

energy  
saving  
trust

# MCS: Consultation results and standards for heat pumps

Green Heat Installer  
Engagement Programme

9 November 2023



# Presenters

Pilar Rodriguez	Green Heat Installer Engagement Programme Manager, <b>Energy Saving Trust</b>	Presenter, Q&A Panel
Daniel White	Market Development Director, <b>MCS</b>	Presenter, Q&A Panel

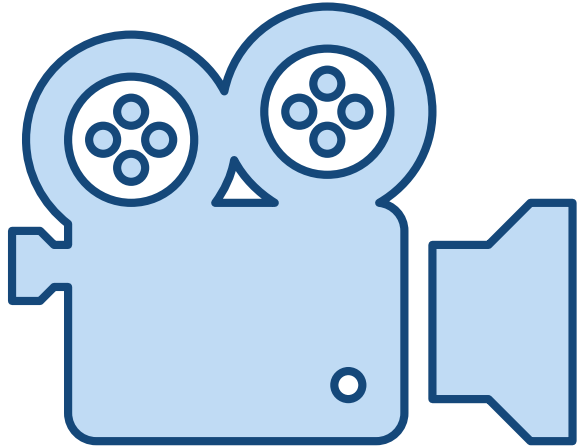
# Questions

Type questions into the **Questions** pane of the control panel

You can send in your questions at any time during the presentation. These will be collected and addressed during the Q&A session at the end of the presentations.



# Recording



This presentation is being recorded but your name and attendance are hidden from the recording.

The recording will be uploaded and will be made available to watch again.

Details of how to do this will be shared with you via email after the webinar has ended.

# Have Your Say



There will be a short feedback survey after the webinar has finished.

Please complete this if you can so we can continue to improve the webinars we offer.

# The key role of heat pumps in decarbonising Scotland

Pilar Rodriguez  
Programme Manager,  
Green Heat Installer Engagement Programme  
9 November 2023



# Green Heat Installer Engagement Programme



## Resources hub

Support hub for small businesses working on energy efficiency, heating systems and micro generation. Find research, case studies and online tools to...



## Green heat installer events

We organise networking events, webinars, workshops and information sessions. All free of charge. Find out more about our upcoming sessions.



