEL 2 COURSE

### THE LEVEL 2 AWARD IN UNDERSTANDING DOMESTIC RETROFIT

The AIM qualifications Level 2 Award in Understanding Domestic Retrofit (UDR) is an Ofqual-regulated qualification.

If you're new to the world of domestic retrofit, it will give you a comprehensive and easy to follow introduction to whole-house retrofit. If you have some experience of energy efficiency projects already, it will build your knowledge to give you the bigger picture of domestic retrofit. Learners will gain an understanding of what domestic retrofit is, what it is supposed to achieve, what you need to know when working in the industry, and what to look out for when installing energy efficiency measures in homes. The course is designed to improve the employability of learners. Employers are increasingly seeking staff who understand the fundamentals of retrofitting.

### Course Structure

The Level 2 Award in Understanding Domestic Retrofit builds on The Retrofit Academy's expertise in retrofit training and has been developed by some of the UK's leading experts in retrofit. It features seven eLearning modules with extensive, interactive teaching materials, and self-tests to check your understanding along the way.

### Course Modules

1. **Introduction to Domestic Retrofit**
  - Busting all the jargon, introducing key concepts like Fabric First and Whole House Retrofit.
2. **Domestic Retrofit Information**
  - Getting to grips with the different types of information and documents used in retrofit projects.
3. **Health and Safety**
  - Understanding the current legislation relating to domestic retrofit, how to respond to and report emergencies and workplace accidents and how to identify and report risks and hazards.
4. **Domestic Retrofit Materials**
  - Becoming familiar with the types of materials used in domestic retrofit projects and how to ensure they are up to standard.
5. **Protecting The Work Area**
  - Everything you need to know to minimise risks in the workplace and dispose of waste properly.

6. **Retrofit Contract Information**
  - Understand the basic principles of domestic retrofit, including pre-installation requirements, installation details and installation problems.
7. **Common Domestic Retrofit Installation Processes**
  - An overview of installation methods, including internal and external solid walls, cavity walls, roofs, suspended and solid floors and windows and doors.



### HOW LONG DOES IT TAKE?

You can expect to need to spend a total of 28 hours to complete the course.



### HOW WILL I BE ASSESSED?

The qualification is assessed via an online multiple-choice exam. This formal exam is remotely-invigilated by a representative from the Awarding Body, AIM Qualifications.



### WHAT ARE THE ENTRY REQUIREMENTS?

You must be over the age of 16 to take this course. In order to access the eLearning materials and take the online exam you must also have access to a computer with a reliable internet connection.



# ABOUT THE LEVEL 3 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.

#### 5. Professional Discussion

In your final module, you will have a professional discussion with your Retrofit Skills Coach, which will include enacting the role of the Retrofit Assessor.

## 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!



### HOW LONG DOES IT TAKE?

TBC during enrolment.  
You can expect to need to spend 38 hours total to complete the course.



### HOW WILL I BE ASSESSED?

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 (Portfolio of evidence)
- An End Point Assessment - Professional Discussion



### WHAT ARE THE ENTRY REQUIREMENTS?

There are no specific eligibility requirements, although ideally, you will have experience or interest in the built-environment or housing sector. Customer service experience is also desirable. In order to access the eLearning materials and take the online exam you must have access to a computer with a reliable internet connection.

## 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.

## MEET THE TUTORS



### ALESSANDRO TIBALDI

RETROFIT SKILLS COACH

Alessandro has over nine years of experience in the energy efficiency and retrofit sector. An experienced Domestic Energy Assessor, Energy Advisor, Retrofit Assessor, and Retrofit Coordinator, he is also the first-ever qualified Retrofit Coordinator in the world!



### SUSAN GREGORY

IQA ASSESSOR & TUTOR

Susan is a chartered surveyor who has specialised in energy efficiency assessment, training and advice for over 16 years. In this time, she has been a Trainer and Assessor for energy assessment qualifications in ABBE approved centres, and has been working with The Retrofit Academy as an IQA assessor and tutor since October 2021.



**RETROFIT**  
ACADEMYCIC

