



Christopher Ellis

**Training and Assessment
Manager**



Action for Warm Homes

NEA Training and Education.

- Delivering training and assessment for 35 years
- NEA trains over 5,000 learners every year
- Wide Range of training courses and qualifications
- Evidence based learning
- Supported digital learning
- Education resources

www.nea.org.uk/training



Action for Warm Homes

Skills and Knowledge needed in context of Low Carbon Technologies and vulnerable Households

Based on NEA's own extensive experiences of trialing the use of innovative low carbon technologies in low-income and vulnerable households

NEA recommends all stakeholders undertake some form of training in this area

Ensure vulnerable households are not left behind

low carbon technologies can be successful when installed as part of a comprehensive offering to the householder.

6 Core skills / objectives identified:

1. Identify and understand the links and issues associated with Decarbonisation and net zero technologies and their impacts on householders.
2. Identify householder / community engagement as a priority
3. Consider the potential impact of a selection of low carbon technologies on household bills and comfort
4. Explain how to select suitable technologies for different property types
5. Identify common installation and operational issues
6. Explain how to effectively engage and assist residents with understanding the technology

New NEA course and qualification:

Decarbonising homes: technologies, impacts and solutions

This new course has been developed to provide a practical understanding of a range of low carbon and renewable technologies, their impacts, and how they can help people living in fuel poverty.

It will discuss the benefits of these technologies and use case studies from NEA's innovation trials to illustrate examples of resident satisfaction, the advantages of each technology but also potential issues and considerations.

- 9 flexible E-learning modules.
- 2-3 hours to complete each module.
- Level 4 NCFE qualification or credits based on number of modules taken
- Course currently in final Pilot phase, due for release 1st of May
- Assessment currently being developed



Target audience:

The insights and knowledge gained from this course will be relevant to anyone who may be engaging with or supporting low income and vulnerable consumers on low carbon or renewable heat and power, including housing providers, advice agencies, installers.



- Module 1: Introduction (Compulsory)
- Module 2: Boilers, heating controls and technologies
- Module 3: Heat pumps
- Module 4: Electric heating
- Module 5: Insulation
- Module 6: Solar and energy storage
- Module 7: Biomass, CHP and Heat Networks:
- Module 8: Electricity tariffs
- Module 9: Tackling fuel poor homes through decarbonisation

Decarbonising homes: technologies, impacts and solutions

Why should we all upskill?

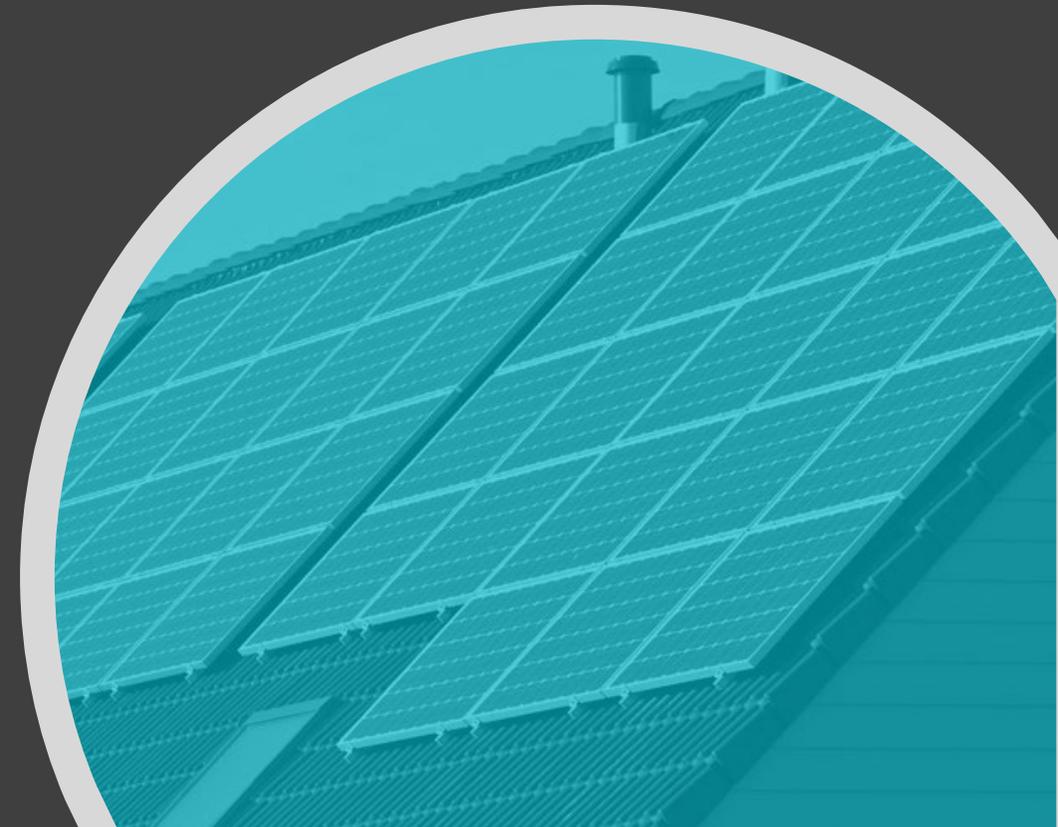
‘Clear advice and support enables people to retrofit their homes, help reduce their energy bills and choose the appropriate low carbon heating solution, which is critical for a zero-carbon future.

A worrying gap in this support is creating barriers to people adopting low carbon technologies in their home’.

(MCS Foundation ‘Energising Advice’ Report)

Inappropriate advice or absence of quality advice will result in the detriment of households and therefore increase risk of vulnerability and fuel poverty.

Direct threat to the success of Net Zero and Decarbonisation agendas.



Thank you for listening

Register your expression of interest for the course and qualification at:

<https://www.nea.org.uk/work-with-us/training/supported-e-learning/decarbonising-homes/expression/>

For a discussion on how NEA training could support your organisation and partners please contact:

chris.ellis@nea.org.uk



Action for Warm Homes

