

IAN RIPPIN, CEO, MCS

Training Standards

2 July 2026

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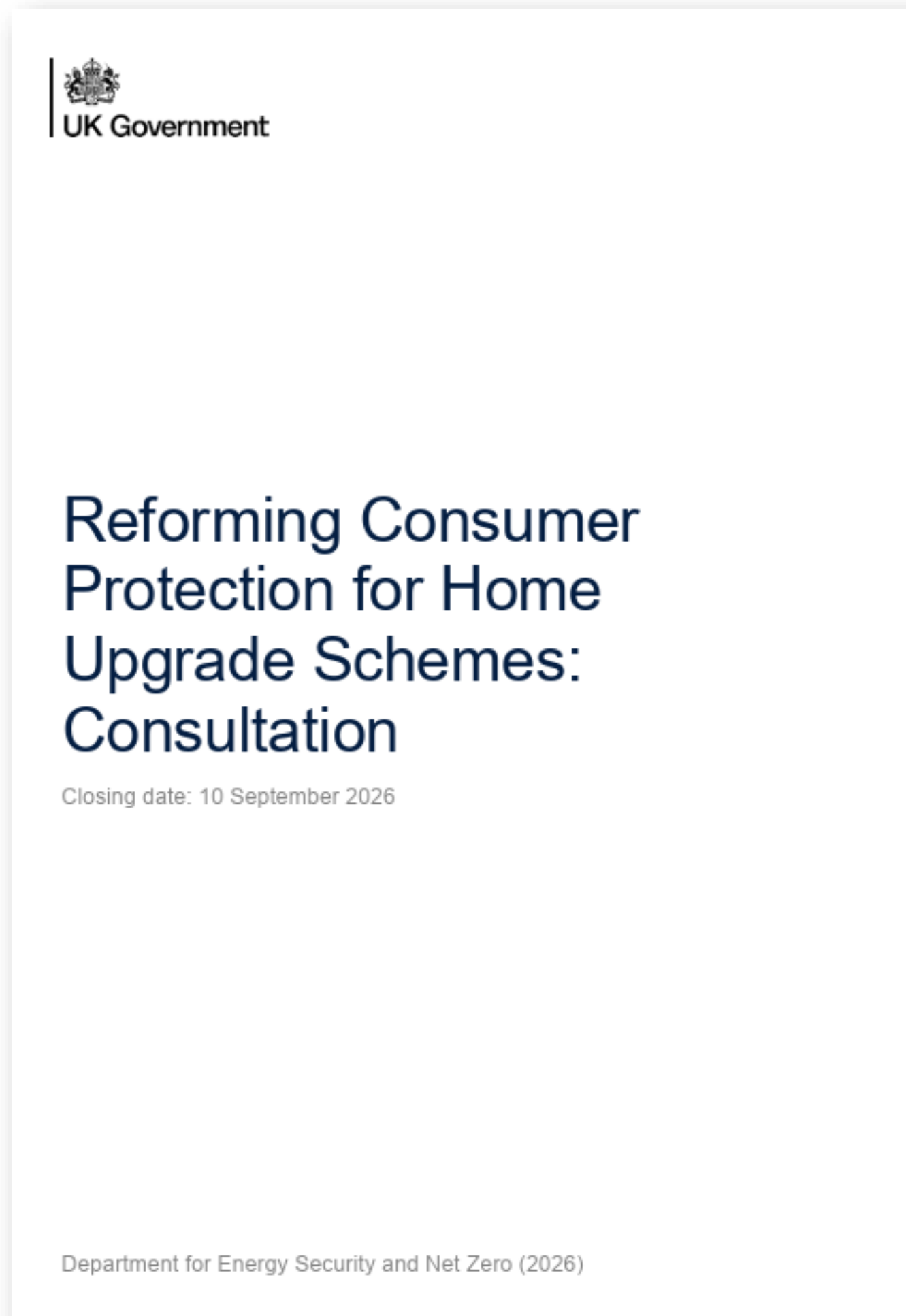
1. Context

UK Government's Warm Homes Plan

- Ambition to permanently lower energy bills and tackle fuel poverty by upgrading up to five million homes with energy-efficient measures and low-carbon heating by 2030
- Over 450,000 annual heat pump installations by 2030
- Triple rooftop solar PV deployment to 3 million homes by 2030
- Includes a mix of new-build homes and existing properties, supported by a £15 billion investment



1. Context



Two dimensions to the consultation: the technical policy and the political philosophy

The consultation points towards:

- Government-defined competence frameworks, rather than competence being defined independently by individual certification or industry schemes.
- Greater accountability for individuals, not simply businesses.
- A stronger emphasis on demonstrable competence, supported by audit, data sharing and ongoing assurance rather than one-off qualifications.
- Integration of competence with consumer protection.