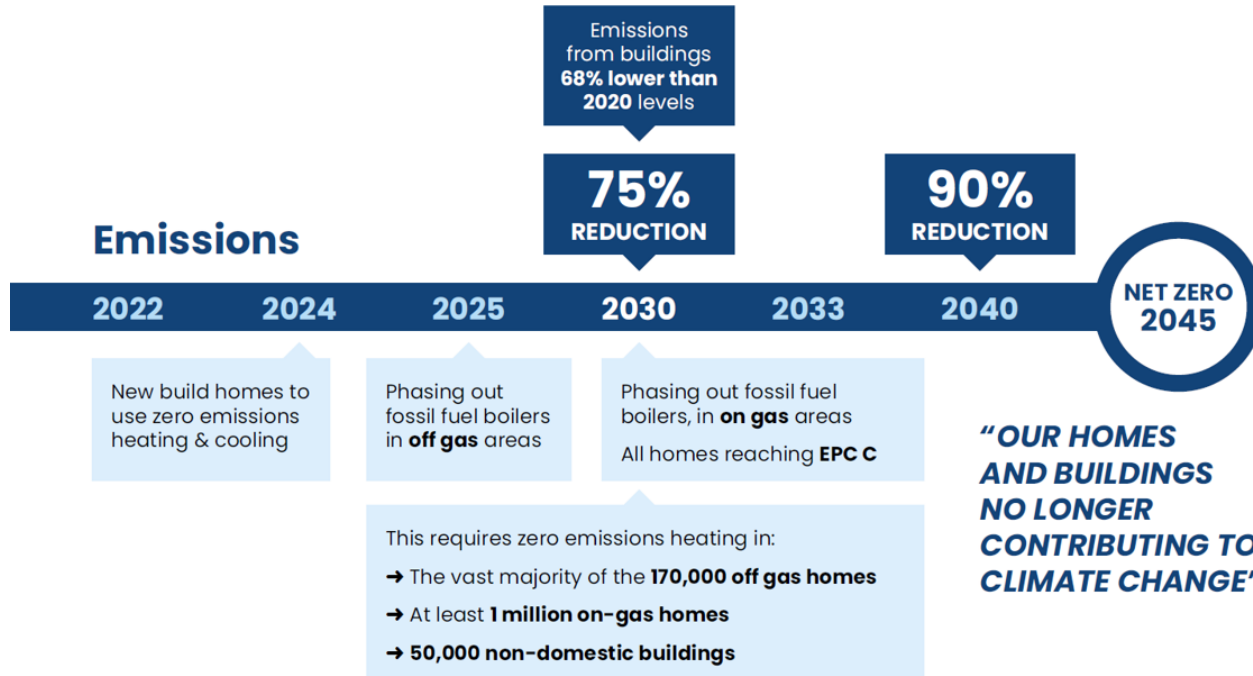
## Skills, funding and certification

Discover the certification requirements as an installer or assessor looking to carry out work under various schemes.



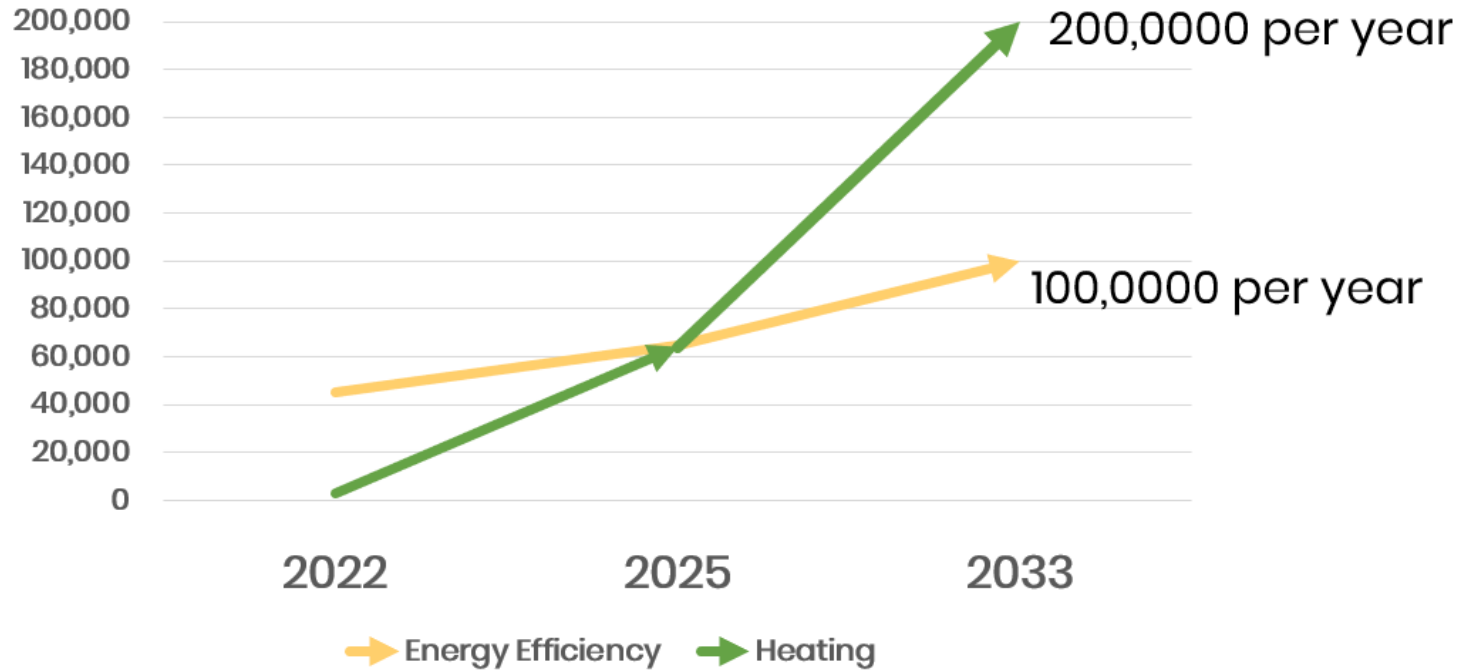
## Funding for your customers

Energy Saving Trust helps consumers access funding to make energy efficiency improvements and renewable energy additions to their property.

