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MCS scheme changes

Green Heat Installer
Engagement Programme

12 March 2025



Presenters

Rachel Comrie	Green Heat Installer Engagement Assistant Programme Manager, Energy Saving Trust	Presenter, Q&A panel
Alex Hughes	Scheme Manager, MCS	Presenter, Q&A panel

Questions

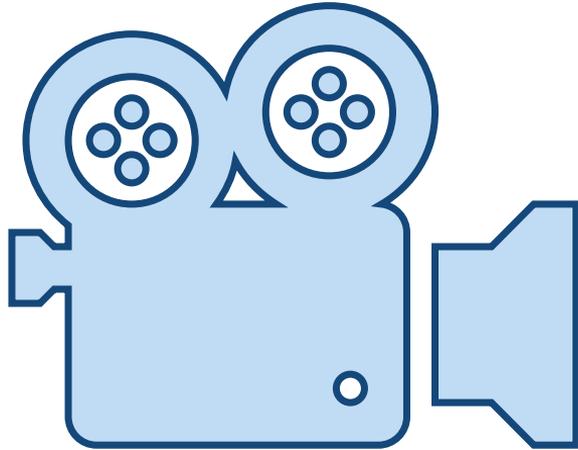
Type questions into the Questions pane of the control panel.

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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.

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

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Rachel Comrie 12 03 2025



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.

Heat Pump Installer Toolkit

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Heat pump installers toolkit

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Heat pump installers toolkit / 2. Installation considerations

2. Installation considerations

What elements do you need to consider before installing a heat pump?

[Copy page link](#)

When installing a heat pump for the first time, there are a number of things that need to be considered. From the actual installation process to sourcing a heat pump, there are requirements you should look at when installing a heat pump.



greenheattoolkit.energysavingtrust.org.uk/t/heat-pump-installers-toolkit

Mobile Heat Pump Training centre

Delivering training across Scotland



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
- To apply visit:

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



rif.est.org.uk/Installer/Registration

Green Heat Installer Engagement Programme – useful links



Email: GreenInstallerScotland@est.org.uk



LinkedIn Group: www.linkedin.com/groups/5139242



Email updates and quarterly newsletter subscription: bit.ly/2PSatKL



Website: energysavingtrust.org.uk/business/energy-efficiency/green-installer

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Thank you





Understanding changes to MCS

12th March 2025

Scheme document publication



Supplementary guidance and other documents to be published in spring, in line with launch of new website

REDEVELOPED INSTALLER SCHEME |

MCS is changing.

Publishing the core documents and updated structure for the Redeveloped Installer Scheme marks a key milestone in our journey to enhance standards for small-scale renewables. These changes simplify and clarify the certification process for Installers while maintaining robust technical and consumer protection standards. Key documents now available include the Installer Operating Requirements, Customer Commitment, MCS Installation Standards, and Pre-sale Information and System Performance Estimate Standards, along with an overview of the redeveloped Scheme structure in a diagram to show how they fit together.

Scheme documents for the redeveloped scheme are now publicly available on MCS website

Search our Standards and Tools Library

Search

- Installer Standards
- Product Standards
- Other Standards
- QMS Templates
- Notifying DNOs

MCS Standards and Scheme documents have been designed with input from product and installer representatives, consumer groups, trade associations and technical experts from across industry. Our Standards and Tools library is categorised by technology type.