1. Context

What this means for training providers

- Demand is likely to increase for competency-based training, not simply qualification delivery
- CPD and revalidation become increasingly important
- Assessment of practical competence and workplace behaviours becomes more valuable than classroom learning alone
- Training will need to align with nationally recognised competence frameworks rather than the requirements of individual schemes



1. Context

Historically, Government has largely adopted a "regulated self-governance" model

- Government set broad policy objectives
- Independent schemes such as MCS, TrustMark, PAS 2035 and Competent Person Schemes developed standards
- UKAS accredited Certification Bodies provided independent conformity assessment
- Consumer protection sat largely within industry-owned governance structures..



Reforming Consumer Protection for Home Upgrade Schemes: Consultation

Closing date: 10 September 2026

Department for Energy Security and Net Zero (2026)

1. Context

Rather than relying on schemes to deliver public policy outcomes, Government proposes to:

- Define competence requirements
- Establish a central consumer protection service
- Maintain approved registers
- Receive installation and performance data directly
- Oversee certification bodies through binding agreements
- Determine when organisations or individuals can participate in publicly funded programmes



In other words, Government is seeking to move from being policy maker to becoming system architect.

2. MCS competency requirements

Every installation has a named Technical Supervisor (TS) – moving beyond the old 'Nominated Technical Person' model to accountable technical oversight on every job



- TS must hold recognised, technology-specific qualifications relevant to the systems they supervise
- TS must have the skills, knowledge and experience to verify that the design, installation and commissioning comply with MCS standards
- Technical supervision must be genuine – not just a name on a certificate. Certification Bodies will assess the Supervisor's actual involvement in delivering quality.
- Recorded against every installation in the MCS Installations Database, creating clear technical accountability
- Supports the same direction of travel as the new Mandatory Technical Competence (MTC) framework

3. Mandatory Technical Competencies

Yesterday saw the publication of the new Mandatory Technical Competence (MTC) Framework

A significant step in strengthening competence across the building services sector and supporting the objectives of the Building Safety Act.

- The MTCs define what 'competent' looks like.
- They provide a consistent benchmark across Competent Person Schemes. Competence is about more than holding a qualification.
- The framework also strengthens business processes.



3. Mandatory Technical Competencies

The MTCs provide a clear specification for training

They define the knowledge, skills and behaviours that training and qualifications need to develop, giving providers greater clarity on curriculum design.

- They create demand for high-quality training and CPD
- They encourage consistency across the industry



3. Mandatory Technical Competencies

Choosing training aligned to the MTCs gives installers confidence that they are developing the competence expected by Competent Person Schemes and the wider regulatory framework

- Supports professional credibility, making it easier to demonstrate competence to employers, scheme operators and customers
- Helps installers deliver safer, higher-quality installations, protecting consumers while supporting compliance with the Building Regulations and the Building Safety Act.



3. Mandatory Technical Competencies

The publication of the MTCs is much more than another technical document

- It's a common language for competence across our industry.
- For training providers, it provides a clear blueprint for developing the workforce.
- For installers, it gives confidence that the training they invest in will equip them with the skills, knowledge and behaviours expected.



4. Testing Competency

Challenge the Industry faces

Transition to low-carbon heating requires thousands more competent installers, yet many experienced heating engineers are unable to enter the market

The “first install” barrier - to become MCS certified, installers typically need:

- Demonstrable heat pump installation competence
- A compliant “real” installation for audit
- Consumers reluctant for their install to be the “guinea pig”



4. Introducing the Air Source Heat Pump installation Skills Test

A practical solution

A practical skills test for Air Source Heat Pumps designed to validate real-world competence before the first customer installation.

Developed by The Matrix Academy and NOCN, the Air Source Heat Pump practical Skills Test provides:

- A structured, hands-on assessment
- Real installation scenarios
- Commissioning, servicing and fault-finding
- Safe decommissioning and handover (a full customer explanation)
- Designed specifically to evidence installer competence in line with MCS expectations.



