

## BEAMA Connected Homes Skills initiative

### Developing training and qualifications for minimum competencies in the connected homes market

#### Background and Introduction

BEAMA have been supporting technology providers in the connected and smart homes market for over 10 years. In the last 5 years BEAMA members have seen a significant progression in innovation and the pace of market demand for connected / networked devices in the home for energy management, security, lighting, assisted living and audio visual equipment.

The number of off the shelf products that require some form of wireless communication and connection to primary services in the home is growing. Furthermore primary services in the home including energy management, security and lighting systems are being installed to provide remote wireless control and connection to cloud based services and mobile phone applications.

With the rollout of smart meters in every domestic property customers will also now have access to their energy data and the range of smart appliances and home energy management systems that can be enabled to use this information to optimise usage in the home. This will see the introduction of Consumer Access Devices as a gateway for data into the home and smart appliances. It is vital installers are aware of this changing market and the use of this data in the home.

Installers are an important stakeholder in the market as they provide the main point of contact with the customer. When customers are having heating systems, appliances, lighting and overall wiring replaced in their home it is important that what installers recommend won't limit future applications for connected homes or disrupt other systems already installed in the home.

Currently a lot of these skills are regarded as specialist and the majority of training is provided direct by the manufacturer or supplier adding costs to the market. It is however believed that some minimum competencies could be easily communicated into the market through basic training. BEAMA members have initiated some work to look into how we can progress the market to ensure the minimum competencies for installers, guaranteeing some of these basic skills are not specialist but part of a standard training package for installers.

#### Key Objectives

- De-mystify the core competencies installers need for connected homes and where they can obtain appropriate training.
- Ensure training for connected homes is recognised and has value in the market
- To inform a nationally recognised qualification through Ofqual recognised Awarding Organisations.

#### Aim

- To support the growth of the connected homes market to get trained installers under pinned by recognised training courses.

This work is likely to develop in stages and we plan to develop with key training bodies a basic 2-3 day training module by the start of 2017, this will be followed by more specialist electives as the market develops and demand from the installer community grows for skills in this sector.

As a first step we are keen to learn what is already available in the market, and for those manufacturers and service providers offering their own training, what competencies these may cover.

We have developed this survey to capture input from key stakeholders and training providers. In responding to this survey we will also ensure you are involved in the development of the qualification that follows. BEAMA will host a workshop in the autumn for those who respond.

### Use case example

BEAM have worked with training organisations and industry before to develop qualifications for the sector. A good example of where this has been successful is for heat metering for renewable heat installations. We have provided this below as an example of what we could achieve for the connected homes market.

#### **Title: Fundamental Principles of Metering for Renewable Heat Installations**

**Requirement:** Knowledge and understanding only QCF unit leading to a nationally recognised qualification aimed at all staff involved in the selection, positioning or installation of heat meters in accordance with MCS Domestic RHI Metering Guidance

**Aim** – Understand how to identify, select, position, install and commission metering for renewable heat installations

#### **QCF Principles of Metering for Renewable Heat Installations**

##### **Example of Learning Outcomes and Assessment & Examination Criteria.**

- Learning Outcome 01. The learner will understand the requirements for metering renewable heat installations.
- Learning Outcome 02. The learner will understand how to select heat meter and c
- Learning Outcome 03. The learner will know where to position meters and their components
- Learning Outcome 04. The learner will know how to Install heat meters

A set of assessment criteria were then agreed for each learning outcome. This then provided the basis for a qualification, agreed by industry, that could be adopted by an in-house or third party training body.