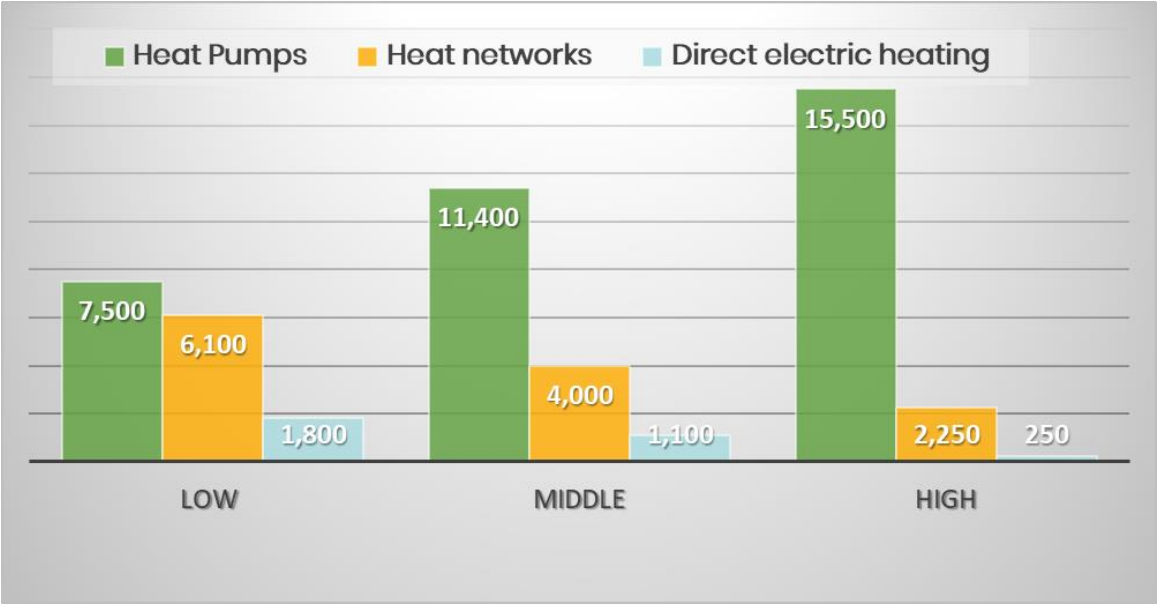




# Domestic green heat installations



# The scale – workforce requirements



[www.climatechange.org.uk/media/5361/cxc-clean-heat-and-energy-efficiency-workforce-assessment-april-2022.pdf](http://www.climatechange.org.uk/media/5361/cxc-clean-heat-and-energy-efficiency-workforce-assessment-april-2022.pdf)

# Support and funding for heat pumps in Scotland – domestic and non-domestic

	Grant Funding	Loan Funding	Total Funding
SME Loan Scheme	£10,000	£100,000	£110,000
Home Energy Scotland Grant and Loan schemes	£7,500	£7,500	£15,000
Home Energy Scotland Grant and Loan schemes rural uplift*	£9,000	£7,500	£16,500

*\*The rural uplift is available to households in eligible rural and island postcodes*



# Resources

- [How to become a heat pump installer in Scotland](#)
- [Domestic heat pump best practice guide](#)
- [Procurement guide](#)
- [Case studies to encourage the industry to upskill](#)
- [Recorded webinars](#)



Resources hub



Green heat installer events

# Heat Pump Installer Toolkit

The screenshot displays the Energy Saving Trust website for the Heat Pump Installer Toolkit. The main page features the title 'Heat pump installer toolkit' and a sub-header 'Everything you need to know about becoming a heat pump installer in Scotland.' A 'Go to toolkit' button is visible. Below this is a photo of an installer working on a heat pump unit. A navigation menu on the right lists seven sections, with '3. Upskilling & qualifications' selected. The detailed view of section 3 includes a breadcrumb trail 'Installer toolkit / 3. Upskilling & qualifications', a search icon, and a 'Copy page link' button. The main content of section 3 explains the importance of correct qualifications for heat pump installation.

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## Heat pump installer toolkit

Everything you need to know about becoming a heat pump installer in Scotland.

[Go to toolkit](#)

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Installer toolkit / 3. Upskilling & qualifications

### 3. Upskilling & qualifications

When installing heat pumps, it's vital that you have the correct qualifications for the work you're completing. This ensures you are installing systems to a high standard, giving confidence to both the customer and yourself.