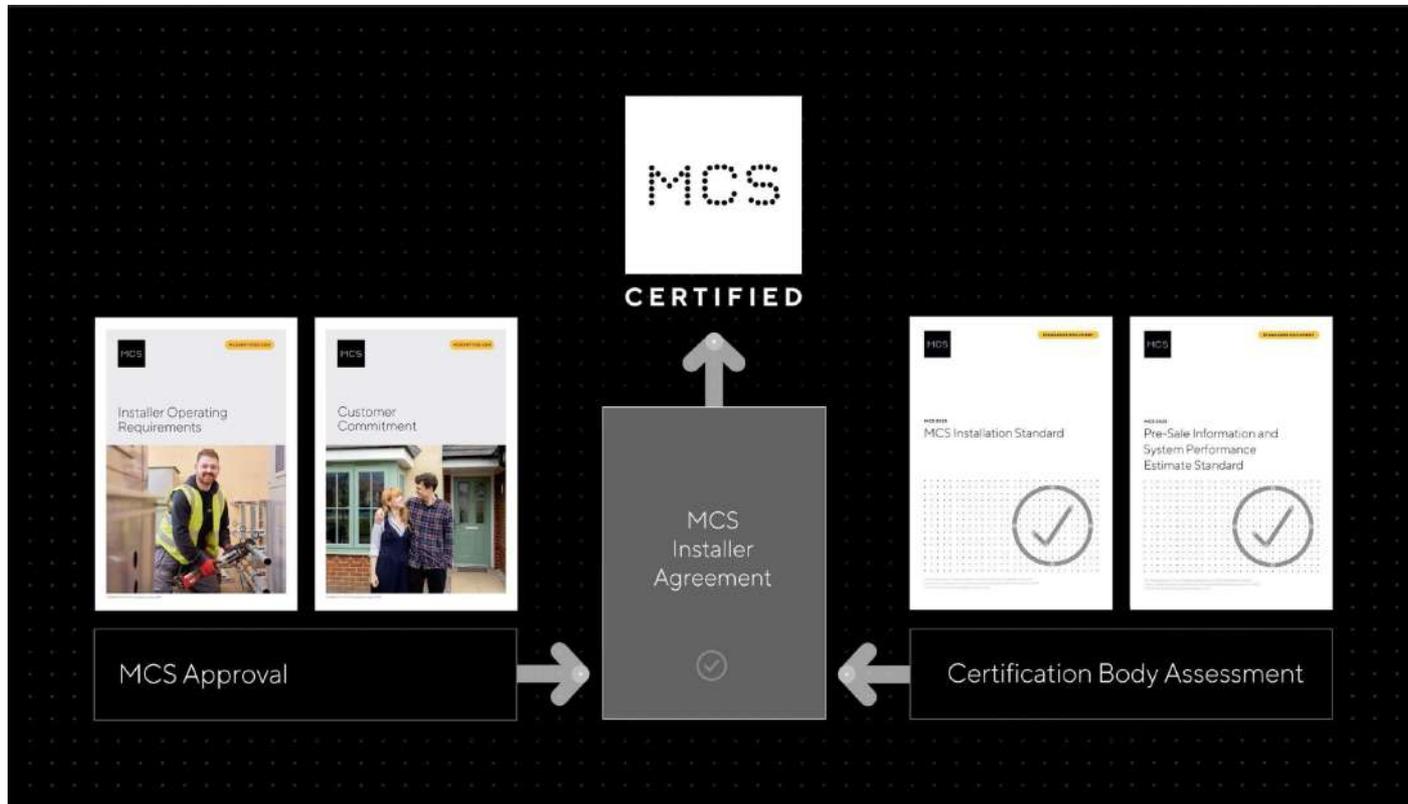


LOOKING FOR THE NEWLY LAUNCHED REDEVELOPED SCHEME STANDARDS?

We have published core documentation, including installation Standards and system performance estimate Standards, for the Redeveloped Installer Scheme.

[View the documents here.](#)

Redeveloped scheme structure



What makes up the redeveloped scheme?

Installer Operating Requirements

The framework for how an installer will maintain MCS certification. It outlines the requirements and processes an installer needs to follow.

Customer Commitment

Outlines an installer's responsibility to protect and safeguard consumers and adhere to consumer protection laws. It ensures customers are treated fairly and that they know where to turn if they need to complain.

MCS Installation Standards

The technical standards for how systems should be designed and installed. The technical requirements haven't changed from what is in the standards today, but they have been restructured and streamlined to be more focused as 'technical truths'.

Pre-sale Information and System Performance Estimate Standards

Outline how to carry out system performance estimates and the pre-sale information that must be provided to a customer. These requirements exist today but have been moved into their own technology specific standards to improve clarity.

What does this mean for installers?

1. Clearer scheme requirements as outlined in core scheme documents
2. Changes to assessments
3. Closer relationship with MCS directly
4. Stronger consumer protection



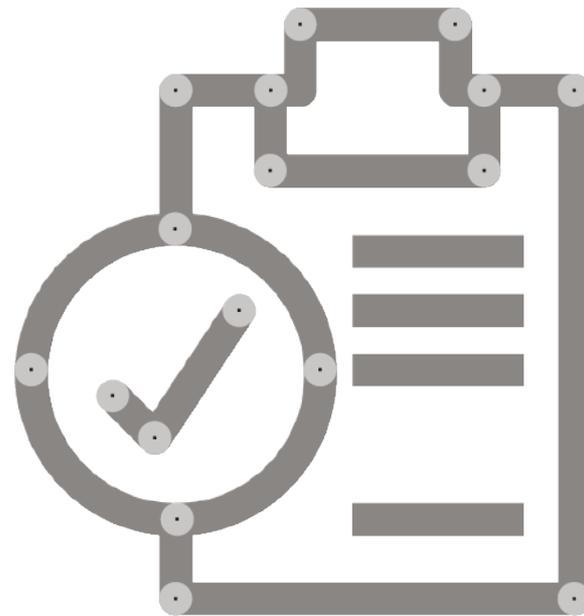
Next steps for installers

If you haven't already, read through the scheme documents and familiarise yourself with the requirements and consider any changes you may need to make to your business.