Credit: The Matrix Academy

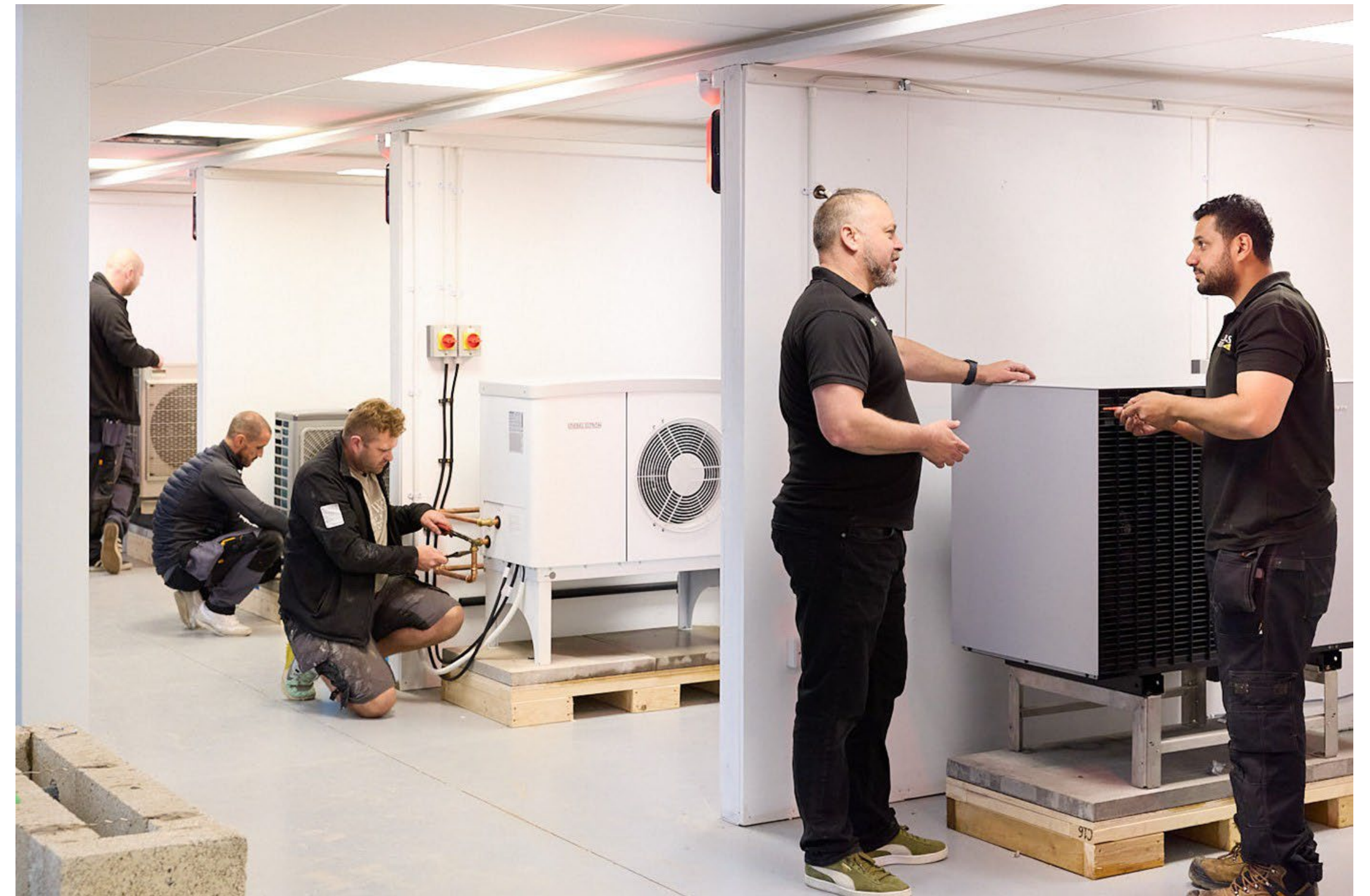
4. Introducing the Air Source Heat Pump installation Skills Test

What makes this different

- This is not another classroom course
- It is a competence assessment for experienced heating professionals

Key features

- 1–2 Day Practical Assessment
- Engineers demonstrate ability to install pipework and system components, wire and connect an ASHP, commission and test the system, diagnose faults
- All tasks take place in live test bays simulating real installations with diverse configurations



Credit: The Matrix Academy

4. Introducing the Air Source Heat Pump installation Skills Test

How It Solves the “First Install” Problem

Instead of waiting for a customer installation to prove competence, installers can demonstrate capability in a controlled environment first.

This provides:

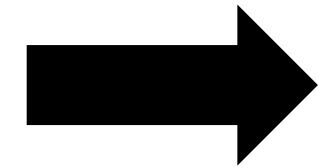
- Evidence of practical competence
- Confidence for certification bodies
- A recognised skills benchmark
- A steppingstone to MCS certification



Credit: The Matrix Academy

4. Introducing the Air Source Heat Pump installation Skills Test

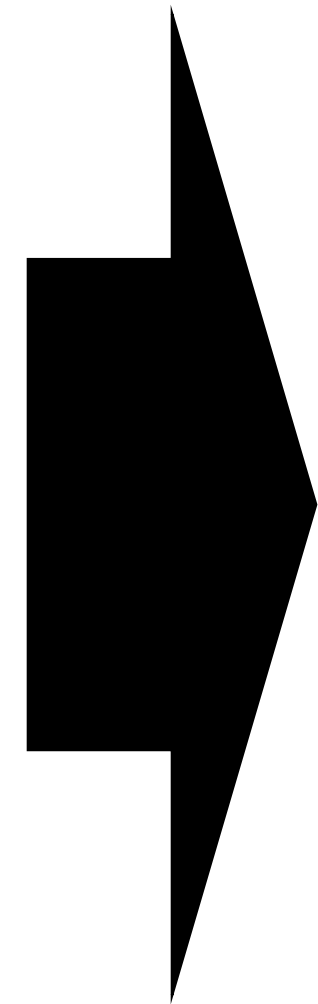
The result



Competence proven



Pathway into certification



Less non-conformities
Installer confidence
Improved consumer understanding and confidence
Lower energy bills
Better brand reputation for Manufactures
Improved industry Reputation and policy confidence



Credit: The Matrix Academy

Thank you for listening