[Copy page link](#)

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Contents

- 1 Why heat pumps?
- 2 Installation considerations
- 3 Upskilling & qualifications
  - 3.1 Installer skills matrix
  - 3.2 Training providers
  - 3.3 Funding to support installer training
- 4 Heat pump certification
- 5 Business considerations
- 6 Information for your customers
- 7 Resources for installers

[Continue reading](#)

- [3.1 Installer skills matrix](#)
- [3.2 Training providers](#)
- [3.3 Funding to support installer training](#)

[heatpumpinstallertoolkit.org](https://heatpumpinstallertoolkit.org)

# Working in partnership



## Mobile Heat Pump Training facility



[energysavingtrust.org.uk/business/energy-efficiency/green-installer/heat-pump-training](https://energysavingtrust.org.uk/business/energy-efficiency/green-installer/heat-pump-training)

# Funding for MCS certification



## Scottish Government MCS certification fund for heat pumps :

- For heating engineers with an interest in installing heat pumps (either air, ground or water source)
- The grant pays 75%, up to a maximum of £1,000, of the certification fees
- Until the end of March 2024 or until funds run out.

[energysavingtrust.org.uk/grants-and-loans/mcs-certification-fund](https://energysavingtrust.org.uk/grants-and-loans/mcs-certification-fund)

# The Renewables Installer Finder

- Free to join for MCS installers operating in Scotland
- Customer reviews of installed systems
- More than 600 reviews last year
- Customers can search by name, location and technology
- Register using MCS email address and password
- Direct links to profile page



**Installer registration**

The Renewables Installer Finder is proud to share on the MCS Installer Database. To register on the Renewables Installer Finder you must use the system email address and password that you used to register with MCS. Once your account has been created you can add further details of your company and add some details, such as search technologies you are MCS accredited to install, all for a limited time period.

By registering on the Renewables Installer Finder you are agreeing to our [Data Protection Declaration](#).

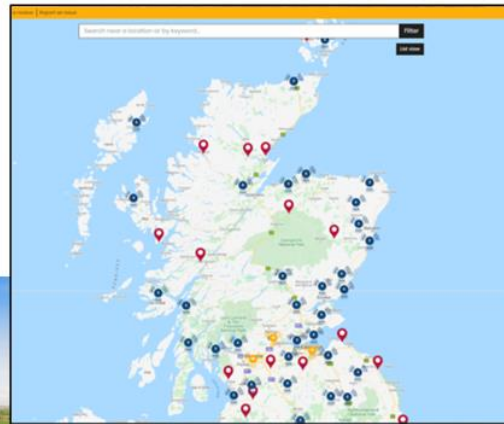
For further information about how we use your details please see our [privacy policy](#) and [contact details](#). Please note, the Energy Saving Trust may contact you in the future by email, post or telephone, to evaluate our service and monitor customer satisfaction.

If you have already registered please [login](#) to update your profile.

Search Email:

MCS Password:

[Forgot your password?](#)

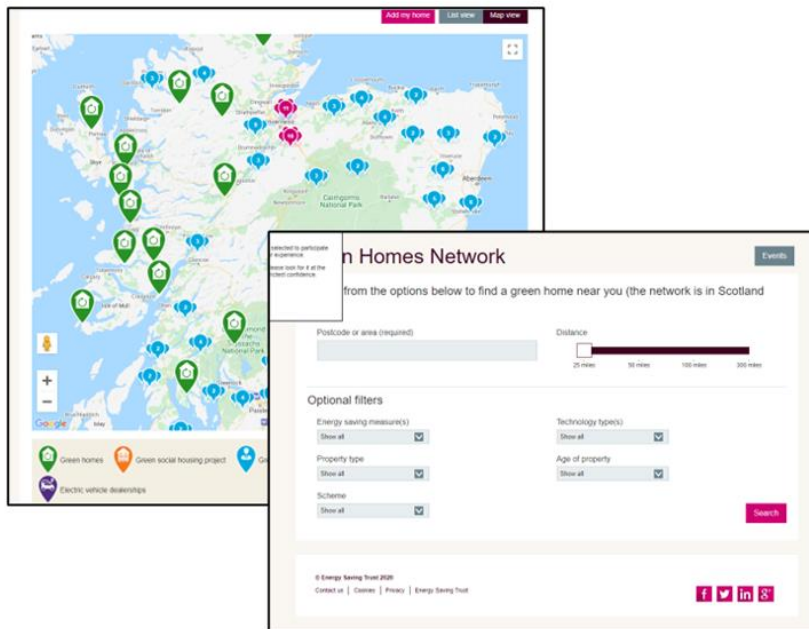


[rif.est.org.uk/Installer/Registration](https://rif.est.org.uk/Installer/Registration)



