

Insulation installer certification

Information sheet – March 2022

Background

Insulation is an essential component of healthy, comfortable buildings and supports Australia's energy transition by reducing energy demand and facilitating flexibility of heating and cooling services.

The [Roadmap for quality control and safety in insulation installation](#) – developed by a coalition of industry associations and released in May 2021 – identified training and certification of insulation installers as an essential step in enabling quality, safe insulation installations in Australian homes and commercial buildings.

In pursuit of this goal, an insulation installer program has been administered by the Clean Energy Council (CEC) since 2013. The program has been critical to enabling the safe and effective installation of insulation in Australia, but it needs to grow to scale impact. Acknowledging this and that the program no longer aligns with CEC's core priorities, [the CEC announced](#) that it will discontinue the installer program after 31 March 2022, passing the baton to the Energy Efficiency Council (EEC).

The CEC will stop processing new applications from 1 April 2022, with the EEC beginning to do so from 1 July 2022, at which point applications for Certified Insulation Installers will be processed under the new [EEC Professional Certifications Framework](#), which will be launched on 23 June 2022.

Due to the EEC's recent deep engagement and longer-term collaboration with the insulation industry, the EEC is best placed to manage the insulation installer program moving forward.

The program is initially being taken on by the EEC on an interim basis until 30 June 2023 to enable a review of skills and training needs to ensure the program effectively facilitates the availability of qualified installers to deliver quality insulation installations across Australia. Recommendations from the review will be implemented and the improved program will operate from 1 July 2023.

Next steps

The EEC will undertake three broad phases in its management of the certification:

1. Establish an interim arrangement for the certification housed at the EEC from 1 July 2022 until 30 June 2023;
2. Undertake a review of skills and training needs for insulation installers, including considering enhancements to bolster the certification's value to consumers, government and industry; and
3. Implement the recommendations of the skills and training review, including establishing an ongoing home for the insulation installer certification by 30 June 2023.

1. Establishing an interim arrangement for insulation installer certification

Acknowledging the tight timelines that will enable the establishment of the interim arrangement by 1 July 2022, the intention is to transition the CEC program over to the EEC with most of the existing certification specifications remaining in place for the duration of the interim basis. However, the EEC has undertaken a preliminary review of needs with industry and government for the future of the insulation installer certification.

A range of opportunities were identified, some of which can be immediately implemented and some of which will need further development and lead time. As such, the following changes will be made to the existing program when it is relaunched under the interim arrangement:

- Extending the certification period from one to three years;
- Introducing continuing professional development (CPD) into certification renewal processes;
- Enabling individuals to be certified for one or two applications of insulation installation, rather than all three of ceiling, floor and wall; and
- Reducing number of job assessment forms from seven to three in total.

These are simple amendments that will support the program with scaling impact and that can be immediately implemented. Other opportunities will be explored more thoroughly following the launch of the interim arrangement for the insulation installer certification.

Increasing the pool of Certified Insulation Installers

The need to drive uptake of the certification and to support greater diversity of installers has also been identified as important to both industry and government. In aid of this the EEC is currently exploring opportunities for subsidising the certification with government and further detail will be provided in due course.

2. Undertaking a review of skills and training needs for insulation installers

Feedback from industry and government also identified a range of other opportunities for improving the certification:

- Developing certifications for:
 - Both new build and retrofit installs;
 - Different types of insulation products;
- Delivering part of the training online; and
- Expanding the training and certification to include skills and knowledge related to improving the building envelope alongside insulation, i.e. draught proofing.

All of these considerations need a longer lead time and as such these will continue to be considered to be included from 1 July 2023.

These areas will be considered as part of a wider review of skills and training needs regarding insulation and residential retrofitting. This will include skills for insulation installers, registered trades that interact with insulation, building inspectors and more.

This review is intended to take place from August – December 2022.

3. Implementing the recommendations of the skills and training review

The EEC will work with government and industry to implement the recommendations from the review report. Importantly, the recommendations that pertain to the insulation installer certification will be in place by 1 July 2023.

Further information

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