



**Level 3 Award in  
Domestic Retrofit Advice**

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## 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 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.

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 PAS 2035 RETROFIT ADVISOR?

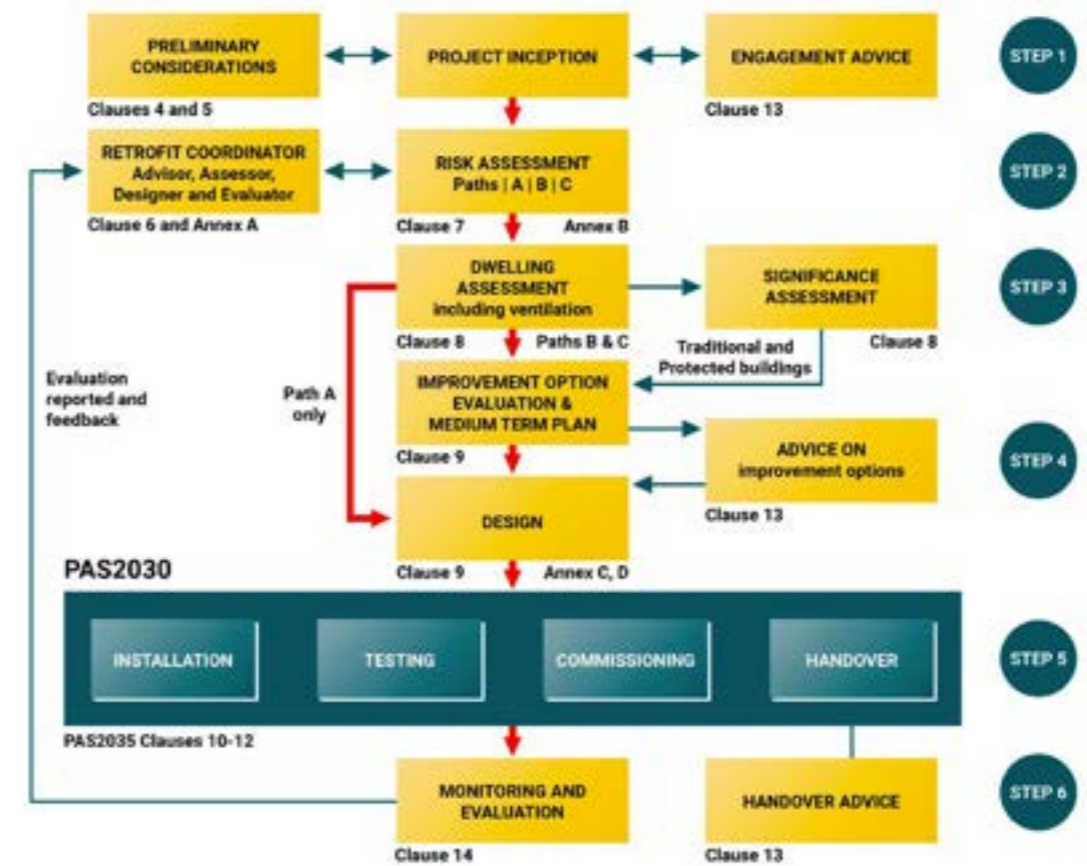
Retrofit Advisors will play a key role as the UK reduces its carbon emissions by improving energy efficiency and retrofitting many of the country's 27 million homes.

### What does a Retrofit Advisor do?

A retrofit advisor is a customer service focus role, they are able to give independent advice to homeowners or residents, with a view to help them understand retrofit and the impact it will have on their property. 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.



## The Roles of PAS 2035

PAS 2035 introduces six distinct roles and outlines the responsibilities of each role as determined by the assessed level of project risk. The PAS also clarifies what accreditations and qualifications the individual must have to become accredited in each role.



## CAREER OPPORTUNITIES FOR RETROFIT ADVISORS

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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), Retrofit Coordinator (possible in 3-5 years), Retrofit Designer and Retrofit Evaluator. 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.



**FIND A WAY TO STUDY  
THAT SUITS YOUR NEEDS**

## ABOUT THE COURSE

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### 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

So that you learn more than just the technical knowledge required to be a Domestic Retrofit Advisor, the course also includes content and resources designed to support you in your transition to being a Retrofit Advisor.

### 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:

- Portfolio of evidence
- End Point Assessment - Case study and professional discussion

### Duration

- This course takes 30 hours to complete.

### 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

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You must be over the age of 18 and have access to a computer with a reliable internet connection.

## METHODS OF STUDY

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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 assessment are submitted. The eLearning modules are enhanced by our unique bootcamps which give you a crucial peer learning experience supported by our expert tutors. Bootcamps are available online via virtual learning or in a Retrofit Academy training centre depending on your preference.



- Self guided e-learning with online bootcamp support
- Includes graduate membership of the Retrofit Academy.
- 1 half-day expert-led session as part of your course
- Learn from peers and expert tutors
- Includes access to our state of the art learner management system, where all assessments will be completed.

### Our course features:

- State-of-the-art digital learning platform
- Membership of The Retrofit Academy
- Expert-led retrofit training
- Peer learning and support
- Leading-edge learning support material and technical resources
- Specialist mentor support

**Cost of course**    **£595 + VAT**

## MEET THE TUTORS

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### CLIVE ROWLAND

#### LEAD TUTOR

Clive has over 15 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.



### JUSTINE MALLINSON

#### RETROFIT SKILLS COACH

Justine is a qualified domestic energy assessor with a background in building pathology. Involved in the energy efficiency industry since 2008, she has assessed thousands of properties for energy agencies, housing associations, local authorities and homeowners as a consultant, retrofit assessor and retrofit coordinator. She has six years' experience in supporting learners and delivering training to communities and individuals to help them understand the nuances of retrofit.



**RETROFIT**  
ACADEMY CIC