# Green Homes Network

- Database of customer case studies to showcase work done.
- Customers can read about people who have done work that they are considering
- In some cases we can arrange email/phone calls/visits



[energysavingtrust.org.uk/tool/green-homes-network/](https://energysavingtrust.org.uk/tool/green-homes-network/)

# Green Heat Installer Engagement Programme – useful links



Email: [GreenInstallerScotland@est.org.uk](mailto:GreenInstallerScotland@est.org.uk)



LinkedIn Group: [www.linkedin.com/groups/5139242](http://www.linkedin.com/groups/5139242)



Email updates and quarterly newsletter  
subscription: [bit.ly/2PSatkl](https://bit.ly/2PSatkl)



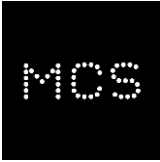
Website: [energysavingtrust.org.uk/business/energy-efficiency/green-installer](http://energysavingtrust.org.uk/business/energy-efficiency/green-installer)

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Thank you





# MCS Update

# Content

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**1) Recently announced changes**

**2) Heat Pump Issues**

# The Changes

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## **Improved Delivery of Quality**

- Focus Contractor assessment on “Delivered Quality”
  - Technical onsite assessment
  - Customer Satisfaction
- Variable intensity assessment regime to reflect risk/quality delivered by the CBs

## **Focus on Customers and their Outcomes**

- Invest in a centralised complaints handling process in MCS
- Invest in customer outreach by MCS
- Invest in MCS contractor assessment for KYC, and competent business practices

## **Simpler and more Effective Scheme**

- New Scheme documents
  - Scheme Rules
  - Customer Duty
  - MIS/tech docs
- Consumer Code Membership to be voluntary
- IBG's no longer prescribed

## Since consultation

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Analysis now complete of 106 responses + additional feedback and poll results (1,000+ poll responses via LinkedIn and Twitter)

Further engagement meetings with DESNZ, UKAS, Citizens Advice, CMA and now yourselves

- DESNZ – want to understand MCS capacity to support the changes, impact assessment and gap analysis
- UKAS – discussed support for CB transition plan, reinforced gap analysis between existing and new scheme
- Citizens Advice – supportive of planned changes, pushing for sector wide reform, considering ‘market monitor’ idea
- CMA – wanting to ensure the proposed changes are in line with CMA’s “Good practice principles for standards bodies” in the green heating and insulation sector

Further guidance taken from our ‘board of consultants’



# Engagement of a 'board of consultants'

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## **Amanda Long**

- Current CEO of Code for Construction Product Information (CCPI) aligned to Grenfell - Dame Hackitt review
- Director General of Consumers International –(the global voice for consumers, representing more than 240 consumer rights groups in 120 countries), CEO of the Considerate Constructors Scheme (CCS)

## **Hugh Taylor**

- Current Certification Consultant to BBA and MCS
- UKAS External Affairs Director, HSE Director of Operations & Programmes, BSI Product Manager (Kitemark & CE Marking)

## **Howard Porter**

- Ex- CEO BEAMA
- BRE Senior Scientific Officer, Doctorate - Low Energy Housing



# Near Full Agreement

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## Improved Delivery of Quality - Approved