Until your Certification Body confirms availability of the redeveloped scheme, you will need to remain compliant with current scheme requirements.

We expect a rolling transition period which will likely last into 2026, but the timescales are not yet clear.

Look out for updates from MCS and your Certification Body!



FAQs

Question	Answer
I'm currently MCS certified - when will I be able to transition onto the redeveloped scheme?	We are working closely with Certification Bodies to help them gain accreditation from the UK Accreditation Service (UKAS) which they need, to offer the redeveloped scheme. The timeline for this will be dependent on UKAS themselves and we can share more about this when we have it. It is therefore difficult for us to give you a clear answer on when your CB will be ready to kickstart this transition.
Do I need to maintain my consumer code (RECC/HIES) membership?	If you are currently an MCS certified installer, you will need to maintain your consumer code membership if you would like to remain MCS certified, as this is a requirement in the existing MCS001-1 Standard. All MCS certified installers must adhere to the existing Scheme requirements until they have been transferred onto the redeveloped Scheme, and this includes maintaining consumer code membership.
Will there be any additional resources for installers to help us transition to the redeveloped MCS?	<p>We're going to be creating and sharing lots of guidance such as FAQs, guides, and other tools to ensure installers are fully prepared for the redeveloped scheme. This will include clear information and instructions on what's required and how the changes apply to your business.</p> <p>Our Customer Support Helpdesk will also be on hand to provide advice and support on the scheme changes throughout the transition. It's also important for you to familiarise yourself with all of the published scheme documentation.</p>

FAQs

Question	Answer
I'm not yet MCS certified, should I just wait until the redeveloped Scheme becomes available?	If you understand and can comply with current scheme requirements, we advise submitting an application to your chosen CB now. The UK's small-scale renewables market is buoyant and delaying your application may mean you miss out on future business. As there will be a transition period for all existing certified installers to move from the existing scheme to the redeveloped scheme - you might face some unnecessary delays if you wait.
Will the redeveloped scheme be more expensive?	The cost of MCS will always vary depending on an MCS installers' activities (including installation volumes), and the CB/CC that they choose to be a member of. In the redeveloped scheme, consumer code membership will be voluntary so this will allow cost savings if an installer chooses to not be a member of a consumer code.
What checks will MCS be undertaking on installer businesses?	MCS will carry out a series of initial (at application) and ongoing scheme checks on installer businesses, which will include but not be limited to, checks on financial performance, directors and persons with significant control, information about the business in the public domain, and previous complaints and legal proceedings.
What new roles will be required in the business?	The new roles are defined in the Installer Operating Requirements. These are: Main Contact (main point of contact for scheme related queries), Licensee (individual within the business who will sign the installer agreement), and Technical Supervisor (responsible for the technical compliance of installations – assigned per installation).

FAQs

Question	Answer
What new qualifications/additional training will be required to demonstrate competency?	No new qualifications/additional training will be required to demonstrate competency. Similar to the Nominated Technical Person (NTP) model that exists in the current scheme, the Technical Supervisor assigned to each installation will need to evidence their competency in line with scheme requirements. The Technical Supervisor at the time of self certifying an installation shall hold either an in-date qualifications or an in-date personnel certification (as listed on the MCS website).
How will the frequency of installer assessments change?	Installer assessments are likely to follow an annual cycle as they do today, however assessments will be influenced by the quality risk model in the redeveloped scheme. You will be assigned an assessment frequency (reduced, standard or enhanced) for each technology you are certified for. This assessment frequency will depend on multiple factors including volume and severity of non-conformities, repetition of non-conformities and size and complexity of MCS related activities.
Is there still the requirement to provide an IBG (Insurance Backed Guarantee) for each installation?	The Installer Operating Requirements requires an installer to provide customers, under domestic contracts, with an MCS approved financial protection as listed on the MCS website. MCS is currently working on a definition of what an adequate financial protection looks like and will be consulting on this. Once installers have joined the new MCS, they will have access to a list of MCS approved financial protection products which they can purchase.

Updates, support and guidance

[Redeveloped scheme webpage](#)

[LinkedIn](#)

[Contact form](#)

Contact our Customer Support Helpdesk:

0333 103 8130

mcs-helpdesk@mcscertified.com



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

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- **Website:**
<https://energysavingtrust.org.uk/business/energy-efficiency/green-installer/>
- **Heat pump and insulation installer toolkits:**
<https://greenheattoolkit.energysavingtrust.org.uk/>



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