

# Supporting Newly Qualified Heat Pump Installers Beyond Training



2024 saw a record **9,062** individuals completing a recognised heat pump qualification<sup>1</sup>.



But HPA modelling shows up to **39%** of those who complete the training **do not always go on to actively install heat pumps**.



We know that **achieving a qualification is just the first step** on the journey. The sector is working hard to support newly qualified installers gain **confidence and practical experience**.



Results from a recent **HPA member survey**<sup>2</sup> outlined in this infographic provide a snapshot of the post-training support currently on offer.



Manufacturer

Wholesaler / Distributor

Training Provider

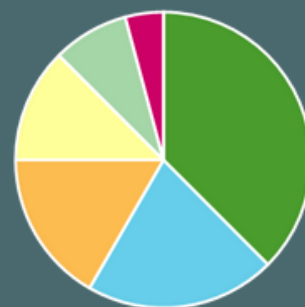


Installation Business

Other

Heat Pump Certification Body

Survey Respondents<sup>2</sup>:



Around **80% of respondents currently provide additional support** for newly qualified heat pump installers:

**42%** provide access to on-site video call support

**54%** provide on-site commissioning support for the first installation

**50%** provide an on-site guide book

**38%** provide a dedicated indemnified design service

**45%** provide enhanced training packages<sup>3</sup>

Manufacturer

“Onsite commissioning support for an installer's first installation with us is always **very well-received**.”

“We always **encourage video calling** to discuss installation or troubleshooting issues.”

Distributor

The most popular types of support include in-person mentoring, enhanced training packages and access to online digital support via an app:

“Very **positive feedback on mentoring** as it gives a forum for both parties to address any **knowledge gaps**, as well as give updates on industry progression, regulatory changes, and product updates.”

Installation Business

<sup>1</sup> A recognised training qualification refers to a qualification that meets the [requirements to receive the Heat Training Grant](#)

<sup>2</sup> A survey was distributed to [HPA members](#) in January 2025. 24 organisations responded.

<sup>3</sup> Explained on Page 2

## What might be included in an enhanced training package?

- Coaching from experienced installers
- Sales and communications guidance
- Low-temperature design course
- Service and maintenance training
- Feedback forums
- Bespoke and tailored courses
- Installation quality reviews

Distributor

“ We have an **excellent, friendly hands-on training centre** with the intention to upskill installers' knowledge of heat pumps. We always receive at least a 9 out of 10 on the feedback form. ”

“ Additional training is offered on the **design process, commissioning, specific manufacturer product training & fault finding**. Feedback has been excellent, and learners have felt that this has **enhanced their learning journey**. ”

Training Provider

For many newly qualified installers, the cost should not be a barrier to accessing support - **over 60% of the offerings noted are available at no extra cost.**



### Looking to the future....

Many of the offerings have been recently implemented, and positively, 50% of the organisations had future plans to provide additional support:

“ Over the coming year, we intend to **further our scope of supporting installers who may be new to the technology** - providing design and specification services, installation support, commissioning and handover. ”

Installation Business

Manufacturer

“ We are currently in a development phase **working with several training experts, contractors and installers** to find what is required and the optimum delivery method. ”

## Want to learn more?



**Ask your local training centre, installation business, distributor, or manufacturer to see what opportunities they provide.**



**Find out more about a career as a Heat Pump Installer: [National Careers Service](#)**



**Shape training standards in the sector: [Get in touch about joining the HPA's Training Working Group and HPA membership](#)**