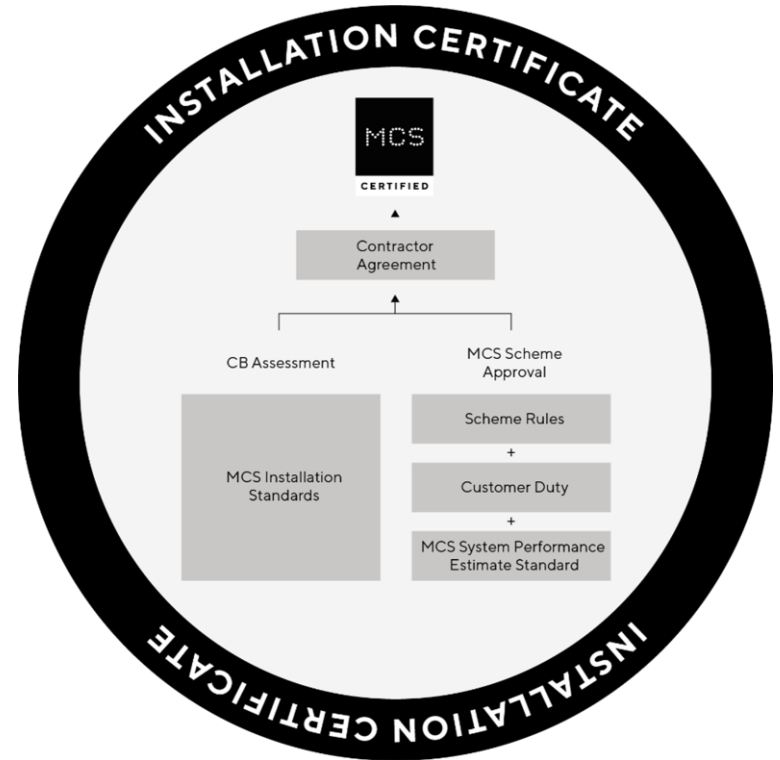
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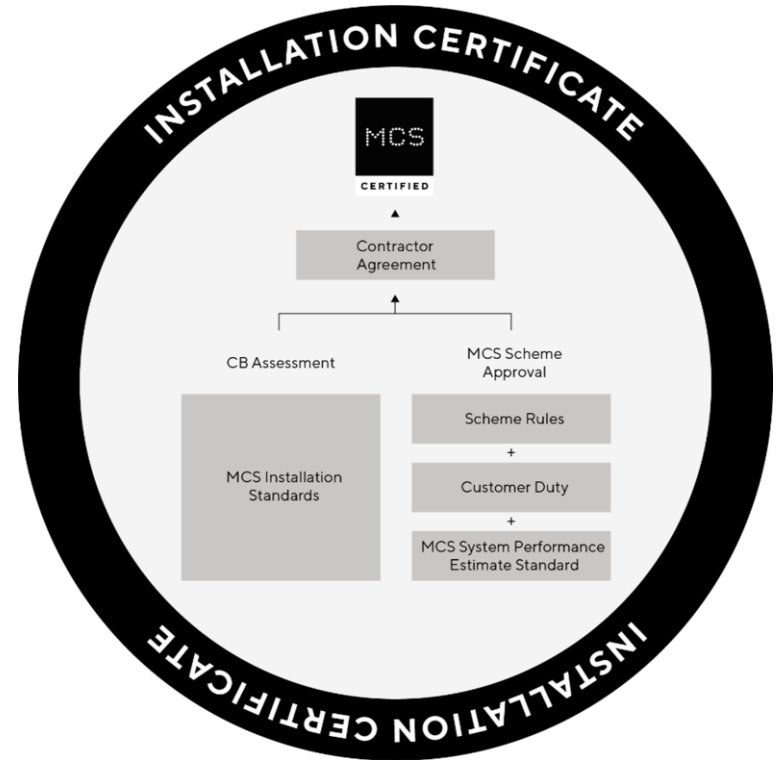
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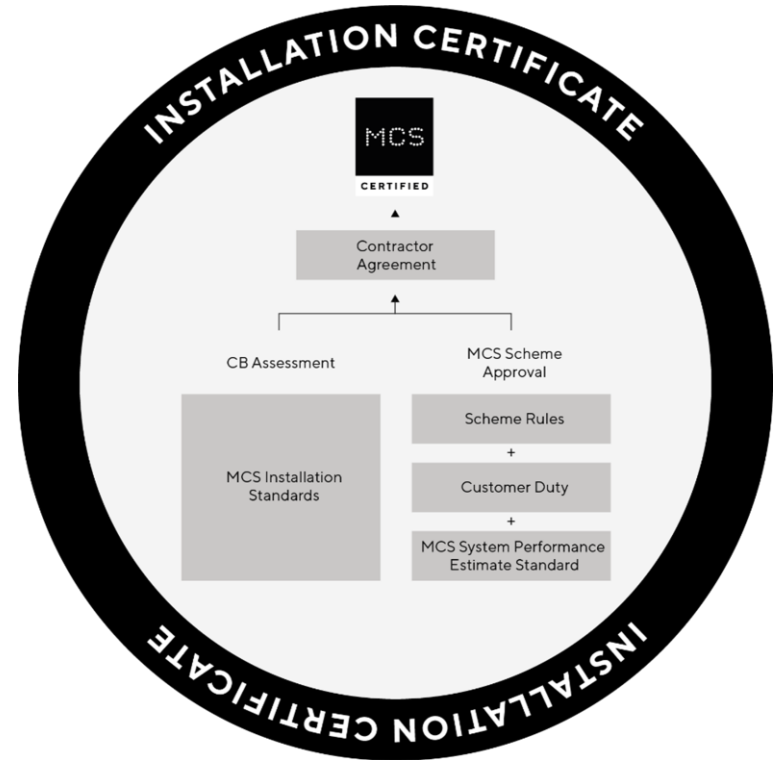
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# Near Full Agreement

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## Single NTP replaced by Technical Supervisor - Approved

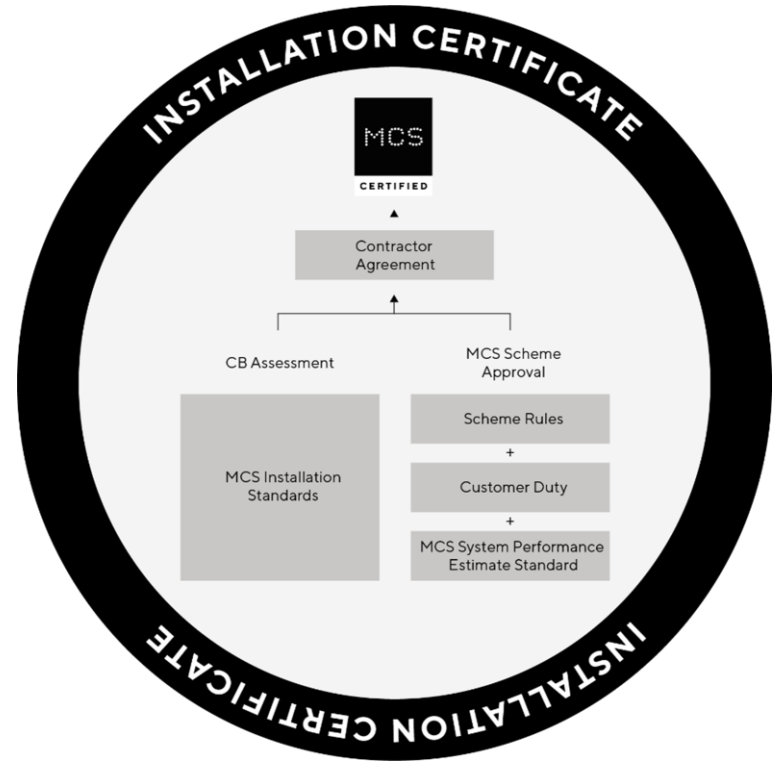
- Further work will now commence to explore options.

## MCS Guarantee - Supported

- Further work will now commence to explore options.

## Pending Certification – not agreed

- Further work and other options being explored



# The Next Steps

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Consolidation of the detail of replies and forming a published response

Re-assessment of proposed Scheme Documents in light of responses and CMA report in particular

Building of competence and resources in MCS for key changes.  
Building on lessons from BUS, Jersey and Help Desk

Engagement with CBs to develop and test new assessment approach

Look at options instead of Pending Certification

Explore possibilities for MCS Guarantee

Time scales still TBC but April 1 2024 still the target



## Heat Pump Issues

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**There has been no change to MCS standards**

**The use of the word “should” has been consistent through most standards in most industries. It means that a “reasonable justification” is required.**

**In our standards this is used in both hybrids and high temp heat pumps.**

**A reasonable justification is specific to the property, is fully explained to the customer as as such could be defended under assessment. If these are not true it is not reasonable.**

**It feels like Scotland wants to be more restrictive on hybrids than other UK govs and we are working on ways to facilitate this.**

You can ask questions by typing them into the questions box of the control panel

## Panellists:

Pilar Rodriguez

Green Heat Installer  
Engagement Programme  
Manager, Energy Saving Trust

Daniel White

Market Development Director,  
MCS



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- **Email:**  
[GreenInstallerScotland@est.org.uk](mailto:GreenInstallerScotland@est.org.uk)
- **LinkedIn Group:**  
<https://www.linkedin.com/groups/5139242/>
- **Email updates and quarterly newsletter subscription:**  
[bit.ly/2PSatkl](https://bit.ly/2PSatkl)
- **Website:**  
<https://energysavingtrust.org.uk/business/energy-efficiency/green-installer/>

Please remember to complete the feedback survey after the webinar has finished





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Thank you for  
attending